



USAID | **VIETNAM**
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VIETNAM GIG: GENDER EQUALITY AND SOCIAL INCLUSION STRATEGY



*“Create inclusion with simple mindfulness that others might have a different reality from your own”
–Patti Digh*

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ABBREVIATIONS AND ACRONYMS

CDI CENTER FOR DEVELOPMENT AND INTEGRATION
CFAW COMMITTEE FOR THE ADVANCEMENT OF WOMEN
CIEM CENTRAL INSTITUTE FOR ECONOMIC MANAGEMENT
CPP CONTRACT PERFORMANCE PLAN
CSO CIVIL SOCIETY ORGANIZATION
DTA DIRECT TECHNICAL ASSISTANCE
EM ETHNIC MINORITY
GVN GOVERNMENT OF VIETNAM
GIG GOVERNANCE FOR INCLUSIVE GROWTH
KRA KEY RESULT AREAS
LAA LEGAL AID AGENCY
LGBT LESBIAN, GAY, BISEXUAL AND TRANSGENDER
LURC LAND USE RIGHTS CERTIFICATE
M&E MONITORING AND EVALUATION
MOF MINISTRY OF FINANCE
MOIT MINISTRY OF INDUSTRY AND TRADE
MOJ MINISTRY OF JUSTICE
MOLISA MINISTRY OF LABOR, INVALIDS, AND SOCIAL AFFAIRS
MP MEMBER OF PARLIAMENT
MPI MINISTRY OF PLANNING AND INVESTMENT
NA NATIONAL ASSEMBLY
PSG PARTICULAR SOCIAL GROUP
PMU PROGRAM MANAGEMENT UNIT
Q QUARTER
RIA REGULATORY IMPACT ASSESSMENT
RFA REQUEST FOR APPLICATIONS
SAV STATE AUDIT OFFICE OF VIETNAM
SO SOCIAL ORGANIZATION
STTA SHORT-TERM TECHNICAL ASSISTANCE
TOT TRAINING OF TRAINERS
UNDP UNITED NATIONS DEVELOPMENT PROGRAM
USAID UNITED STATE AGENCY FOR INTERNATIONAL DEVELOPMENT
VCCI VIETNAM CHAMBER OF COMMERCE AND INDUSTRY
VJA VIETNAM JOURNALISTS ASSOCIATION
VUSTA VIETNAM UNION OF SCIENCE AND TECHNOLOGY ASSOCIATIONS
VWU VIETNAM WOMEN'S UNION
VWEC VIETNAM WOMEN ENTREPRENEURS COUNCIL

USAID GIG GESI BACKGROUND

Gender and Social Inclusion (GESI) builds on traditional “Gender” work in that it acknowledges that social groups such as women and men are not homogenous in their needs, experiences, or interactions with society. The experience of women and men are shaped by other demographic and cultural factors such as age, geographic location, ethnic and religious identify, socio-economic status, etc. These identities affect individual’s needs for, experience of and access to social benefits and protections, which profoundly influence how to do best development work. Inclusive development also broadens participation and perspectives that lead to increased economic growth. As such, the GVN has prioritized social inclusion and gender equality. GIG will provide support in ensuring that historically marginalized people benefit from and participate in Vietnam’s development, especially in an improved legal and regulatory environment. The Gender Equality and Social Inclusion short-term assignment is based on three main activities; desk research on existing inclusion policies and procedures, including reports on the social and economic environment of GIG’s target vulnerable groups; completing a Constraints Matrix tool and analysis of anticipated year 2 activities to develop inclusion activity recommendations; staff training on operationalizing the constraints matrix tool and analysis. The desk research on the social and economic environment of GIG’s target vulnerable groups provided a foundation from which to complete the constraints matrix tool.

Two overarching considerations for this GESI assignment were how to operationalize inclusion within the GIG team and how to operationalize inclusion within GIG’s counterparts. This GESI assignment took place during the second phase of GIG’s Year Two Work Planning process and thus provided a timely opportunity to operationalize inclusion. The concept and importance of inclusion is clearly understood among GIG’s project team however the process by which to develop more inclusive project activities isn’t as clear. The Constraints Matrix presented in this report provides an operational tool to prioritize inclusion. This rapid analysis tool identifies constraints faced by a particular social group (PSG) in relation to a specific activity in order to foster inclusion. The tool allows the project team to identify areas of constraint and marginalization within six domains of a person’s life that influence a person’s inclusion within society. By completing the constraints matrix, the team will be able to identify activities in which the PSG have significant constraints and therefore allow the team to prioritize which activities should be modified to address the PSG’s constraints. The Constraints Matrix creates an opportunity for resources to be prioritized towards select activities to mitigate vulnerabilities faced by the PSG and in doing so, make the greatest possible inclusion impact.

The analysis of the constraints matrix makes up the majority of the main body of this report, which is organized by anticipated year two activities for Component 1 and Component 2. The activities analyzed in the constraints matrix were identified as potential activities before the official consultative process of GIG’s Annual Work Planning. . Additional analysis for new activities may follow after this report’s submission. Each of the activities presented in this report are the prioritized activities for inclusion based on the constraints identified through the Constraints Matrix tool. Recommendations provided under each component for modifying the activities address the constraints identified at the activity level. The Constraints Matrix also



identified opportunities for stand-alone activities to be undertaken by Component 3. These recommended stand-alone activities are presented in the relevant component under which they were identified.

To begin the process of operationalizing inclusion within the GIG team, the Constraints Matrix exercise was conducted in collaboration with all three component teams. The Constraints Matrix should be used as part of the work planning process as an activity level analysis tool for inclusion and should serve as the center for prioritizing activities for inclusion. Once the project teams develop the initial list of activities, the Constraints Matrix will be used to analyze which activities should be prioritized for inclusion and therefore modified to mitigate vulnerabilities. Upon completion of the analysis by Components 1 and Component 2 activities, Component 3 will be able to identify potential stand-alone activities for their component.

Understanding that the project is fluid and responsive to counterpart needs and priorities, there will be times when ad-hoc or new activities are introduced throughout the project year. The constraints matrix should also be used during such cases to help determine whether the new activities should be modified for inclusion to address the identified constraints. Given the unique scope of work of Component 3, this team should serve as a service provider for inclusion for Component 1 and Component 2. Component 3 should take the lead in ensuring inclusion is addressed in priority GIG activities. Component 1 and Component 2 have the responsibility of reviewing their activities through the Constraints Matrix. Prioritized inclusion activities are the responsibility of the appropriate component team as Component 3 has KRAs they are responsible for addressing themselves.

There are varying levels of comprehension of the importance of inclusion amongst the six project counterparts. This presents a challenge in operationalizing inclusion activities. Since GIG's project teams have a solid understanding of inclusion, they are primed to pass on this knowledge to their counterpart teams at the ministries. Operationalizing inclusion among GIG's counterparts will involve increasing their understanding of the concept of inclusion but most importantly, how it directly relates to their daily work. Helping counterparts think through their priority activities through the Constraints Matrix lens will help internalize and eventually operationalize inclusion within the Vietnamese government. If the right moment presents itself, GIG should consider introducing the Constraints Matrix as a tool for counterparts to use during their priority activity discussion.

OVERVIEW OF GIG TARGET VULNERABLE GROUPS

The GVN's Socio Economic Development Strategy identified seven priority vulnerable groups. Women, Ethnic Minorities, LGBT, PLHIV, PWD, Poor and Elderly face varying degrees of vulnerabilities and historically excluded from benefiting from and participating in the social and economic development of Vietnam. Though Vietnam has made major improvements towards more inclusive development, recent assessments continue to support the need for a more concerted effort towards inclusion. This is especially true in the legal and regulatory environment. Below are

brief summaries of the current social and economic environments for GIG's target vulnerable groups.

Women

Though women are not homogenous in their need and economic contribution, we will particularly focus on the population of women in Vietnam's labor force. The legal and regulatory environment has vastly improved since the implementation of the Doi Moi reform, thus paving the way for a more vibrant economic resurgence. Despite this, women as both entrepreneurs, business owners and those

serving in leadership roles have yet to be fully realized and widely accepted. Pervasive cultural attitudes about women's responsibilities in the home often compete with their responsibilities in the public and economic sphere. Even with the increase in women who contribute to their family's

household income, their value compared to their male counterpart is frequently questioned. In some cases, this has led to challenging work environments; discrimination, "reaching a glass ceiling," and sexual harassment are not uncommon. Unfortunately, these cultural attitudes present a barrier for women entrepreneurs as it limits their inclusion in high level or management decision making activities and business development services necessary for creating or growing their business.

Ethnic Minorities

Despite a decrease in the poverty rate among the majority population in Vietnam, studies continue to show that ethnic minorities face a disproportionately higher poverty rate at approximately 52 percent. Socio-economic studies mostly attribute this difference to rural geographic localities in the northern mountains and central highlands which limit their mobility and access to economic markets, education and even civic participation. Deeply rooted cultural traditions, language and discrimination also contribute to the continual exclusion of ethnic minorities from social and economic benefits due to the lack of physical and social assets and limited knowledge of state poverty reduction programs. Ethnic minorities make up approximately 12 percent of the population in Vietnam however there are 53 recognized ethnic minority groups. Understanding the differences in the social and cultural dimensions between the majority ethnic Vietnamese and even amongst the 53 individual groups will build a better foundation from which to overcome barriers preventing ethnic minorities full participation in society.

LGBT

The lesbian, gay, bisexual, and transgender (LGBT) populations in Vietnam have come to the forefront as targeted priority vulnerable groups for international NGOs and domestic CSOs. Though they have faced a long history of marginalization, it is only in the last 15 years that LGBT issues have been discussed, both positively and negatively, at the government level. Same sex marriages are first mentioned in the Law on Marriage and Family in 2000 when the law was amended to include a ban on same-sex cohabitation and marriage (17). It was not until November of 2013 that Vietnam decriminalized same-sex wedding ceremonies and gave same sex couples the



right to live together, through Decree No. 110/2013/ND-CP (18). However, same-sex partners do not currently receive any legal recognition or spousal benefits. The transgender community has faced additional challenges, as it is currently illegal for transgender people in Vietnam to have gender-confirmation surgery. Additionally, both groups continue to face significant discrimination in the workplace and within the general community.

Although many local support groups have been created, and CSOs have begun to tackle this issue within the household, there remains a large dearth of advocacy at the ministry level. Currently, there is no Anti-Discrimination Law in Vietnam. In order to start affecting long-term, legal changes, GIG has a unique opportunity to address some of these issues through creation of partnerships with prominent CSOs in Vietnam and conduct trainings and workshops on public accountability and advocacy. As a result, CSOs would be in a better position to hold public institutions accountable and play a more successful role in policy advocacy such as advocating for equality through amendments in the Law on Marriage and Family, the Labor Code, the Residence Code, the Law on Child Protection, Care and Education, and the Law on Adoption.

PLHIV

According to the most recent reports from USAID, an estimated 254,000 people in Vietnam are infected with HIV. Additionally, approximately 50 percent of those individuals who require anti-retroviral treatment are currently receiving it. Amongst people who inject drugs, the prevalence is much higher, affecting approximately 20 percent of this PSG, however in some provinces, this number is as high as 60 percent. As a result, HIV-centric aid has largely been focused on the following population: people who inject drugs, sex workers, men who have sex with men, and partners of sex workers. Surprisingly, individuals and representatives of this PSG are excluded from the discussions and program development processes aimed at supporting them. Despite the enactment of the 2007 national HIV/AIDS law, PLHIV face discrimination in health care, employment, education and other social and economic spheres. Cultural stigma not only impact PLHIV's personal lives but also affects their work environment with threat of job loss and limit equitable access to health care. There continues to be opportunities for bridging the gap between policy formulation and implementation especially at the subnational and local level. Additionally, continued HIV advocacy campaigns specifically as it relates to PLHIV rights could contribute to improving PLHIV quality of life and shared access in Vietnam's growth.

