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# USAID Vietnam Persons with Disabilities Support Program Quarterly Progress and Annual Performance Reporting Template Quarter 2, FY 2015

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# Persons with Disabilities Support Program

FY 2015 Q2 PROGRESS REPORT

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## Acronyms and Abbreviations

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

## I. PDSP EXECUTIVE SUMMARY

PDSP experienced some slowdown during this quarter due to the Tet holidays, as well as delays in approval of 2015 subgrants to Danang DOLISA and DOET. However, important results were achieved, as noted below.

### QUANTITATIVE IMPACT

A total of 2,066 persons with disabilities received assistance and 797 disability-related service providers received training by PDSP during this quarter. (Some of these beneficiaries may have received *other* services or training from the project in earlier quarters.) Details by province are included in section III of the report.

### QUALITATIVE IMPACT

#### Danang

*Case management.* Good progress was made in updating the Disability Information System (DIS). Danang case managers made 557 new entries during this quarter, bringing the total of cases for the city to 152,100. (In Dong Nai, 1,387 new entries were made during the quarter, bringing the total to date to 10,552. In Binh Dinh, 36 new entries were made, bringing its total to 4,963.) Referrals under case management also picked up in Danang, resulting in 324 beneficiaries receiving support during the quarter.

Dong A University received a license (no. 40c/2011/CNDKBS-TCDN) from MOLISA in January, officially allowing the school to offer training in social work as a profession for 60 social workers a year. This is a good news for both Dong A and PDSP in our efforts to improve social work training capacity and sustainability.

An important national policy boost to PSDP's case management work came from MOLISA's release of the Case Management Circular, through decision no. 01/2015/TT-BLĐT BXH dated January 6th, 2015. VNAH's IVWD project supported MOLISA to develop this circular, and PDSP provided for its testing and piloting and feedback to MOLISA. PDSP will provide training on the Circular for all case managers during the coming quarter in order to improve institutionalization and sustainability of the case management model. Case management is now applied not only in the community but also at service institutions, such as DAVA and the Social Work Service Center.

*Specialized services.* Under PDSP's IR 2, the project completed a series of 10 five-day training programs on speech therapy for lecturers and practitioners from Danang University of Medical Technical and Pharmacy (DUMTP) and local hospitals. Six workshops to review and finalize drafts of OT and ST curricula were organized. Drafts were approved by DUMTP's Board of Education and Science and are pending final approval of the Rector. These are part of PDSP efforts to build up the training capacity of DUMTP and other local institutions.

A training program was also provided to 102 families qualified for receiving livestock for livelihood development. The families learned about livestock raising and related environmental issues and mitigation measures.

*Public Health.* Under PDSP's public health component (IR3), of special note among much progress is the approval of PCC as part of the Danang Overall Reproductive Health Care Plan in 2015. This is good evidence of sustainability--local government adopting a PDSP model and committing to continue it in the future.

In regard to NBS, the number of mothers receiving counseling increased significantly leading to more babies getting screened. The NBS database has been strengthened to effectively serve for PDSP follow up by hospital management when the project ends. The pilot BDS has been running well with strengthening of the BDs information system and referral. In Cam Le district, for instance, babies with BDs were successfully referred to treatment through the Cam Le case manager system. In Dong Nai, PCC exams and counseling have been going well at all three levels-- commune, district, and province. Supervision trips were conducted by trained supervisors to all PCC service sites to observe and coach trained staff leading to improved service quality. The total number of clients visiting PCC services is up 24% compared with that of the previous quarter.

### **Dong Nai**

Case management continued to progress strongly in Dong Nai, with 992 cases assessed and files opened by the end of March. Services/support were delivered according to case needs, including scholarships, assistive devices, vocational training, counseling and job placement. Additionally, PDSP supported Dong Nai DOLISA to organize a refresher training course on DIS and 3 training courses on social work and gender-based violence, all for case managers and supervisors. Day care services for children with cognitive disabilities were continued at Dong Nai Disabled Children Center.