PWD

The current rate of those individuals in Vietnam living with disabilities is 8.4 percent amongst girls/women and 7.0 percent for boys/men. The region with the highest prevalence of disabilities is the north and south central coast, with a prevalence rate of 9.7 percent. Just under half of the PWD are illiterate. Women with disabilities (WWD) are considered to be especially disadvantaged, experiencing lower levels of education and higher levels of poverty in addition to the greatest risk of experiencing gender based violence. Despite the shift to a rights based view of PWD interventions and services, PWD continue to face challenges in equitable access to services and

opportunities. Outside of major city centers, people are unaware of the Law on Persons with Disabilities and enforcement of laws and policies are limited to non-existent. This considerably impacts PWD's access to public spaces such as schools, health centers, government buildings and transportation thus limiting their ability to fully participate in social, political and economic opportunities.

Poor

The World Bank report from 2012 discusses the vulnerability of incomes to economic shocks such as job loss, accidents, death or illness of a household member. Within this context, the definition of poor can pertain to the other PSGs that may be considered vulnerable. In particular, ethnic minorities as discussed above as well as the elderly population. Within the context of GIG, the poor is currently defined based on Vietnam's welfare system which is defined as those making VND 500,000 per person/month (\$1.61/person/day) or less in urban areas and VND 400,000 per person/month (\$1.29/person/day) or less in rural areas. Though the overall income is increasing, the poverty rate among specific sub-groups such as those living in rural and mountainous areas is exceptionally high in comparison to their counterparts in urban areas.

The definition of poor is also a relevant point of discussion at the government level as it often excludes the extremely poor. The World Bank cited that in 2010, only half of the extreme poor were eligible for benefits under the Ministry of Labor, War Invalids, and Social Affairs (MOLISA). The World Bank 2014 report suggests including the following in an amended definition of poverty: lack of opportunity,

lack of capacity, social exclusion, gender discrimination, lack of good governance, and vulnerability. A more inclusive legal definition of poverty, which allows all relevant individuals to accurately receive social benefits is another potential entry point for GIG, should the political will and opportunity exist.

Elderly

As Vietnam develops, families are having fewer children. Vietnam is an ageing society: by 2020, 16 percent of the population will be over 60. By 2050, 31 percent of the population will be over 60. This increase in the elderly population coupled with increasing migration of breadwinners have altered family structures. With younger generations moving with the flow of economic opportunities, the elderly are left isolated in rural communities without traditional family support. Nearly 2/3 of the elderly have no access to pension programs and 1/2 of the elderly population don't have access to health insurance. Social and government support programs now have to take quality of life into consideration in addition to modifying social service programs to address the needs of the elderly. This includes considerations for pension programs, social security, government health services and even poverty reduction programs. Economic opportunities are especially limited among the elderly with many continuing to do non-paid work.

COMPONENT 1 FINDINGS



Reduce time required of businesses to complete tax payment procedures: This activity aims to assist the implementation of the GOV recently released Resolution 19 which mandates agencies to improve Vietnam’s performance in one of the three *Doing Business indicators*; time required of businesses to complete tax payment procedures. This activity will work in collaboration with the Central Institute for Economic Management (CIEM) of the Ministry of Planning and Investment to address structural policies and processes that contribute to delays in businesses paying taxes. The matrix identified constraints in dialogue participation mostly faced by women entrepreneurs and women owned businesses. Since this activity will be focused on structural policies and procedures, input from businesses is essential. Including women-owned businesses in the discussion about improving processes will allow CIEM to address challenges in running a business and ultimately help women-owned businesses run more efficiently leading to long-term sustainable growth.

Inclusion Recommendation: The pool of businesses that can provide feedback and with whom CIEM can consult with should be expanded beyond large businesses to include SMEs. Limiting consultation to only large businesses excludes women-owned businesses from providing input and contributing to the review process as presently there are no women-owned large businesses.

Inclusion Recommendation: Additionally, women-owned businesses can face additional procedural constraints in paying taxes given the harassment they face when filing complaints about erroneous taxation calculations. Another opportunity to insure that the interest of the wider business community is considered is by engaging women’s business associations such as VWEC and small business associations as they represent women-owned businesses and the limited number of ethnic minority owned businesses and those who likely employ PWDs.

Impacted PSG: Women-owned businesses
Resources: GIG C1 team for technical input

Implications for Component 3 (KRA 3.4): The matrix identified that one constraint women-owned businesses face is the lack of information and knowledge on the tax payment procedure. This certainly poses a hindrance for the state when collecting taxes and also for the business employees as one of the taxes is the social insurance tax. The social insurance tax provides benefits for sick and maternity leave in addition to pension and mortality allowance. Complex tax payment procedures delay these payments. These social benefit allowances are critical to many of GIG’s PSG groups.

C3 Inclusion Activity: To alleviate this constraint, GIG could work with the Tax Department or VTCA and a reputable SO to develop an informational campaign to educate women-owned businesses on the tax payment procedure.

Impacted PSG: Women-owned businesses
Resources: GIG C3 team and Communications team, VWEC, CIEM

Reduce time required for import and export clearance: This activity aims to assist with the implementation of the GOV recently released Resolution 19 which mandates agencies to improve Vietnam’s performance in one of three *Doing Business*

indicators; time required for import and export clearance. This activity will work in collaboration with the Central Institute for Economic Management (CIEM) of the Ministry of Planning and Investment and the Custom's Dept. to address structural policies and processes that contribute to delays of import and export clearance. Constraints identified in this activity are tied to lack of women owned-businesses access to streamlined clearance with custom's officials. Preferential services are provided to large businesses. Current demographics show that there are no women-owned large business. Therefore, women-owned businesses (SMEs) are not receiving assistance with import and export clearance and this is hindering their ability to conduct business. As part of the structural policies and processes review, CIEM will review the qualifications around which businesses prioritize import and export clearance.

Inclusion Recommendation: During the consultation and implementation process for this activity, GIG has an opportunity to recommend expanding the pool of priority businesses from large businesses to also include SMEs. Expanding the pool of priority businesses for import and export clearance assistance will provide women-owned businesses the opportunity to clear their goods in a timely manner.

Inclusion Recommendation: Additionally, GIG should advocate for engaging women-owned businesses in the dialogue process to provide feedback on how to streamline the import and export clearance process.

Impacted PSG: Women-owned businesses
Resources: GIG C1 team for technical input

Implications for Component 3 (KRA 3.4): To compliment efforts to reduce the time for import and export clearance, GIG could facilitate informational campaigns focused on how women-owned businesses can grow their businesses through importing and exporting. Women-owned business fall within the category of micro and small, medium enterprises (SMEs) but find it difficult to grow their businesses to the higher levels.

C3 Inclusion Activity: Conducting an informational campaign on export promotion activities in collaboration with SOs like VWEC and VCCI or the Custom's Department would economically empower growth-oriented women business owners. Providing export promotion activities and overall educational support to growth-oriented women business owners was cited in USAID's report "Women's Participation in Vietnam's Economy" as a crucial need for full participation of women in Vietnam's economy.

Impacted PSG: Women-owned businesses
Resources: GIG C3 team and Communications Campaign, VWEC, VCCI, Custom's Department

Develop E-Regulations website: This activity aims to develop an online database of laws, policies, regulations and decrees accessible to the public. Given the mechanical nature of this activity, many of the constraints identified relate to access considerations; access in the physical infrastructure and access to the knowledge provided. An online website presents challenges to the usability of the database and



the complexity of the content provided within the database. To improve the public's access, to laws the GOV should take the following into consideration. The nature of laws, policies, regulations and decrees can be complex and thus challenging for the identified PSGs with limited legal or advanced education to comprehend.

Inclusion Recommendation: GIG should advise GOV during the development phase to provide a summary of the individual laws, policies, regulations and decrees to compliment the full text so that the public can better understand their applicability.

Inclusion Recommendation: In terms of making the website more user-friendly, consider providing a search function so that relevant information can be found by topic and relevant terms.

Inclusion Recommendation: The online website should also provide options to change the font size to make the content legible especially for those who have vision challenges.

In terms of accessing the online database, it was identified that some PSGs may have limited access to the internet. Additionally, for those that do have internet access, there may be a limit to the amount of GB in their internet plan. Accessing a database of this size may be challenging.

Inclusion Recommendation: The team developing the online website should consider providing alternate space for the public to access this website like a public library or a computer connected to the internet in a public facility. This would allow those with limited financial funds opportunity to access the database for free in addition to providing access to those without computers at home.

Impacted PSG: Women, Ethnic Minorities, PWD, Elderly and Poor
Resources: GIG C1 team for technical input, Synergy

Support using RIA (Regulatory Impact Assessment) Methodology into the drafting and review process of the Civil Code: This activity aims to advocate for the use and institutionalization of the Regulatory Impact Assessment methodology in reviewing legal codes and policies. The RIA method is used to assess the negative and positive impact of new laws and policies in order to develop laws and policies that are targeted, proportionate, accountable, transparent and consistent. If conducted on a consistent basis and applied appropriately, the RIA can be an effective inclusion tool. The constraint identified in this particular activity is the potential lack of engagement of PSGs on the part of the RIA implementing party in the RIA process. Specifically, PSGs are often not seen as target beneficiaries of regulations or as target contributors to the RIA process.

Inclusion Recommendation: Include a module in the RIA training for policy analysts to better understand the relevance and importance of engaging PSGs in the RIA process. This module should highlight the vulnerabilities PSGs face with various regulations and the responsibility for ensuring their needs are taken into consideration during the analysis process.

Inclusion Recommendation: Continue to engage relevant PSGs in the RIA process through formal mechanisms such as the CSO forum conducted to review the impact of the Civil Code on PSGs.

Impacted PSG: Women, Ethnic Minorities and LGBT
Resources: GIG C1 team for technical input

Build business partnerships with the customs department: This activity is part of GIG’s goal of trade facilitation. Current priorities in the Custom’s Department target elite businesses, which are often large businesses, given the volume of products they produce. Identified constraints centered on the lack of involvement and engagement by women owned businesses, women majority and ethnic majority-employed businesses.

Inclusion Recommendation: During the activity process, GIG should encourage expanding the pool of businesses so that more trade opportunities will be facilitated. Women-owned businesses and businesses who employ majority women and ethnic minorities will be able to benefit from increased trading opportunities. Ultimately these benefits will flow down to the individual women and ethnic minority level. Additionally, this activity is in line with the goals of Decree No 56/2009/ND-CP on “SME development policy” which focuses on supporting women SMEs.

Inclusion Recommendation: GIG should also encourage sex disaggregation of statistics collected during the process of the Customs Department monitoring this activity. It has been noted in many studies such as the “Gender related obstacles in Vietnamese Women’s Entrepreneurs” and “Women’s Participation in Vietnam’s Economy” that the lack of sex disaggregated data limits the kinds of analysis conducted to be able to identify needs of women entrepreneurs. Gathering such data would allow the Customs Department to determine their progress towards providing adequate services for women-owned businesses.

Impacted PSG: Women, women-owned businesses and ethnic minorities
Resources: GIG C1 team for technical input

Implications for Component 3 (KRA 3.4): The same studies addressed above stated that educational support to growth-oriented women business owners is a crucial need for full participation of women in Vietnam’s economy. In 2005, it was noted that 24 percent of the registered enterprises were women-owned businesses so any effort targeting these growth-oriented businesses would certainly make an impact not only in Vietnam’s economy but also to existing and potential future employees of these businesses.

C3 Inclusion Activity: To compliment efforts to build business partnerships with the Custom’s Department, GIG could facilitate information campaigns on how women-owned businesses can grow their businesses through strengthened partnerships with the Custom’s Department and the streamlined process for doing so.

Impacted PSG: Women-owned businesses
Resources: GIG C3 team and Communications team, VWEC, VCCI, Custom’s Department



Conduct Customer Satisfaction Survey: This activity will be conducted in collaboration with the Custom’s Department to assess the customer (business) satisfaction of services provided in order to address areas for further improvement. Constraints identified in this activity focused mostly on the potential exclusion of women-owned businesses should the survey only engage current customers (large businesses). Current processes target large businesses due to the volume of products involved however this excludes women-owned businesses as the volume of products and services produced are less. The intent of the customer satisfaction survey is to assess the efficiency of services provided to increase trade and business opportunities.

Inclusion Recommendation: Expand the pool of survey takers to include women-owned businesses. By including a more diverse group of businesses such as women-owned businesses (SMEs), the opportunities for increased business will be shared among more businesses including women-owned businesses.

Impacted PSG: Women, women-owned businesses

Resources: GIG C1 team for technical input

COMPONENT 2 FINDINGS

Strengthen the MOJ’s institutional capacity to monitor the implementation of the health insurance law: This activity aims to provide technical and consultative support to the MOJ to build their institutional capacity to monitor the implementation of the health insurance law. Though this activity is focused on internal MOJ capacity building, it’s important to understand the potential impact of the health insurance law and the importance of transparent monitoring processes as it relates to the PSGs. Under this activity, the majority of constraints faced by relevant PSGs occur with regards to their access to health insurance and health services in addition to the quality of care they receive under the health insurance law. PSG’s face a disadvantage in their ability to understand their rights under the law, as they have little to no knowledge of the benefits afforded to them under the law. Physical access to health care services also limits their ability to take advantage of their benefits. Often, it is a long distance to the nearest health facility of the target PSGs, such as ethnic minorities and the rural poor. Additionally, stigma often hinders access to quality health care and information by LGBT, especially the transgender community. Understanding these constraints provides a foundation for questions and further inquiries in developing monitoring processes for the implementation of the health insurance law.

Inclusion Recommendation: To fully understand the extent to which the benefits of the law are reaching individuals, especially vulnerable PSGs, and the impact of the law in their social and economic well-being, GIG and the MOJ need to ensure that there is a mechanism for collecting their feedback on the impact of the health insurance law. A formal mechanism for citizen feedback would allow policy implementers to identify areas of improvement in either the direct language of the law or the law implementation guidelines. A feedback mechanism of this type could be an online citizen feedback portal or citizen survey conducted at the commune level. This

would reach individuals rather than simply representatives of PSGs or CSO dialogue forums by organizations representative of the PSGs that can occur at the district level.

Current MOJ processes include three ways of obtaining citizen feedback on the implementation of the law: establish a working commission who travels to select provinces and meets with relevant organizations, invite provincial officials to the central office to obtain feedback, and an online public Q&A website.

Inclusion Recommendation: The established working commission should be deliberate on the provincial selections for field visits as the geographic locations often determine the presence of target PSGs; this is especially true for Ethnic Minorities. Should the commission forgo the field visits and instead invite provincial officials to the central office, they should extend the invitation to relevant SOs representing the target PSGs so that their feedback is incorporated into the discussion.

The online web portal is currently rarely utilized. However this should be considered as another tool for obtaining citizen feedback rather than a stand-alone tool. Keeping in mind the limited reach of the online portal, especially for the rural poor who may have limited access to the internet, this tool can still be modified to obtain valuable information on the impact of the law. The established questions should be drafted carefully so that the answers obtained are specific to the expected outcome of the law.

Inclusion Recommendation: The online questionnaire should also be developed so that it is able to collect demographic statistics on the respondents to allow for additional analysis on the impact of the law based on sex, urban vs. rural, and earnings statistics. The data from the selected formalized mechanism should be disaggregated in such a way that there is an opportunity to analyze trends in the benefits and use of the health insurance law. The information collected can then be synthesized as part of the remainder of the monitoring process within the MOJ.

Inclusion Recommendation: To capitalize on the recommended monitoring processes discussed above, MOJ staff should be trained on inclusive policy/law making processes. This will provide them with an

understanding of the importance of obtaining citizen feedback on laws and the potential gaps in communities and individuals realizing the intended benefits of particular laws.

Impacted PSG: women, ethnic minorities, LGBT, transgender, poor and rural poor

Resources: GIG C2 team for technical input, Synergy for IT and web solutions, Health SO representing PSGs

Support the National Assembly Department of Finance and Budget through training on analyzing and reviewing the state budget: This activity aims to provide technical support to the National Assembly's Department of Finance and Budget



through training on analyzing the state budget for effective and efficient allocation of state financial resources. This activity is focused on internal capacity building within the National Assembly however the impact of their capacity to analyze the state budget affects the resources available to address social and economic well-being of target PSGs as identified in the constraints matrix.

Within the internal state budget review process of the NA's Department of Finance and Budget the major constraint identified is the participation of representatives of the PSG in the budget review process. Impacted PSGs, women, ethnic minorities, LGBT, PWDs, elderly and the poor are not likely to be involved or engaged in the budget review process as this responsibility is first delegated to staff members of the departments and not necessarily the parliament members themselves (where there is greater representation of the PSGs).

Inclusion Recommendation: Given existing processes, adequate training on gender responsive budgeting and budgeting from the perspective of beneficiaries as people and individuals rather than institutions will provide staff tasked with budget review an understanding of how state budgets can impact citizens' social and economic development at the local level. GIG could incorporate this module into the training curriculum.

Implications for Component 3 (KRA 3.5): The remaining constraints identified with this activity remain more on the external impact of their ability to analyze the state budget. Women, Ethnic Minorities, LGBT, PWDs, elderly and the poor currently have no formal mechanism to provide input on the developed state budget at any of the administrative levels from district, provincial and central level. As the state budget includes expenditures on socio-economic development priorities, this is an area where GIG's PSGs are most impacted. Though Article 4 of the Law of State Budget sets provisions for the final budget to include budgets developed at various levels that have People's Councils and People's Committees, the practice of obtaining individual or PSG input at these levels (including the commune level) has yet to be institutionalized. The World Bank is currently piloting socio-economic development plans at the commune level in an effort to obtain proper resources and full development participation of ethnic minorities at the local level.

C3 Inclusion Activity: This pilot could be further enhanced by GIG advocating for the use and creation of socio-economic development plans starting at the commune level to give voice to PSG development priorities that can then be incorporated into the state budget processes and therefore align with the review of the state budget.

Impacted PSG: women, ethnic minorities, LGBT, PWD, elderly, and poor
Resources: GIG C2 and C3 team for technical input, WB, external consultant on gender responsive budgeting, VWU or other relevant PSG SO.

Conduct a study on the use of the state budget: This activity aims to support the National Assembly in their task to thoroughly analyze how responsive the state budget is to Vietnam's socio-economic development plan through conducting a case study on the use of the state budget. Identified constraints in this activity mostly pertain to the involvement and contribution of PSGs. GIG should consider how to

engage and obtain input from PSGs in the implementation plan of the case study. The state budget should reflect adequate resources for the socio-economic development goals targeted at PSGs and in turn PSGs should be engaged in the discussion of the use of the state budget.

Inclusion Recommendation: The GIG team should be engaged in the initial planning discussions for the case study to ensure that PSGs are considered not only as beneficiaries of the state budget but also as implementers of the state budget.

Implications for Component 3 (3.3): This is also an opportunity to engage relevant SOs in the analysis activity regarding the use of the state budget.

C3 Inclusion Activity: Though this study will be implemented for official use by the National Assembly, a parallel case study by civil society could also take place. The selected social organization will provide an impact analysis on the PSGs of the use of the state budget. This parallel case study will address gaps in obtaining input from PSGs in state budget implementation, in addition to strengthening stakeholder engagement mechanisms.

Impacted PSG: women, ethnic minorities, LGBT, elderly, and poor
 Resources: GIG C2 and C3 team for technical input, GIG Grants Program, VUSTA for parallel case study

COMPONENT 3 FINDINGS

Component 3 serves as a separate component from Component 1 and Component 2 however their scope of work falls within that of an advisory role in ensuring that inclusion is at the center of GIG’s activities. The Constraints Matrix is a rapid analysis tool used to identify activities to prioritize for inclusion. Upon completion of the matrices for Component 1 and Component 2 activities, Component 3 can review constraints identified that can be modified into stand-alone activities to further inclusion goals that aren’t able to be addressed within the scope of the other two components. These constraints identified should be prioritized for activity development before reviewing other areas for activities.

As a separate Component, Component 3 also needs to be responsive to the remaining KRAs not addressed by the stand-alone activities developed as a result of the matrices. To continue to prioritize the range of activities Component 3 can take on, the following selection criteria should be considered:

Activity:	✓
Will the activity empower PSGs (economically/social) or provide a platform for dialogue?	
Will the activity promote collaboration between the SOs and government counterparts?	
Will it distribute or disseminate laws, policies, and procedures to the target PSGs at large in an easily digestible and comprehensible way?	
Will the activity improve the capacity and skills of government counterparts to address needs and concerns of target PSGs?	

Once the activities meet most of these criteria then Component 3 can move forward with fully developing the activities for consideration.

Based on the desk research, interviews with the GIG team and meetings with counterparts and partners, there are a number of potential stand-alone inclusion activities for priority consideration. Below are a few recommendations and brief description organized by Component 3 KRAs.

KRA 3.1: Legal and regulatory barriers for women, ethnic minorities and other vulnerable groups' equality reduced

Inclusion module for RIA trainings: The RIA is an entry point into institutionalizing the concept of inclusive development and connecting it with the priority areas in GOV's Social and Economic Development Strategy. Including an Inclusion Module as part of the RIA trainings provides participants with an increased understanding of constraints faced by PSGs and the social and economic impact of laws on the PSGs.

KRA 3.2: Women, ethnic minorities and other vulnerable groups' participation and voice in policy dialogue increased

GIG seeks to support an environment that takes inclusion of historically marginalized PSGs into account throughout legal and regulatory processes. A large part of this goal is developing a formal mechanism for citizen feedback and participation. The constraints matrix identified that a lack of formalized mechanisms for citizens to provide direct input in the policy drafting and review processes means that there is not an opportunity for their needs to be addressed in the intent, development and implementation of the policy.

Mapping of social feedback mechanisms and civil society coalitions: There are a number of civil society organizations who represent many of PSGs and each one have various capacity levels for engaging with the public sector. GIG counterparts have limited awareness of many of these civil society organizations and varying degrees of engagement with them in terms of soliciting feedback. A starting foundation is to conduct a mapping exercise of civil society organizations (formal and informal), their priority activities and representing PSGs and current capacity to engage with GIG counterparts. This mapping of social feedback mechanisms will provide GIG counterparts with a clear understanding of which resources (coalitions, partnerships, working groups, networks, NGOs, etc.) exist to obtain targeted feedback from their most vulnerable and underrepresented constituents.