### **Binh Dinh**

Physical therapy services at commune centers and homes progressed well, serving over 280 persons on a regular basis. These services were carried in partnership with the provincial Rehabilitation Hospital, which dispatched technical staff to render direct services, train and supervise local health workers. PT services will expand to other communes in the coming quarter, covering all 33 communes in 2 districts.

In the area of inclusive education, provincial education authorities sent staff to education workshops and study tours in Danang and HCMC. Upon their return, they decided to scale up PDSP's IE resource room model to the provincial level so that technical support can be provided to other districts after the project. In the area of livelihood support, environmental assessments for livestock delivery were completed for 716 persons by an independent expert team. The environmental compliance documents are now being translated into English for USAID approval. Direct assistance was delivered to 72 people, including hearing aids (51) and prosthetic and orthotic devices (21). PDSP also assisted the Blind Association and Nguyen Nga Center to develop subgrants proposals for vocational training and livelihood development.

### **Quang Nam**

Project activities this quarter included two 3-day trainings on moving orientation and delivery of walking canes for 56 blind persons; one 3-day training on business start-up for 40 PWDs; and one 3-day training on case management for 48 participants from disability services centers and associations. In addition, 4 small-grant recipients have initiated their work. Paddy's Jewel Center for Deaf and Hard of Hearing Children (Paddy's Center) recruited one teacher and five children as a result of PDSP support. Children of Vietnam (COV) organized 4 trainings on caregiver support, case management, disability identification, and needs assessment for 18 service providers and caregivers. Kianh Center provided special education to 92 CWDs, whom PDSP supported for lunch and trainer allowances. Action to the Community Development Center (ACDC) received a grant to carry out a project "strengthening the role and voice of persons with disabilities through

DPOs in Quang Nam.” In addition, subgrants were awarded to Quang Nam DPO livelihood support for PWDs and the Quang Nam Blind Association for training on massage technique for 20 blind persons.

### **Tay Ninh**

An in-kind grant was provided to the School for the Blind to enhance its capacity to accommodate additional children. PDSP is also support meal allowances and teacher expenses for 20 children with developmental disabilities to attend day-care classes.

### **Binh Phuoc and Thai Binh**

Hot line telephone services were set up at the Social Work Service Centers in the two provinces. Center staff were trained on how to operate the hotline systems and provide counseling, information, and referrals to callers. PDSP also provided case management training for Center staff and its community collaborators, who then began needs assessments and opening cases for 100 beneficiaries in the two provinces. Two subgrants were completed and provided to disability associations in the provinces for livelihood development, vocational training, and capacity building for local DPOs.

## **PROJECT MANAGEMENT / OTHER ACTIVITIES**

The project awarded 9 new small grants, resulting from its RFA issued in December. Details are included in section II.

The project produced 8 case studies highlighting specific areas of successful implementation under the project’s 3 IRs and 2 new success stories. Details included in sections IV and VIII.

PDSP participated in USAID’s evaluation of its disabilities portfolio, including briefings of the MSI and MDRI teams and facilitation of local meetings with stakeholders and beneficiaries. Details are included in section IV.

The project submitted a request for a 4-month NCE to USAID in late March.

## **NEXT QUARTER’S WORK PLAN**

### **Danang**

Major activities include review workshops for referral and DIS; training on the new case management circular and advanced training on social work supervision; drafting of sustainability plan and circular 07 plan; and opening new cases/ISPs for children in schools and the DAVA center. Service delivery will continue for those under case management, especially the long awaited livestock.

Under the public health component, PDSP will continue to monitor service delivery by DOH partners, and assessments of the BDS, NBS and PCC programs will be conducted, including a final review of the BDS information system and an internal assessment of awareness-raising activities on PCC and NBS.

### **Binh Dinh**

The Binh Dinh team will complete environmental assessments for livestock recipients and select the most qualified for training in livestock raising. We hope the project can get USAID approval shortly and can complete the procurement of livestock within the quarter. In addition, needs of 900 persons under CM will be confirmed with local case managers and CM services/supports will be delivered. Other plans include setting up 3 resource rooms,

training teachers on resource room operation, training on DIS for health worker (who then begin data collection in all remaining districts), and provision of assistive devices, hearing aids, and rehabilitation therapy. Subgrants to the Blind Association and Nguyen Nga Center will be finalized for vocational training and livelihood development.

### **Dong Nai**

Priority for the next quarter is delivery of assistance to beneficiaries in case management, including vocational training, job placement, livestock and livestock training, assistive devices; training on social work supervision; and continuation of direct assistance through local partners. Dong Nai will also complete environment documentation for USAID approval. Subgrants are expected to be established with local entities to facilitate the livestock delivery.

### **Quang Nam**

Major activities include four training courses for 270 DOLISA officials on PWDs survey and DIS; initiate data collection in all 18 districts/cities with an estimated 60,000 questionnaires; begin clinical exams in preparation for delivery of assistive devices such as orthotics, prosthetics, wheelchairs, and hearing aids; and kick off two subgrants by Quang Nam DPO and Quang Nam Blind Association.

### **Tay Ninh**

Planned activities include the following: complete a grant to the Association for Support of the Disabled and Orphans for delivery of livelihood support; begin delivery of assistive devices, including wheelchairs and hearing aids; organize training for government employees on important disability policies; provide training on CBR and DIS and begin data collection by the Rehabilitation Hospital under DOH.

### **Thai Binh and Binh Phuoc**

Planned activities in Thai Binh include training on DIS and data collection and setting up DIS system; case assessment, case opening, and initiating services for 100 persons under case management support; and support to the Disabled Youth Club, Blind Association, and other entities in Thai Binh to implement subgrants. Similar support will be provided to the Association for Support of the Disabled, Orphans and Poor Patients in Binh Phuoc.

### **Project Management / Other Activities**

- Following approval by USAID, PDSP will issue new subgrants to DOLISA and to DOET for its major activities in Danang.
- PDSP will issue a subcontract to East Meets West to manage home improvements in Danang.
- The project will also issue a number of other new subgrants, including an in-kind grant to DOLISA in Danang for equipping a new center for mentally disabled; in-kind grants to DOET in Danang and Binh Dinh for additional inclusive education resource rooms; and grants to non-government organizations to manage livestock and other livelihood development activities, as well as corrective surgeries, in Dong Nai and Binh Dinh.

## **II. KEY ACHIEVEMENTS (Qualitative Impact)**

### **Main activities and accomplishments during the quarter**

#### **DANANG**

##### **IR1**

- 37 DOLISA staff enrolled in a 2-year intermediate course of social work training.
- Cross-agency referral guidelines completed, circulated for inputs, and submitted to People's Committee for approval, which is expected in April 2015.
- PDSP contributed to the passage of MOLISA's Case Management Circular, issued under decision no. 01/2015/TT-BLĐTBXH dated January 06th, 2015.
- Monthly meetings maintained for case managers, supervisors, and district/city authorities to review ISPs, case management progress, and referrals; and semi-annual meetings between DOLISA and Disability Steering Committee to review and promote DAP implementation were conducted.
- Danang Social Work Service Center was equipped with a telephone advisory hotline for counseling PWDs and emergency interventions. Training was also conducted for Center staff on operation of the line and providing counseling and services to clients.

##### **IR2**

- DUMTP completed curriculum for ST, pending rector approval, and completed training for OT lecturers.
- 22 DUMTP lecturers and hospital practitioners from Danang, Dong Nai and Binh Dinh received TOT training from Australian specialists on Simple Adaptation Devices and Adapting the Living Environment for PWD.
- A training on Occupational Therapy in Pediatrics also provided by Australian specialists to 47 PTs and doctors, including staff of Kianh Center in Quang Nam, a grantee of this project.
- 40 parents of Autistic Children's Parent Association received training from international expert on Occupational Therapy for Children with Autism Spectrum Disorders.
- A rapid assessment for a social work service model was conducted at the Orthopedic and Rehabilitation Hospital and the Danang Rehabilitation Hospital (Sanitarium), followed by a workshop to discuss model. Experts and practitioners from Hanoi and HCMC attended and shared national policy and existing models. The two facilities in Danang agreed to pilot the model of social work services.
- A workshop on special and inclusive education was held with PDSP support. 81 educational managers, teachers, and leaders from MOET, DOET, and Inclusive Education Support Centers from Hanoi, Ho Chi Minh City, Binh Dinh, Daklak, and Danang attended and shared their experiences in SE and IE programs.
- A study tour to learn and exchange experiences on inclusive education in Ho Chi Minh City conducted for 12 education managers from district and provincial DOET.
- Development of IEC material on Peer Support in Schools, resource room operation manual and M&E toolkit completed.
- Five training courses on livestock raising skills were carried out for 102 PWD/caregivers from 11 communes in Hoa Vang District.