Continued consultative processes with relevant civil society organizations in response to review and drafting of policies and laws: Complimentary to the mapping activity of social feedback mechanisms is creating a formal mechanism for providing targeted feedback between civil society organizations and counterpart agencies. GIG counterparts anticipate a supporting role in the review and revision of a number of existing laws and policies to align them with current

constitution. These laws and policies provide a legal foundation for ensuring rights and social protection for GIG PSGs. As such, it is integral that PSGs are provided the space and mechanism to contribute to the policy development process. One very effective mechanism is to conduct policy issue forums resulting in a comprehensive report outlining revision recommendations based on priority issues addressed by the representing PSGs. This activity was piloted during the review process of the draft Civil Code which resulted in the MOJ implementing 16 of the 22 recommendations provided by the representing CSOs. As there are potentially 13 laws and regulations for GIG support, engaging civil society organizations to represent the interest of historically marginalized groups will substantially contribute to addressing their needs and expanding opportunities for their full participation and benefit in society.

Legal awareness and outreach campaigns on updated and revised laws and policies: Communication is essential to enhancing transparency and policy implementation for inclusive governance. The Constraints Matrix identified a number of barriers faced by PSGs that are further exacerbated by the lack of understanding or knowledge of key policies and regulations. This is in part due to ineffective or lack of external communication and public outreach campaigns considering PSGs and the relevance of the policies and regulations to addressing their needs. Developing outreach campaigns for PSGs on relevant laws and regulations would certainly equip GIG PSGs with an understanding of the applicability of these laws to their needs and capacitate them to effectively provide feedback. The Constraints Matrix and/or the issue forum discussed in the previous activity will help identify which policies and regulations should be prioritized for these awareness and outreach campaigns.

KRA 3.3: Data and analysis on women, ethnic minorities and other vulnerable group's equality improved

Gender responsive budgeting training: Gender responsive budgeting involves an analysis of the impact of the budget on women and men, as well as the integration of those findings into actual budgeting. This does not mean developing a separate budget for women, but rather developing a people-centric budget. Integrating this analysis into budgeting and the budget review processes, in addition to incorporating this concept into state auditing trainings, will clarify the proper allocation of financial resources to addressing the differential development needs of men and women. This activity can be done in conjunction with anticipated capacity building activities within three of the GIG counterparts, the Ministry of Planning, the Ministry of Finance and the SAV, as the responsibility for managing public financial resources fall within their current agency mandates. This training should also be extended to relevant civil society organizations to further build their capacity to contribute to the review of allocating proper financial resources to development needs during the socio-economic development process at the local, provincial and national level.

KRA 3.4: Access to economic opportunity for women, ethnic minorities, and other vulnerable groups improved



Business training for growth oriented women-owned businesses (including those employing ethnic minorities and sourcing ethnic minority goods): Sustainable and inclusive growth includes engaging all members of the private sector and providing services to enhance their competitiveness. One area of constraint is the lack of business support services tailored for women-owned businesses. Providing tailored business support trainings for growth-oriented women-owned businesses will be most helpful in leveling the playing field for women-owned businesses and improve their ability to contribute to Vietnam’s economic growth. Specific business related topics will vary depending on the current needs of the group of women-owned businesses however the “Women’s Entrepreneurship Development in Vietnam Report” cited the need for trainings on business legalities. This same report also cited a disproportionate number of men-owned businesses seeking business support services and trainings from government institutions in comparison to women-owned businesses. This gender disparity can be addressed through outreach campaigns in conjunction with GIG’s assistance on the WB’s Doing Business Indicators with MPI, in addition to MPI working in collaboration with independent business associations such as the VWEC to conduct such trainings.

KRA 3.5: Innovative partnerships to advance women, ethnic minorities and other vulnerable groups’ inclusion established

Capacity building training for efficient policy making dialogues for CSO to have the best capacity to take on this role: As identified in the constraints matrix discussed above, the capacity of civil society organizations to effectively address their concerns and provide feedback on proposed, drafted and executed policies and regulations is limited. As Component 1 and Component 2 provide assistance in developing formal mechanisms for counterparts to engage with civil society organizations, Component 3 can work with VUSTA to further enhance the capacity of the identified 10 percent of VUSTA members to provide policy responses to government counterparts.

COMMUNICATION AND OUTREACH

The Communications team serves as an important part of GIG’s inclusive growth efforts. A core responsibility of the Communications team is to develop and support communications and outreach campaigns to further inclusion efforts on the part of GIG staff but most importantly on the part of GIG counterparts and partners. Two ways the Communications team can further the impact of inclusive activities under all three technical components is by bolstering the capacity of counterparts to report on inclusive development and train journalists on properly reporting on inclusive development.

Reporting on successes: One area of opportunity for GIG to further its inclusion efforts is to assist counterparts and partners in publicly reporting on successes they have had in engaging vulnerable PSGs. The CSO forum to provide input on the draft Civil Code is an example of an event to inform the public, as this was a successful

dialogue mechanism with the government. As the public (including PSG representative, CSO, and PSGs themselves) see the efforts taken by GOV to address their needs the more trusting they will be in the mechanisms developed for engagement. These activities should be done in collaboration between the relevant component leads and the communications team.

Journalist Trainings: The communications team can also assist in developing media awareness trainings for how to report on the impact of regulations on PSGs. Journalists play a key role in informing the public on status of development efforts and as such can be leveraged to do the same with regards to addressing concerns of vulnerable PSGs.

MEASURING AND EVALUATING IMPACT

GIG’s interrelated high level objectives aim to create an environment of broad based growth whose benefits and participation is inclusive of all citizens. GIG’s M&E plan is extensive yet necessary in measuring the status towards inclusion and addressing constraints faced by the project’s target PSGs. The purpose of reviewing GIG’s existing M&E processes is not to propose additional indicators, given the number of existing contractual indicators, but rather assess the extent to which the indicators appropriately measure the status towards inclusion. Below are the relevant inclusion indicators:

Component 1 Indicators	KRA
<i>Percent of new/ revised laws with GIG assistance upon partners’ request that provide an indication of what feedback from public consultations was accepted/rejected</i>	1.1
<i>Number of GIG-assisted events to enhance policy development processes</i>	1.2
<i>Number of GIG-supported public consultation events to improve Vietnam’s legal and regulatory framework</i>	1.5
Component 2 Indicators	
<i>Number of training sessions on performance audits for staff from relevant GIG partners</i>	2.1
<i>Number of GIG-supported activities designed to promote or strengthen the participation of citizens in public governance</i>	2.2
<i>Number of policy implementation assessments conducted by CSOs with GIG Support</i>	2.6
Component 3 Indicators	
<i>Number of laws, policies or procedures drafted, revised and/or issued to support inclusion of vulnerable populations</i>	3.1
<i>Number of civil society organizations (CSOs) receiving USG assistance engaged in advocacy interventions</i>	3.2
<i>Number of GIG-supported events designed to promote the target groups’ participation and voice in policy dialogue</i>	3.2



<i>Number of policy research initiatives conducted on gender, ethnic minorities, and other vulnerable groups with GIG assistance that use data and analysis to support the policy proposals</i>	3.3
<i>Number of GIG-assisted activities to promote women’s leadership and entrepreneurship and empower GIG’s target groups</i>	3.4
<i>Number of GIG-supported activities designed to increase access by target groups to productive economic resources (assets, credit, income or employment) and legal facilities</i>	3.4
<i>Person hours completed in capacity building events supported by GIG</i>	3.2
<i>Number of vulnerable people reached by USAID-supported programs that promote health, social and economic opportunities</i>	3.4

GIG’s key results areas for inclusion measure the status towards obtaining its goal for growth that reaches all segments of the population, especially those who have been historically marginalized. The proposed indicators are the ones that speak to a specific feature of a social problem within the context of governance. These indicators aim to improve or strengthen a person’s “agency” and inclusion within the governance framework.

Many recent internationally funded and locally implemented assessments expressed deficiencies in the collection and analysis of data to better inform development priorities. This is the case with data concerning vulnerable PSGs. To further strengthen analysis of trends, information with regards to the nature of the activity/event should also be collected. For example, Indicator 1.5.1 collects the number of public consultation events to improve Vietnam’s legal and regulatory framework. Though specific details of the attendants aren’t collected, the project team should record the demographic profile of the attendants as a whole. Are there specific vulnerable group CSO representatives in attendance? Is the elderly community in attendance? Where is the location of these events and does the location impact the number of attendees and constituent profile? Though it’s important for the GIG technical teams to collect and properly disaggregate data (ie by sex, ethnicity, etc.) it’s just as important for GIG counterparts and partners to do the same. Proper collection and disaggregation of data by demographic factors (such as rural and urban) allows for the review of trends and highlights gaps in addressing concerns of vulnerable PSGs. As GIG will be collaborating with six ministries and CSOs, they are in a prime position to advocate for data collection with GIG supported activities in addition to disaggregating data by relevant demographic. Additionally, GIG should consider supporting counterparts and partners in improving M&E capacity through M&E trainings in collaboration with reputable CSO’s.

ANNEX 1: LIST OF GIG STAFF/COUNTERPARTS/SO CONSULTATIONS

Date	Name	Organization	Contact Information
August 4, 2014	Sarah Meyer	Vietnam GIG Acting COP	Vietnam GIG Office
	Giang Pham	Vietnam GIG DCOP	Vietnam GIG Office
	Vu Thu Hong	Vietnam GIG ER3 Director	Vietnam GIG Office
	Quang Phan	Vietnam GIG ER 1 Director	Vietnam GIG Office
August 5, 2014	Rosie Makepeace	Vietnam GIG Senior Communications Manager	Vietnam GIG Office
	Maggie Seminario	Vietnam GIG Acting ER 2 Director	Vietnam GIG Office
	Binh Le	USAID Development Assistance Specialist, EG2	Vietnam GIG Office
August 6, 2014	Noel Martinez	Vietnam GIG Operations, Grants and Partnerships Team Director	Vietnam GIG Office
	Hoang Thi Thanh Mai	Vietnam GIG M&E Manager	Vietnam GIG Office
August 8, 2014	Nguyen Thi Thu Lan, Economist	World Bank	7 th floor, 63 Ly thai To St, Hanoi, Vietnam 84-4-39346600 ext 277, tnguyenthi@worldbank.org
	Duong Thi Viet Anh, Managing Director	Center for Development and Integration (CDI)	No. 5 Alley 535, kim Ma, Ba Dinh, Hanoi, Vietnam, 84-4-35380100, anh.duongthiviet@cdivietnam.org , anh.duongthiviet@gmail.com
	Mr. San, General Secretariat	VUSTA	4th Floor, 53 Nguyen Du
	Bui Duy Tung, LGBT Project Manager and Tran My Hanh, Programme Officer	UNDP	25-29 Phan Boi Chau, Hanoi, Vietnam, bui.duy.tung@undp.org , tran.my.hanh@undp.org



August 15, 2014	Jonathan Simon	Vietnam GIG COP	Vietnam GIG Office
	Mark Edward Jerome, Director	KPMG	Vietnam GIG Office, markjerome@kpmg.com
August 18, 2014	David Kocharov, Director, Monitoring and Evaluation	Synergy	Vietnam GIG Office, david.kocharov@synisys.com
August 19, 2014		MOJ CFAW	
August 20, 2014	Le Ha Vu, Head of Research Services Division	National Assembly	No. 22 Hung vuong, Ba Dinh, Hanoi, Vietnam, vulh@qh.gov.vn
August 22, 2014		MOJ	Vietnam GIG Work Planning Venue
	Nguyen Thi Tuyet minh, Chairwoman and Mai Thi Dieu Huyen, Manager	VWEC	Vietnam GIG Office, minhntt@vcci.com.vn or minhntt2000@gmail.com and huyenmd.vcci@gmail.com or huyenmd@vcci.com.vn
August 25, 2014	Counterpart representatives	MOJ	Vietnam GIG Work Planning Venue
	Counterpart representatives	National Assembly	No. 22 Hung vuong, Ba Dinh, Hanoi, Vietnam, vulh@qh.gov.vn
August 26, 2014	Counterpart representatives	SAV	Vietnam GIG Work Planning Venue
	Counterpart representatives	MOIT	Vietnam GIG Work Planning Venue