- A small grant provided to Tam Thien Sewing Company to support 15 youth with disabilities to attend a 6-month vocational training course; the company has committed to recruit 80% of PWD to work after training.

### **IR3**

- Conducted five training courses on birth defects identification/diagnosis for 100 clinical staff (25 doctors and 75 midwives/nurses) from the 5 remaining districts.
- The pilot BDS system started to run on November 1st, led by a DOH technical staff responsible for coordination among HWC, Hai Chau and Cam Le Hospitals, plus 19 commune health stations in data collection, reporting and management. During this quarter, there were 8 babies born with BDs identified.
- DOH conducted three monthly meetings (in January, February, March) with case managers in Cam Le district to ensure 2/4 babies with BDs, residing in Cam Le, received examination and referrals for corrective surgery, scheduled in late April 2015. The other two babies identified with BD in mid- March will get referral for treatment by other two case managers following same procedure followed for first two babies.
- NBS 2015 program activities started in early January focusing on training for 2 more clinical staff on hearing loss screening, for one doctor on treatment for hormonal and metabolic diseases, for one doctor on abdominal ultrasound diagnosis, and for 70 doctors and midwives on counseling about the importance of NBS. NBS counseling and screening services for babies have been running very well at HWC.
- PCC 2015 program activities started in early January, with three PCC courses for 35 clinical staff (20 doctors and 15 midwives) working at city, district and commune level (Danang HWC, Danang Reproductive Health Care Center, Hai Chau and Cam Le District Health Centers and their 19 commune Health Stations). Additionally, 20 trainers and supervisors were trained on Supportive Supervision skills. During this quarter, PCC service provision has been ongoing and served 421 women at HWC, RHC center, Hai Chau and Cam Le hospitals, and 15/19 commune health stations (the remaining 4 commune health stations will start to provide PCC services in the next quarter).
- In Dong Nai 8 PCC supervision trips conducted by trainers and supervisors to observe and coach 16 trained staff working at Dong Nai RHC, Dong Nai General Hospital, Bien Hoa Health Centre, and 5 CHSs around the airport. PCC service provision has been ongoing and served 157 women at the aforementioned 8 key facilities. The total number of clients visiting PCC services increased 24% compared with that of the previous quarter.

### **DONG NAI**

- Supported DOLISA (providing trainer) to conduct refresher training in DIS for case managers and district supervisors.
- Training on social work with disabilities and gender based violence provided to all 137 CMs in the two districts, via three 3-day programs.
- Need assessments completed and 992 case files were opened by end of March. Some services/support were delivered to beneficiaries under case management, including clinical examinations for rehabilitation and assistive devices and vocational counseling.
- Environmental impact assessments conducted for 60 households of PWD in Vinh Cuu, of which 52 livestock applications were completed.
- 8 monthly meetings between communal and district case managers/supervisors were organized in Vinh Cuu district and Bien Hoa city.
- 01 quarterly meeting between members of provincial Project Management Board and representatives of VNAH and DAI was conducted.

## **BINH DINH**

- Evaluation of ISPs for 900 persons under case management was completed.
- The environmental impact assessment completed for 716 families who need livestock for livelihood development
- 47 health care case managers and rehabilitation service providers were trained in early detection and early intervention for children with disabilities (CWD).
- Supported 12 teachers and education officials involved in resource room activities in a study tour to HCMC to look at inclusive and special education models.
- Provided training in DIS for 99 CMs and 9 district supervisors.
- Provided training in social work skills with disabilities and GBV to 96 CMs and 9 district supervisors.
- Provided training on rehabilitation skills to 70 rehabilitation service providers/caregivers.
- Center of Consultancy-Detection-Intervention for CWD of Quy Nhon University continued services in early detection and early intervention for CWD.
- Binh Dinh Association for Support of the Handicapped and Orphans initiated support of vocational training and creating jobs for PWDs.
- Assisted Binh Dinh Blind Association, Nguyen Nga Disability Association, and Binh Dinh Red Cross in preparing sub-grant applications.

## **QUANG NAM**

- Business start-up training provided to 40 PWDs, who will be then selected by DPO for grants/fund support to start up self-employment or a small business.
- Trained and provided walking canes for 56 blind persons.
- Supported a deaf center in Hoi An (Paddy's Center) to hire a teacher and enroll 5 deaf children to their classes.
- A grant to Kianh Center benefits 92 CWDs who need special education.
- Training in case management provided to 48 leaders and staff of disability service centers and associations in the province.

## **THAI BINH AND BINH PHUOC**

- Equipped the Social Work Service Centers of Thai Binh and Binh Phuoc with telephone advisory hotlines for counseling PWDs and emergency interventions.
- PDSP's model of case management for PWDs has been introduced to selected service providers of Thai Binh by a 2nd 3-day training on Case Management for PWD. 67 staff and collaborators who are associated with the provincial Social Work Service Center attended the training. The master trainers who have attended PDSP TOT delivered the training.
- PDSP approved subgrant to Disabled Youth Club of Thai Binh for enhancement of capacity for organizational development and economic improvement for the members of the Club; and the subgrant to Binh Phuoc Association for Support to Disabled, Orphans and Poor Patients.
- Staff of SWSC of Thai Binh finalized the list of 60 PWDs/CWDs and conducted the engagement step of case management process.

## **PROJECT MANAGEMENT / OTHER ACTIVITIES**

- The project awarded small grants to the following organizations.

Organization	Title	Province
ACDC/Hanoi	Empowering the voice and role of Quang Nam DPO	Quang Nam
Centre for Social Sciences and Humanities—Hue University	Improving livelihoods for people with disabilities through a market approach (M4D)	Thua Thien Hue (A Luoi District)
Central Deaf Services	Sign Language Training for Deaf Students and Teachers of the Deaf in Local Special Schools	Danang
Inclusive Development Action (IDEA)	Capacity building in business skills and promoting law enforcement to ensure the rights of women with disabilities	Thai Binh
Children of Vietnam	Hope System of Care for Children with Disabilities in Tam Xuan I Commune	Quang Nam
War Legacies Project	Bringing Health Care Home to People with Disabilities	Quang Nam (Thang Binh District)
PHAD (Institute of Population, Health, and Development)	Increase employment and vocational training accessibility for PWD based on local cooperator groups	Thai Binh (Quynh Phu District)
Vietnam Blind Association/Hanoi	Conducting Leadership Training and Forming Clubs for Blind Women	Thai Binh
VietHealth	Support on home-based intervention for children with disabilities	Thua Thien Hue (Huong Tra Town)

- PDSP participated in USAID’s evaluation of its disabilities portfolio. Details are included in section IV below.
- The project produced eight case studies on achievements of specific activities under PDSP’s 3 IRs and two new success stories. Details are included in sections IV and VIII.
- PDSP submitted requests to USAID for approval of modifications to its major GVN partners in Danang, DOLISA and DOET. These requests were approved at the end of March.
- The project submitted a request to USAID on March 18 to award a subcontract to East Meets West to manage the home improvements construction.
- The project submitted a request for a 4-month NCE to USAID on March 25.

## SUCSESSES AND LESSONS LEARNED

**District DPO development.** Under a small grant from PDSP, the Thanh Khe DPO in Danang generated employment and income for its members through a small photocopy and printing business. This activity also helped improve members’ participation in the DPO, and their voices at the local community level. In addition, the visible improvement in the DPO’s capacity has drawn more attention and support from local authorities.