ANNEX 2: LIST OF REFERENCE MATERIALS

[USAID Gender Analysis](#)

[USAID Vietnam CDCS](#)

[Gender Related Obstacles to Vietnamese Women Entrepreneurs \(UNDP\)](#)

[Being LGBT in Asia: Viet Nam Country Report](#)

[Inclusion of People with Disabilities in Vietnam](#)

[Country Social Analysis-Ethnicity and Development in Vietnam \(WB\)](#)

[Government of Vietnam, Action program for implementing the Socio-Economic Development Strategy 2011-2020](#)

[Government of Vietnam Orientations and Tasks for Country Development, 2011-2015](#)

[Global Gender Gap Report 2014, World Economic Forum](#)

[Recent Labor Market Performance in Vietnam through a Gender Lens \(WB\)](#)

[Women's Participation in Vietnam's Economy \(USAID\)](#)

[Women's Entrepreneurship Development in Vietnam](#)

[Disability Projects Review Assessment and Analysis Report \(USAID\)](#)

[Civil Society Report \(Asia Foundation\)](#)

[Women in senior management: setting the stage for growth](#)

[Inclusive Development in GMS](#)



ANNEX 3: GESI TRAINING CURRICULUM (INSTRUCTOR'S GUIDE)

Objectives:

By the end of the session, participants will be able to:

- Understand concept of inclusion
- Describe key aspects of USAID policies and frameworks
- Understand and operationalize constraints matrix

Agenda

Time	Activity
9:30 – 9:35	Welcome, Presentation Overview
9:35 – 9:50	Defining vulnerability and inclusion
9:50 – 10:18	USAID Policies and Frameworks
10:18 – 10:28	Status of Inclusive Development measures in Vietnam
10:28 – 11:00	Constraints Matrix
11:00 – 11:05	Operationalizing Inclusion
11:05 – 11:10	Conclusion and Q&A

Instructor Materials:

- PowerPoint
- Hard Copies of Constraints Matrix templates with instructions
- Flip charts
- Markers
- Copy of GESI Report with completed matrix

WELCOME <i>(3 min.)</i> PPT#1	Welcome participants Hong to discuss reason for the GESI consultancy Review the agenda <ul style="list-style-type: none"> • Start the presentation by explaining the content and expected information you hope the audience to gain from this presentation. • The main crux of this presentation is to formally introduce the Inclusive Development Tool (Constraints matrix) which will help the project program more inclusive activities.
PRESENTATION OVERVIEW <i>(2 min.)</i> PPT#2	Go over the objectives of this presentation <ul style="list-style-type: none"> • Understand concept of inclusion

	<ul style="list-style-type: none"> • Describe key aspects of USAID policies and frameworks • Inclusion in Vietnam • Understand and operationalize Constraints Matrix
<p>KEY TERMS FOR INCLUSION <i>(10 min)</i></p> <p>PPT#3</p>	<ul style="list-style-type: none"> • Before we go into the definitions, we should first recognize that the concept of inclusive development isn't new. Development practitioners have always known, to some degree, that inclusion leads to providing opportunities for all...opportunities to share in the benefits of development and participate in decision-making. Yet the challenge has been in how to develop programs that operationalize this concept. So let's look at the key definitions that are used to refer to inclusive development. • The terms above are standard terms as defined by donor agencies such as DFID, UNDP and even AusAID. • But before we can define inclusion and what inclusive development means, we need to understand exclusion means... • According to definitions developed by DFID, AusAID, UN, etc Exclusion is a process by which certain groups are systematically disadvantaged because they are discriminated against on the basis of their ethnicity, race, religion, sexual orientation, caste, descent, gender, age, disability, HIV status, migrant status or where they live. • Discrimination occurs in public institutions, such as the legal system (as in the case of GIG) or education and health services as well as social institutions like the household. • Think of these terms as a "process" by which you identify is defined within a particular social group (whether you're a woman/man, heterosexual/homosexual, etc) in which you experience various forms of vulnerability that excludes you from having access to services,



	<p>rights, etc (health services as a homosexual, voting rights as a woman). This state of “exclusion” drives you to conduct activities and develop habits that build your resilience (as a result of not having access to services, rights, etc.) as an intermediate step to eventually what development programming should aim towards which is inclusive development.</p> <ul style="list-style-type: none">• Essentially, all of these “excluded” groups are defined by the vulnerabilities (encompass political, social, cultural and economic dimensions) they experience that “exclude” them from benefiting from development programs/activities. The hope is that by being aware of the various vulnerabilities experienced by excluded groups (ideally through conducting a social inclusion/exclusion analysis) projects/programs can develop strategies/activities to create an environment that enables people to participate and benefit from its programming.• Particular Social Group (PSG): an identifiable group of people that share a common characteristic such as background, social status, lineage, language, experiences, or habits.• Vulnerability: diminished capacity of an individual or group to anticipate, cope with, resist and recover from an event or environment.• Exclusion: A process by which a person is systematically disadvantaged and denied access to resources, services and rights to participate equally. This ranges from social to economic exclusion.• Constraints: a limitation or restriction• Inclusive development: the process of creating equal opportunities, shared benefits of
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	development and participate in decision-making.
6 DOMAIN FRAMEWORK <i>(5 min)</i> PPT#4	<ul style="list-style-type: none"> • How many of you have heard of the 6 domains framework? This framework is referenced in USAID’s GEFE Policy and used to guide USAID’s gender and development initiatives. This is also used as a lens by which gender integration is considered. • Though it’s referenced in the GEFE policy this is a great starting point from which to consider inclusive development as it touches on the key domains from which groups/people can be excluded from in their social life. • So when considering whether your activities and programming are inclusive, use the 6 domains framework to analyze areas of constraints for the excluded groups and identify ways to address those constraints. • You’ll find the attached Constraints Matrix handout will have definitions of each of these domains for greater understanding and we’ll briefly review this during the exercise in a just a few moments.
USAID POLICIES, VISIONS AND STRATEGIES <i>(3 min)</i> PPT#5	<ul style="list-style-type: none"> • USAID has separate “inclusive” policies that typically target a select group of “disadvantaged” or “vulnerable” people. • Each policy is typically more easily defined within specific sectors as well (for example, disability tends to refer to EG and health programming, LGBT to DG programming, etc) though should be applied to all development programming. • In the next few slides I’ll discuss highlights of the policies above....
GENDER EQUALITY AND FEMALE EMPOWERMENT <i>(5 min)</i>	<ul style="list-style-type: none"> • Review highlights of the policies listed in the PPT slide



<p>PPT#6</p>	
<p>USAID STRATEGY TO PREVENT AND RESPOND TO GENDER BASED VIOLENCE GLOBALLY <i>(5 min)</i></p> <p>PPT#7</p>	<ul style="list-style-type: none"> • Review highlights of the policies listed in the PPT slide
<p>COUNTER TRAFFICKING IN PERSONS POLICY <i>(5 min)</i></p> <p>PPT#8</p>	<ul style="list-style-type: none"> • Review highlights of the policies listed in the PPT slide
<p>DISABILITY POLICY <i>(5 min)</i></p> <p>PPT#9</p>	<ul style="list-style-type: none"> • Review highlights of the policies listed in the PPT slide
<p>LGBT VISION FOR ACTION <i>(5 min)</i></p> <p>PPT#10</p>	<ul style="list-style-type: none"> • Review highlights of the policies listed in the PPT slide
<p>INCLUSIVE DEVELOPMENT IN VIETNAM <i>(10 min)</i></p> <p>PPT#11</p>	<ul style="list-style-type: none"> • Vietnam has made major improvements towards more inclusive development. The legal frameworks are in place to afford historically marginalized groups opportunity to participate and benefit from development initiatives however the challenge is translating this at the activity level. • Public Institutions: Ministry of Labor, Invalids and Social Affairs (MOLISA), CfAW in ever ministry, Ethnic Council of the National Assembly, etc. • Laws and policies: Vietnam Constitution, Law on Gender Equality, National Strategy on Gender Equality, Civil Code, Land Law, etc. • Civil Society: Organizations such as Vietnam Union of Science and Technology Associations

	(VUSTA), Vietnam’s Women’s Union (VWU), ISEE, etc.
VULNERABLE GROUPS (PSGs) TO ADDRESS <i>(5 min)</i> PPT#12	<ul style="list-style-type: none"> • These PSGs have been identified as historically being excluded in major development initiatives and benefiting the least from development successes. These target groups have also been identified for priority inclusion activities in Vietnam's Socio-Economic Development Strategy and therefore target vulnerable groups to address in GIG’s programmatic activities. • Each of these groups face varying degrees of vulnerability and exclusion however the key is identify how and why they are being excluded in GIG’s programmatic activities. • Feel free to reference the copy of the constraints matrix with instructions that contains definitions of the groups above.
CONSTRAINTS MATRIX <i>(20 min)</i> PPT#13	<ul style="list-style-type: none"> • To assist you in conducting a rapid analysis of constraints faced by the particular social group (women, ethnic minorities, etc.), the above “Constraints Matrix” should be used. • The Constraints Matrix allows you to identify the specific constraints faced by the target groups at the activity level. By completing the constraints matrix you’ll be able to identify activities in which the PSG have significant constraints and prioritize activities to be modified to be more inclusive. • Not every PSG will experience constraints in every GIG activity and not every activity should be modified to be more inclusive. Given the range and number of GIG activities, the Constraints Matrix will be useful in prioritizing resources and efforts towards inclusive activities that will make the biggest impact. • Presenter to go over the purpose of the constraints matrix and how to analyze results. • GROUP EXERCISE: Use one of the activities reviewed by the GESI consultant as an exercise for the audience to go through so that they understand this methodology. Make sure to use an activity identified for inclusion so that you can later discuss how the activity was modified to be more inclusive. Have the audience break up into small groups and complete the matrix for one of the PSGs. After 10 minutes bring the groups back together and review the findings of



	<p>the group. Feel free to present a copy of the constraints matrix for that activity so that the group can see how the matrix is completed.</p> <ul style="list-style-type: none">• Additionally, discuss how one of the select activities for inclusion was modified to be more inclusive.
<p>OPERATIONALIZING INCLUSION <i>(5 min)</i></p> <p>PPT#14</p>	<ul style="list-style-type: none">• Discuss when to use the matrix (work planning and ad-hoc development of activities), the role of C3 as discussed in the GESI Report, and support from the HO gender practice team.
<p>CONCLUSION <i>(5 min)</i></p> <p>PPT#15</p>	<ul style="list-style-type: none">• Take this opportunity to take questions and provide answers on any of the above information.