**Strong BDS coordination in Danang.** Two Cam Le case managers for health did a very good job in helping two babies with BDs get access to examinations at Danang Rehabilitation Hospital and registered for corrective surgery at Danang Hospital for Women and Children, scheduled in late April 2015. It should be noted that during the process the babies have also received support from social case managers for other needs such as getting a birth certificate, health insurance, and a routine GVN allowance for CWD. This work demonstrates not only the effectiveness of the health case managers but also the benefit of having an inter-disciplinary CM team, to support the babies not only for health but for social needs. This work has been described in one of the 8 case studies mentioned elsewhere in the report.

**Local government support of NBS.** DOH staff in NBS screening, treatment, and counseling have been very effective in serving their beneficiaries. After training, all staff has been very productive. The number of mothers receiving counseling significantly increased,

resulting in a significant increase in babies who were screened for 5 diseases (Congenital Heart Disease, Hearing Loss, Congenital Hypothyroidism, G6PD inadequacy, and Adrenal Hyperplasia). There is also an increase in babies treated for hormonal and metabolic disturbance, as these services are now available for the parents who are not able to transfer their babies to Hanoi or HCMC for treatment. At the same time, a NBS center has been functioning well, especially in strengthening the NBS data base for the HWC. The program's longer term goal is to make Danang HWC a sub-regional Newborn Screening Center under the national program for the central region of Vietnam, which will also help relieve the burden on the regional NBS center in Hue. This work is also reported as one of the case studies.

PDSP has also leveraged government financial support of NBS. In addition to training on NBS and PCC for 70 Pre-marriage Club counselors in three PSDP supported districts, DOPFP conducted the same training for 25 club counselors for one more district (Lien Chieu) using local government funding. Organizing club talks in the future will be also supported by government funding.

DOPFP has also used PDSP's support in equipping communication work (lap tops, projectors, screens) for three districts (Hai Chau, Cam Le, Thanh Khe) as a rationale for requesting the Danang People's Committee (DPC) to support equipment for non-supported districts (Hoa Vang, Son Tra, Ngu Hanh Son) as cost share. As a result, DOPFP recently obtained DPC's approval of this equipment plan and the delivery of equipment to those three districts is scheduled in May 2015.

**Commitment to sustain PCC.** DRHCC management has acknowledged that PDSP's PCC project has been a very timely intervention in Danang that has successfully addressed a public health programming gap through both supply and demand initiatives. Through good health education and communication outreach, more and more people including young couples realize the importance of PCC and seek out PCC services, which have been improved and made more accessible. As a result, the DRHCC Director approved the integration of PCC into the 2015 Overall Reproductive Health Care Plan of Danang so that PCC will be expanded throughout Danang, building on PDSP's work in two pilot districts and their 19 communes. This success is also reported as one of PDSP's case studies.

**PCC local initiative in Dong Nai.** The system of PCC exams and counseling established by the project, through the training of trainers, medical staff and community counselors, has been functioning at all levels. Eight key facilities (Dong Nai RHC and Dong Nai Provincial General Hospital, Bien Hoa District Health Centre and 5 Commune Health Stations around the airport) have been continuing to provide PCC services. In this quarter, the total of clients visited PCC services increased 24% compared with that of the previous quarter.

### III. PROGRAM PROGRESS (Quantitative Impact)

#### DANANG

##### IR 1

(Note: numbers under IR1 overlap with IR2. Information under IR1 aims to demonstrate those assisted under case management.)

- 91 beneficiaries in case management in Hai Chau received health services covered by health insurance as result of PDSP support and referrals.

- 220 children with disabilities in case management received educational supports (187 received learning material and 33 supported for new enrollment/scholarship).
- 91 beneficiaries in case management received wheelchair and assistive devices.
- 21 beneficiaries in case management in Ngu Hanh Son received livelihood support.
- 28 students at DAVA were entered in the case management system and received support.

## **IR 2**

- 851 persons received rehabilitation services (91 wheelchairs and supportive devices; 11 hearing aids; 77 speech therapy; 109 physical therapy; 3 corrective surgery; 560 clinical examinations). In addition, 30 parents of CWD received consultancy free of charge at ST unit of Danang UMTF.
- 80 CWDs received supports/intervention aimed at overcoming learning difficulties in 5 resource rooms.
- 400 CWDs received scholarships and 146 CWDs received monthly stipends for schooling (food and other expenses).
- 78 PWDs received livelihood supports.
- 30 youth with disabilities supported to attend sewing vocational training at DAVA and Tam Thien Sewing Company.
- 92 students with disabilities at two DAVA centers received nutrition support (rice, cooking oil, sugar, fresh milk).