ANNEX 3: GESI TRAINING CURRICULUM (POWERPOINT)

CARING

EXCELLENCE

INNOVATION

INTEGRITY

OPPORTUNITY

in the
Service of
Development



A Social Inclusion Approach to Development

Vietnam Governance for Inclusive Growth



CHEMONICS



CHEMONICS

Presentation Overview

- Defining vulnerability and inclusion
- USAID Policies and Frameworks
- Status of inclusive development measures in Vietnam
- Constraints Matrix
- Operationalizing Inclusion





CHEMONICS

Key terms for inclusion



- Particular Social Group
- Vulnerability
- Exclusion
- Constraints
- Inclusive development



CHEMONICS

6 Domains Framework

- Access
- Knowledge, Beliefs, and Perception
- Practices and Participation
- Time and Space
- Legal Rights and Status
- Power and Decision Making





USAID Policies, Visions, and Strategies

- Gender Equality and Female Empowerment
- US Strategy to Prevent and Respond to Gender Based Violence Globally
- Counter Trafficking in Persons
- Building Resilience to Recurrent Crisis
- Disability
- LGBT Vision for Action



Gender Equality and Female Empowerment

- Gender integration strategy used to create a baseline for gender issues
- Strategy helped create a roadmap of project priorities
- Strategy led to quantifiable results to address specific gender constraints



**GENDER EQUALITY
AND FEMALE
EMPOWERMENT
POLICY**

USAID POLICY

MARCH 2012



CHEMONICS

US Strategy to Prevent and Respond to Gender Based Violence Globally

Using a prevention, protection and accountability (prosecution) framework, the strategy promotes:

- Coordination of GBV responses
- Integrating GBV responses into current USG programs
- Use data and research to inform the GBV response
- Enhance and expand programs to address GBV



UNITED STATES STRATEGY
TO PREVENT AND RESPOND TO
GENDER-BASED VIOLENCE
GLOBALLY





Counter Trafficking in Persons Policy

- Integrate TIP efforts into agency programs
- Improve learning efforts
- Enhance institutional capacity
- Focus on TIP-critical countries
- Increase investments in conflict and crisis environments



COUNTER-TRAFFICKING IN PERSONS FIELD GUIDE

APRIL 2013



CHEMONICS

Disability Policy

- Promote the participation and equalization of opportunities of people with disabilities
- Increase awareness of disability issues
- Foster a climate of nondiscrimination against people with disabilities
- Support international advocacy for people with disabilities



**U.S. AGENCY FOR
INTERNATIONAL
DEVELOPMENT**

POLICY GUIDANCE

**USAID DISABILITY
POLICY PAPER**

Bureau for Policy and Program Coordination
U.S. Agency for International Development
Washington, D.C. 20523
September 12, 1997



CHEMONICS

LGBT Vision for Action

- Account for country and cultural context
- Ensure openness and a safe space for dialogue
- Integrate LGBT issues into program work
- Support and mobilize LGBT communities
- Build partnerships and create allies and champions



**LGBT
VISION
FOR
ACTION**

Promoting and Supporting the Inclusion of Lesbian, Gay, Bisexual, and Transgender Individuals



Inclusive development in Vietnam

- Public Institutions
- Laws and policies
- Civil Society





Vulnerable groups (PSGs) to address

- Women
- Ethnic minorities
- LGBT
- Persons with disabilities
- Poor
- Elderly
- PLHIV





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Constraints matrix

Activity:

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision Making
Women						
Ethnic Minorities						
LGBT						
PLHIV						
PWD						



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Operationalizing Inclusion

- Work Planning and prioritization process
- Role of the Inclusive Growth Team
- Chemonics HO practice support



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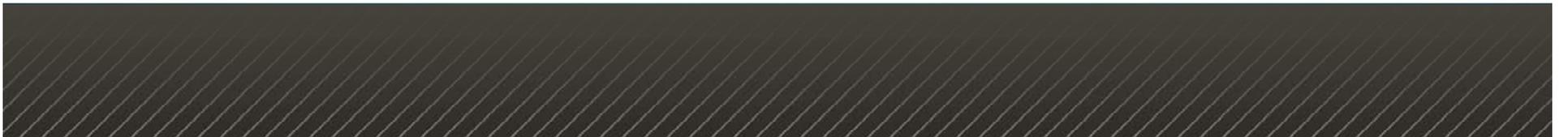
Conclusion



“Create inclusion with simple mindfulness that others might have a different reality from your own” –Patti Digh



CHEMONICS





USAID | **VIETNAM**

FROM THE AMERICAN PEOPLE

ANNEX 4: CONSTRAINTS MATRIX WITH INSTRUCTIONS

CONSTRAINTS MATRIX

Purpose. The purpose of the constraints matrix is to provide a structured rapid analysis of constraints faced by particular social groups of concern (PSGs) in relation to the specific activity in question in order to foster inclusion. The tool allows the project team to identify areas of constraints and marginalization within 6 domains of a person's life that influence a person's social. By completing the constraints matrix, the team will be able to identify activities in which PSGs have significant constraints and therefore allow the team to prioritize which activities should be modified to address these constraints. The constraints matrix also provides an opportunity to prioritize resources to mitigate vulnerabilities faced and make the greatest inclusion impact.

When to use it. The constraints matrix should be used as part of the work planning process as an activity level analysis tool. Once the project teams develop the initial list of activities, the constraints matrix will be used to analyze which activities should be prioritized for inclusion and therefore modified to mitigate vulnerabilities. Upon completion of the analysis by Components 1 and Component 2 activities, Component 3 will be able to identify potential stand-alone activities for their component. Understanding that the project is fluid and responsive to counterpart needs and priorities, there will be times when ad-hoc or new activities are introduced throughout the project year. The constraints matrix should also be used during such cases to help determine whether the new activities should be modified for inclusion to address the identified constraints.

How to use the tool and analyze results. Each project activity should have its own constraints matrix since the analysis is conducted at the activity level. Please note that not all activities will present vulnerabilities for each PSG. Describe the constraint of applicable PSGs in the relevant domains within the context of the specific activity. Completing the constraints matrix tool is meant to be a rapid exercise to identify priority areas for inclusion with the technical teams providing technical and contextual analysis of the vulnerabilities identified. In other words, do not spend a lot of time thinking about vulnerabilities faced by each PSG in each domain for each activity. Only indicate what you know of to be true within the context of the activity.

Once the constraints matrix is complete for all proposed activities, make note of the PSGs in which constraints were identified. Are there any particular PSGs who have more vulnerabilities than others for the component activities? These activities will likely be the priority for inclusion as theoretically these activities will have the greatest impact for inclusion. If so, review those activities and determine whether there are resources to modify the activities for more inclusion and address the vulnerabilities identified. If the completed matrices do not highlight which activities appear to have more vulnerabilities for the PSGs then select the activities that have the most prevalent vulnerabilities identified. You should think through which activities will have the greatest inclusion impact. You may also find that there are vulnerabilities identified that you believe to be a priority however the resources and environment for the activity do not lend it to be a priority for the direct implementing team (in this case Component 1 or Component 2) to address. These activities can be modified into stand-alone activities for another team to consider (such as the case for Component 3).

A. Constraints Matrix Terms and Definitions

Particular social group of concern (PSG): an identifiable group of people that share a common characteristic such as background, social status, lineage, language, experiences, or habits. The PSGs identified for analysis in this project were identified by USAID as priority target vulnerable groups under Vietnam’s Social Economic Development Strategy. Within each PSG, there may be subgroups under the umbrella who face additional constraints. During the analysis phase it may be necessary to identify additional constraints faced by the subgroup if the general constraints do not apply to all under the larger target groups (see *Subgroups under larger PSGs* below).

Women: Female participants and/or beneficiaries of activity. Subgroups who may face additional exclusion could include widows, women Members of Parliament (MPs), and women working in economic zones

Ethnic minorities: The 54 ethnicities that make up the minority of the Vietnam’s population.

LGBT: People who are lesbian, gay, bisexual, or transgender

PLHIV: People who are living with HIV/AIDS.

PWD: Persons with disabilities. Disability is defined as a physical or cognitive impairment that affects a major life function.

Poor: The legal definition based on Vietnam’s welfare system, which includes those making VND 500,000/person/month (\$1.61/person/day) or less in urban areas and VND 400,000/person/month (\$1.29/person/day) or less in rural areas. This population is often referenced as the “extreme poor.”

Elderly: The legal definition based on Vietnam’s social security program, which is defined as those of retirement age or above (55 for women, 60 for men).

Subgroups under larger PSGs. The identified subgroups under the umbrella social groups may face extraordinary vulnerabilities. During the vulnerability analysis it may be necessary to identify vulnerabilities faced by the subgroup if the vulnerabilities do not apply to all members of the larger target groups. For example, there may vulnerabilities that transgender population face that don’t necessarily apply to the LGBT community at large. If the subgroups face a particular disadvantage or constraints it will be important to include a separate row for them within the matrix.

The subgroups are as follows:

PSG	Subgroups
Women	Women MPs, women working in economic zones
Ethnic minorities	Rural ethnic minorities, urban ethnic minorities
LGBT	Lesbian/gay, transgender
PLHIV	Men who have sex with men (MSMs), people who inject drugs (PWIDs), Sex Workers
PWD	Women with disabilities (WWD)
Poor	Urban poor, rural poor

Constraints Matrix Domains. These six domains are identified as the six areas of a person’s social life. Analyzing constraints within these six domains allows the user to explore how different PSGs have differential status and access to resources and how elements in these domains shape their roles and responsibilities.

Access: A person’s ability to utilize the necessary resources to participate in society. Example: Consider whether a person has *access* to free legal aid.

Identity: The knowledge, beliefs, and perceptions that others have of the PSG. Example: The perception by some members of the community that PLHIV are contagious and thus cannot be employed or engaged in social activities.

Practices and Participation: People’s behaviors and actions. Example: Whether the elderly participate in the voting process during election season.

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Power and Decision-Making: The ability people have to make decisions freely and exercise those decisions. Example: A woman may have the legal ability to make decisions about her reproductive health but not able to exercise those decisions due to traditional/cultural/familial expectations or restrictions.

B. Guiding Questions

Make sure to consider constraints and vulnerabilities by the participants of the activity and the beneficiaries of the outcome.

Training Sessions

- Who are the participants of the training? Will participants represent any of the PSGs?
- Will the training participants include management and non-management staff? If not, will the training inadvertently exclude any of the target PSGs (for example, women)?
- Do the training participants represent any of the PSGs? (For example, Social Organization trainings representing the poor or PWDs)?
- Who are the training facilitators? Are the facilitators representative of the needs of the PSGs?
- Is it important to consider the location and timing of training sessions so that it's more inclusive?

Procurements

- Is the procurement process inclusive so that members or organizations representing PSGs are able to participate in the bidding process?
- Will the procurement of the stated product address vulnerabilities in any way?

Consultations

- Are the facilitators or consultants (i.e., project team) aware of PSG vulnerabilities as they relate to the topic area of discussion?
- Who are the people involved in the consultation to provide input? Is the consultative process inclusive and responsive to the needs of the vulnerable groups?
- Is there a public feedback mechanism to obtain input from PSGs? If not, will there be additional vulnerabilities as a result?

Tool Development

- Who are the target users of the tool?
- Will this tool be user-friendly for PSGs? If not, are there alternative options available to the PSG to access the information or address the need that the tool is addressing?
- Are there any computer literacy issues to consider when developing the tool to make it more inclusive for PSGs?

- Are there any literacy or language issues to consider when developing the tool to make it more inclusive for PSGs?

C. Constraints Matrix Model

Activity:						
	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
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Women MPs						
Women working in economic zones						
Ethnic Minorities						
Rural						
Urban						
LGBT						
Lesbian/Gay						
Transgender						
PLHIV						
MSM						
PWID						
Sex workers						
PWD						
WWD						
Poor						
Urban poor						
Rural poor						
Migrant poor						
Elderly						

D. Component 1 Matracies

Activity: Reduce time required of businesses to complete tax payment procedures

The Government of Vietnam recently released resolution 19 which mandates agencies to improve Vietnamese business environment and competitiveness to achieve the average of ASEAN-6 by 2015 with three key performance metrics as reported by Doing Business Survey. This is one of the three priority indicators to address. This activity aims to address structural policies and processes that contribute to the extended time in business paying taxes.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	Are all employers being engaged in the dialogue especially those who employ a majority of women? Employers need to have the information about the simplified procedures to pay social insurance for employees as this insurance isn't always being paid due to the paperwork complexities.		More likely to file complaints about erroneous taxation calculations and therefore singled out for harassment by officials			
Ethnic Minorities	Are employers being engaged in the dialogue especially those who employ migrant workers? Employers need to have information					

Activity: Reduce time required of businesses for import and export clearance

The Government of Vietnam recently released resolution 19 which mandates agencies to improve Vietnamese business environment and competitiveness to achieve the average of ASEAN-6 by 2015 with three key performance metrics as reported by Doing Business Survey. This is one of the three priority indicators to address. This activity aims to address structural policies and processes that contribute to burdensome time for businesses to have their imports and exports cleared through customs.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	Lack of women SMEs access to streamlined clearance at customs as the priority businesses for customs assistance are large businesses given their export/import volume. Currently, only the large companies that comply are able to clear customs quickly, which by and large are not women owned.	Women SMEs tend to produce lower value products and therefore may face some discrimination/difficulties in clearing customs for the products they are exporting				

Activity: Reduce time required of businesses to get access to electricity

The Government of Vietnam recently released resolution 19 which mandates agencies to improve Vietnamese business environment and competitiveness to achieve the average of ASEAN-6 by 2015 with three key performance metrics as reported by Doing Business Survey. This is one of the three priority indicators to address. This activity aims to address structural policies and processes that contribute to the extended time in business accessing electricity.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women						
Women MPs						
Women working in economic zones						
Ethnic Minorities						
Rural						
Urban						
LGBT						
Lesbian/Gay						
Transgender						
PLHIV						
MSM						
PWID						
Sex workers						
PWD						
WWD						
Poor						
Urban poor						
Rural poor						
Migrant poor						
Elderly						

Activity: Develop E-Regulations website

This activity aims to develop an online database of laws, policies, regulations and decrees accessible to the public.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	<p>Infrastructure constraint with lack of internet access especially those living in rural areas</p> <p>Potential difficulty in understanding the laws online given the legalese language. Need to consider interpretation/summary to compliment the document</p> <p>Need to discuss the physical infrastructure of the site so that it's user friendly. For example can users find information easily? Are the interpretation understandable? Is the information organized topically so that users understand why they are relevant? Can users download/copy information from the website?</p>	<p>Lack of women's input in the infrastructure or content development considered given the idea that women aren't technologically savvy (IT infrastructure)</p> <p>Idea that women don't need to access this kind of information b/c it's not a traditional or culturally accepted subject matter</p>	<p>Need to consider how do women best access and use information (is the internet a readily used tool)</p>			

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Potential challenges in bandwidth (GB capacity) that is necessary to stream information from the home					
Women MPs	Need to discuss how women MPs could use this website to effectively carry out their duties	Lack of women MP's input in the infrastructure or content development considered given the idea that women aren't technologically savvy. Women MP serve not only as the users of the site but advocates for their constituents' use of the tool	Need to consider how do women best access and use information?			
Ethnic Minorities	<p>Potential constraints in accessing the internet (cost and no electricity at home)</p> <p>Constraints in making this tool relevant for use for ethnic minorities (what is the purpose and why does it matter to them?)</p> <p>Potential constraints in understanding the information due to the legalese language. Should consider a summary</p>	Lack of ethnic minorities input in the infrastructure or content development considered given the thought that ethnic minorities aren't part of the target audience or user of this website	Need to consider how do ethnic minorities best access and use information? Will they obtain information in this format?			

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	<p>or relevancy statement to compliment the actual document</p> <p>Constraints in low literacy rate among ethnic minorities</p> <p>Constraints in lack of Vietnamese language knowledge as many ethnic minorities mother tongue is their own dialect and not Vietnamese</p>					
PWD	<p>How can this tool be available and user friendly for the blind? Will there be a verbal feature on the website?</p> <p>Will public facilities have this information available in braille?</p> <p>Will public facilities providing computers and internet access be handicap accessible or can this be set up in existing support systems?</p>	<p>Lack of PWD input in the infrastructure or content development considered given the thought that PWD aren't part of the target audience or user of this website</p>	<p>Physical constraints in using this database by people who are blind</p> <p>Some who are not mobile may not find this tool convenient to access if they don't have access at home</p>			
Poor	<p>Infrastructure challenges with internet access let alone accessing the website</p>	<p>Lack of the poor's input in the infrastructure or content development</p>				

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	<p>Financial challenges to obtain access to internet to look up this website</p> <p>Low literacy rate to understand the information online</p> <p>Distance to facilities with the computers with the website access may be inconvenient</p>	<p>considered given the thought that the poor aren't part of the target audience or user of this website</p> <p>Potential exclusion from the community if they are seen accessing the website via laptop b/c it's seen as a luxury</p>				
Elderly	<p>Will the information available in the e-form be reader friendly and fonts easily read especially by those with eyesight challenges?</p>	<p>Lack of elderly's input in the infrastructure or content development considered given the thought that the elderly aren't part of the target audience or user of this website</p>				

Activity: Upgrade the Law on Online Information

Refers to the law that states what you can and can't post online

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
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Women MPs						
Women working in economic zones						
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Sex workers						
PWD						
WWD						
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Rural poor						
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Elderly						

Activity: Support using the “RIA-Regulatory Impact Assessment” Methodology into the drafting and review process of the Civil Code
 This activity aims to encourage and advocate the use and institutionalization of the regulatory impact assessment methodology in reviewing legal codes and policies.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	Women normally are not consulted during RIA process RIA process is not transparent and women aren't well informed about it	Women are considered not a key target group for the RIA process because of the stereotype of them not knowing anything If women participate, their voice may not be considered seriously in the RIA process	Women are passive during consultation process	If asked to participate in the RIA, urban women might not have the time to contribute given their double responsibility at work and taking care of the home		Due to gender discrimination (male preference and gender stereotype), women will have less bargaining power in decision making
Ethnic Minorities	No information about RIA reaches EM RIA process is not transparent and ethnic minorities are not well informed about it	EM are considered not a key target group for the RIA process Not considered an equal but instead a beneficiary Some EM are matriarchal societies, so gender vulnerabilities are reversed	Passive during consultation processes Language barrier can prevent participation	RIA is often done at the central level or in selected urban provinces where the EM population is low or none at all		Due to discrimination EM will have less bargaining power in decision making
LGBT		May be underestimated in their capacity to contribute to RIA				Due to discrimination LGBT will have less bargaining power in decision making

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
		<p>process due to discrimination</p> <p>Input may not be valued or considered due to discrimination</p>				

Activity: Build business partnerships with the Customs Department

This activity is part of the trade facilitation goal. Current priorities in the Custom's Department targets elite businesses or the "gold/silver" level businesses. By expanding the pool of businesses aside from just large businesses, more trade opportunities will be facilitate with more businesses assisted.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	<p>Targeted businesses for partnerships may exclude women-led or women owned businesses as the target groups are based on business size</p> <p>Leadership involved in the negotiation process lack female representation</p>	May not be viewed as the "change makers" if they are at the targeted level of businesses, and could be excluded from partnerships created as a result	Potential exclusion from partnership also due to the gov't preference for businesses who employ the most people, pay the most taxes and create the most jobs	Building partnership may involve an external work commitment, such as dinners, coffees, drinks (even cultural restrictions regarding meetings over alcohol). This could exclude the women, especially women SMEs who must return home and attend to the family after work hours		Women may not be seen as the person in power to make decision and adjust customs regulations, even if they are in a position of power (on the part of the Custom's Department)
Ethnic Minorities		May be viewed more as the beneficiary of trade reforms (fair trade for agricultural				Similar to "identity," they may be viewed more as the beneficiary of trade reforms (fair trade

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
		goods) and thus, may not be seen as relevant to the activity of building partnerships				for agricultural goods) and thus, may not be seen as relevant to the activity of building partnerships
Poor		May be viewed more as the beneficiary of trade reforms (fair trade for agricultural goods) and thus, may not be seen as relevant to the activity of building partnerships				Customs to be part of these partnerships, and thus, have no ability to be part of the decision making process as customs reforms take place

Activity: Develop a Center of Excellence with the Customs Department at the provincial level

This activity aims to create Centers of Excellence within the Customs Department in order to facilitate trade between businesses. The centers will be located at the provincial level to provide access to businesses outside of major cities and in areas where there is Customs Department representation to provide assistance.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
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Women	Women's vulnerability in this case depends on the number of women who work at the Customs Department at the provincial level. If very few, they are at risk of not being included and in the			Should this responsibility fall outside of the typical daily activities, women may be less likely inclined to participate given their family obligations after work hours.		Dependent on the roles women typically play within Customs Department at provincial level. If they tend to fill administrative roles, they are vulnerable to being excluded in the decisions made

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	development of the Center for Excellence.					regarding the Center of Excellence, despite the fact that long term, it should be benefiting women owned SMEs.
Ethnic Minorities	No access to decisions made regarding the Center of Excellence at the provincial level, unless they happen to hold these jobs.	Viewed as the beneficiary of the center as opposed to a creator				
Poor		Viewed as a beneficiary rather than a creator, as an agricultural producer who may benefit from customs processes				No ability to play a role in decision making process of creation of Center of Excellence

Activity: Upgrade the customs website in all 64 provinces to include information on how to develop strong partnerships with the Customs Department

This activity aims to contribute to the reform of the Customs Department by upgrading the Customs Department's website for provincial customs representatives to include relevant information on how to develop partnerships with the department for improved trading and business practices.

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	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	If women were not active partnership builders during the pilot, they may not be included in the discussion about what content will be	Upgrading the website is a very technical job which may not be seen as a role women often play. Women may not be seen as IT	Women may not be interested in web design or computer programming required to update the website and thus, may be			

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	included on the website	savvy and selected for the position	excluded from the content creation aspect as well			
Ethnic Minorities	Language barrier would exclude them from helping to create webpage content May not have technical background to be considered for IT roles within activity	Viewed as a beneficiary, not as an active member of the process	More frequently fulfill labor related jobs such as farming and may be unlikely to have the technical background to complete IT work required to participate in the activity			

Activity: Conduct Customer Satisfaction Survey

This activity will be conducted in collaboration with the Customs Department to assess the customer (business) satisfaction of services provided by the Customs Department in order to address areas of improvement or further consideration.

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Women	Lack of women owned or women led business engaged in the survey if the target audience are only large businesses	Potentially not seen as having valuable business input to contribute to the survey				

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Practices and Participation: People’s behaviors and actions. Example: Whether the elderly participate in the voting process during election season.

Time and Space: Differences in the availability and allocation and use of time. Example: Unpaid maternity leave is legally provided to female employees. Legally, women are given the time, however may be unable to utilize this time due to financial constraint of unpaid maternity leave.

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B. Guiding Questions

Make sure to consider constraints and vulnerabilities by the participants of the activity and the beneficiaries of the outcome.

Training Sessions

- Who are the participants of the training? Will participants represent any of the PSGs?
- Will the training participants include management and non-management staff? If not, will the training inadvertently exclude any of the target PSGs (for example, women)?
- Do the training participants represent any of the PSGs? (for example, Social Organization trainings representing the poor or PWDs)?
- Who are the training facilitators? Are the facilitators representative of the needs of the PSGs?
- Is it important to consider the location and timing of training sessions so that it's more inclusive?

Procurements

- Is the procurement process inclusive so that members or organizations representing PSGs are able to participate in the bidding process?
- Will the procurement of the stated product address vulnerabilities in any way?

Consultations

- Are the facilitators or consultants (i.e., project team) aware of PSG vulnerabilities as they relate to the topic area of discussion?
- Who are the people involved in the consultation to provide input? Is the consultative process inclusive and responsive to the needs of the vulnerable groups?
- Is there a public feedback mechanism to obtain input from PSGs? If not, will there be additional vulnerabilities as a result?

Tool Development

- Who are the target users of the tool?
- Will this tool be user-friendly for PSGs? If not, are there alternative options available to the PSG to access the information or address the need that the tool is addressing?
- Are there any computer literacy issues to consider when developing the tool to make it more inclusive for PSGs?

- Are there any literacy or language issues to consider when developing the tool to make it more inclusive for PSGs?

C. Constraints Matrix Model

Activity:						
	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women						
Women MPs						
Women working in economic zones						
Ethnic Minorities						
Rural						
Urban						
LGBT						
Lesbian/Gay						
Transgender						
PLHIV						
MSM						
PWID						
Sex workers						
PWD						
WWD						
Poor						
Urban poor						
Rural poor						
Migrant poor						
Elderly						

D. Component 2 Matracies

Activity: Develop tools and methods for oversight and support the OSD through piloting of such programs

This activity aims to assist the Oversight Support Department Office of the National Assembly in creating tools and methods to strengthen oversight for efficient and transparent policy implementation.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women			May be less likely to take the lead on projects such as development of oversight tools, as it could be viewed as controversial	Women are seen as doing housework so that they do not have enough time for participating the pilot program		Women are less likely to have the agency to make decisions regarding the oversight tools and methods selected as they are likely not in a management position or position of authority
Women MPs			May be less likely to take the lead on projects such as development of oversight tools, as it could be viewed as controversial			
Ethnic Minorities	EM in remote areas lack of infrastructure to access in the pilot program Tools should be considered suitable languages for accessibility of EM		Areas choosing for testing the tools should be considered for the more convenient for the EM			
Elderly	May not be considered as a					

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	beneficiary of the tools developed due to retirement age					

Activity: Set-up training centers and conduct relevant trainings with the State Audit of Vietnam

This activity aims to provide technical and training curriculum development support for the training center within the State Audit of Vietnam. The target audience for the trainings are SAV employees and staff.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	<p>May not be able to access trainings depending on what levels of management are targeted, as many women currently are management and below (hold less senior level positions)</p> <p>Majority women may be excluded from trainings if the target participants are NA members rather than NA staff</p>	Potentially face the perception from others: Are women relevant to this training? Why should they be included?		<p>Balance with household responsibilities and daily work responsibilities</p> <p>Training sessions may not be seen as productive work, and thus, frowned upon if attended</p>		Will women be engaged in the training development process? If not, their input will not be included and considered in decisions such as physical infrastructure of center, curriculum development, scheduling, etc.
PWD	Physical infrastructure of the center created may affect access by employees with physical disabilities					

Activity: Strengthen the MOJ’s institutional capacity to Monitor the implementation of the health insurance law

This activity aims to provide technical and consultative support to the Ministry of Justice to build their institutional capacity to monitor the implementation of the health insurance law.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	<p>Lack of access or ability to use information, including the quality of the information on the internet</p> <p>Distance to local level MOJ office to provide feedback on health insurance implementation</p> <p>Information about law/benefits is not always reaching women, due to potentially remote locations</p> <p>Income affects the access to quality healthcare</p>	<p>In rural areas women are not seen as the decision maker, therefore they may be limited in their ability to seek healthcare</p> <p>Women are expected to work and maintain the household which would limit their ability to seek healthcare</p> <p>In rural areas women are seen as limited literate so they aren't considered for their feedback on the law</p>	<p>Women are not purchasing health insurance for various reasons including lack of knowledge of the compulsory health insurance law or limited financial abilities to pay their portion of the health insurance premium</p> <p>Businesses do not always pay their portion of the health insurance premium especially businesses with a majority of women employees</p>	<p>Women are expected to stay home with the children and may be unable to attend meetings to provide feedback or gain an understanding of the health insurance law</p>	<p>Lack of legal recourse if company refuses to purchase health insurance</p>	<p>The compulsory health insurance law does not take into account women's' financial ability to afford purchasing health insurance</p>
Ethnic Minorities	Lack of access to information due to remote locations	The allocation of resources to ethnic minority clinics may	May be more likely to utilize a spiritual leader than a	Often it is a long distance from home		N/A — compulsory for all Vietnamese citizens

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	<p>and/or the potential language barrier and illiteracy of those who do not speak Vietnamese</p> <p>Often the first healthcare accessed by ethnic minorities is the informal rural system, including traditional medicinal practices, due to proximity or language barriers, instead of the national system, which leaves them vulnerable to poor healthcare</p> <p>There is lack of priorities health insurance services for PWDs. The health insurance covers basic medical needs and unfortunately these basic needs don't apply to PWDs given their unique medical needs</p>	<p>not take into account the traditional practices or preferences</p>	<p>healthcare clinic doctor</p>	<p>to healthcare facilities</p>		
LGBT		<p>Obstacles in terms of how lesbian and gay individuals are viewed are generational (older people still view with a stigma, the younger population</p>				

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
		<p>does not view this as stigmatized)</p> <p>Stigmatized individuals may not receive equal healthcare</p>				
Transgender	There is a lack of access to some healthcare services because they are not covered under the health insurance plan, such as sex change surgery	There is a stigma against transgender population, who may be discriminated against in terms of healthcare, due to their perceived identity/behaviors/actions			The health insurance documentation forces individuals to identify as male or female, which may cause them to avoid these forms/limit or delay their health insurance payment	
Poor	Limited number of spaces within the welfare system, which can exclude people who qualify for welfare system, but do not make the official list	The stigma against the individual's identity may affect the quality of healthcare they may receive	May resist health services because they do not have the advanced payment required before insurance reimburses the individual			
Rural poor	<p>Less likely to be able to access services due to economic limitations such as transportation</p> <p>Less likely to speak Vietnamese</p>					
Migrant poor	Less likely to speak Vietnamese					

Activity: Support the NA Department of Finance and Budget through training on analyzing and reviewing state budget. This activity targets the staff and MPs of the National Assembly to improve their skills and capacity to analyze the state budget for effective and proper allocation of state financial resources.

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	Potential lack of female representation among the trainees and trainers given their position levels at the NA	Potentially not seen as a target beneficiary of the state budget as this group are individuals and not state institutions	Lack of participation by women at the commune, district and provincial level to identify needs and contribute to the development of the state budget	Lack of understanding in the concept of gender responsive budgeting which analyze the gender-differentiated impact of revenue-raising policies and the allocation of domestic resources on the part of the budget reviewers		Potentially lack of power in decision-making due to women may not be in high positions which is where the decisions are made
Ethnic Minorities	<p>Lack of representation to discuss the needs to ethnic minorities to properly inform how to analyze whether the state budget properly allocates financial resources to align with state development priorities</p> <p>Lack of information to participate in the process</p> <p>Language barriers may prevent the access of progress</p>	Potentially not seen as a target beneficiary of the state budget as this group are individuals and not state institutions	Lack of participation by ethnic minorities at the commune, district and provincial level to identify needs and contribute to the development of the state budget	Lack of space available for EM to participate in the process		

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	of reviewing over the State budget					
LGBT	Lack of representation to discuss the needs of LGBT to properly inform how to analyze whether the state budget properly allocates financial resources to align with state development priorities	Potentially not seen as a target beneficiary of the state budget as this group are individuals and not state institutions	Lack of participation by LGBT community at the commune, district and provincial level to identify needs and contribute to the development of the state budget			
PWD	Lack of representation to discuss the needs to PWDs to properly inform how to analyze whether the state budget properly allocates financial resources to align with state development priorities	Potentially not seen as a target beneficiary of the state budget as this group are individuals and not state institutions	Lack of participation by PWD at the commune, district and provincial level to identify needs and contribute to the development of the state budget			
Poor	Lack of representation to discuss the needs to the poor to properly inform how to analyze whether the state budget properly allocates financial resources to align with state development priorities	Potentially not seen as a target beneficiary of the state budget as this group are individuals and not state institutions	Lack of participation by the poor at the commune, district and provincial level to identify needs and contribute to the development of the state budget	Time may not suitable for the poor to participate in the process of discussion Lack of space available for the poor to participate in the process		
Elderly	Lack of representation to discuss the needs of the elderly to	Potentially not seen as a target beneficiary of the state budget as this	Lack of participation by the elderly at the commune, district and provincial level			

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	properly inform how to analyze whether the state budget properly allocates financial resources to align with state development priorities	group are individuals and not state institutions	to identify needs and contribute to the development of the state budget			

Activity: Conduct a study on the use of the state budget

This activity aims to support the National Assembly by conducting a country wide study on the use of the state budget and impact on citizen development efforts

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	Need to consider at what level the audits will be conducted. If only at the central and provincial level then potentially not obtaining information on whether the budget allocation is properly being used or reaching those at the commune level			Time and space for discussions may be a barrier for women to participate in the study		Women may not be seen being in decision-making positions and therefore not consulted for their feedback.
Ethnic Minorities	Potentially excluding ethnic minorities (or public projects involving them) from providing feedback as they aren't seen as a target beneficiary Need to consider at what level the audits will be conducted. If only at the central and provincial level then potentially not obtaining information on whether the budget allocation is properly being used or			Need to consider space for EM to participate in the study so that they feel as equals to those conducting the study and soliciting their feedback.		

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	reaching those at the commune level					
LGBT	Potentially excluding LGBT (or public projects involving them) from providing feedback as they aren't seen as a target beneficiary					
PWD	<p>Potentially excluding PWD (or public projects involving them) from providing feedback as they aren't seen as a target beneficiary</p> <p>Need to consider at what level the audits will be conducted. If only at the central and provincial level then potentially not obtaining information on whether the budget allocation is properly being used or reaching those at the commune level</p>					
Poor	Potentially excluding the poor (or public projects involving them) from providing feedback as they aren't seen as a target beneficiary					
Elderly	Potentially excluding Elderly (or public projects involving them) from providing feedback as they					

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	aren't seen as a target beneficiary					

Activity: GAO TOT for SAV Auditors

This activity aims to build the capacity of auditors by having the new graduates of the GAO Auditors training serve as TOT trainers for their colleagues at the SAV and distribute best practices

	Access	Identity	Practices and Participation	Time and Space	Legal Rights and Status	Power and Decision-Making
	Ability to utilize necessary resources to participate in society	Knowledge, beliefs, and perceptions others have of the PSG	People's behaviors and actions	Differences in availability, allocation, use of time and space	Interactions with customary, informal, and formal legal and judicial systems	Ability people have to freely make and exercise decisions
Women	<p>Potential exclusion of women if the qualifications for taking the training are directed toward higher level personnel</p> <p>Need to consider the target participants so the pool of trainees include both men and women</p>			Need to consider the time of the trainings and secured commitment for women to attend trainings		
LGBT	LGBT may not see as targeted group for these training					