## **IR 3**

- 8 babies born with BDs identified. The system discovered five cases of double counting/reporting. Among 8 babies, 1 had cleft lip with cleft palate, 2 had cleft lip, 1 had cleft palate, 4 had club foot.
- 3,162 mothers received counseling; out of those 1,855 mothers (60%) got their babies screened for G6PD, CH, AH.
- 269 babies received hearing loss screening, 826 babies received heart disease screening, 16 infants received diagnosis and treatment/follow up for hormonal and metabolic diseases, and 197 infants received heart ultrasound diagnosis.
- 1076 young people received NBS and PCC through Pre-marriage Club counseling.
- PCC served 421 women in need at HWC, RHC center, Hai Chau and Cam Le hospitals and 15/19 commune health stations (the remaining 4 commune health stations will start to provide PCC services in the next quarter).
- 671 women of reproductive age participated in 13 PCC community group talks.

## **DONG NAI**

- 10 beneficiaries received assistive devices including braces and prosthetics and PT at Ho Chi Minh City Orthopedic Hospital.
- 195 PWD received clinical examinations for rehabilitation; 136 of them are under the case management system.
- 60 PWD received counseling for vocational training and job placement, including adolescents from the School for Disabled Children. Services were provided by specialists of the employment service center.
- 126 case managers and 6 district supervisors received DIS refresher training.

### **PCC Dong Nai**

- 157 women received PCC exam and counseling services (56 cases at RHCC, 39 cases at Dong Nai hospital, 13 cases at Bien Hoa health center, 49 cases at 5 CHS).
- 1,739 people participated in 69 counseling sessions at community level.
- 9 supervision/coaching trips conducted for 9 trained counselors, one trip per each.
- 1,645 people (1,264 workers and 381 college students) attended 4 mass group-talks.

### **BINH DINH**

- 51 persons with hearing impairment received hearing aids.
- 21 amputees received a prosthesis.
- 280 persons with mobility disabilities received regular PT services/rehabilitation exercises at home and at communal rehabilitation centers.
- Environmental impact assessment was done for 716 PWDs who need livestock as livelihood improvement.

### **QUANG NAM**

- 40 persons with disabilities benefited from a 3-day training on business start-up.
- 56 blind persons learned orientation, walking techniques, and received brand new walking canes.
- 5 deaf children started their first learning activities at Paddy's Center.
- 92 CWDs received educational support for special education at Kianh center.
- 48 leaders and staffs from disability centers and associations in the province received training on PWD case management.

### **TAY NINH**

- 20 children with cognitive/development disabilities were supported to attend special education classes at the Center for Children with Hearing and Vision Impairment (support includes meal allowance, tuition fee and equipment/supplies).

### **THAI BINH**

- 67 selected service providers, who are associated with the provincial Social Work Service Centers received a series of 3 day trainings in case management for PWDs in January.

## **IV. MONITORING**

The M&E team worked with MSI (Management Systems International) and MDRI (Mekong Development Research Institute) – USAID Mission's evaluation contractors - to prepare and make arrangements for USAID disability program evaluation in Danang and other provinces in March. The summary PDSP prepared for the evaluation team is included in Annex II.

The team also worked with PDSP technical teams and Senior M&E Advisor Tom Kane to prepare 8 case studies that highlight significant achievements, potential impacts, and lessons learned under PDSP's three program components. These case studies were shared with the MSI evaluation team. Below is the list of the case studies, and all are included as attachments in Annex II.

- Development of an Integrated and Effective Disability Case Management and Referral System for Persons with Disabilities in Danang
- Economic Empowerment of Persons with Disabilities through Vocational Training, Employment and Livelihoods in Danang

- Expanding Rehabilitation Services For Children With Disabilities in Da Nang; Establishment of a Rehabilitation Department at the Danang Hospital for Women and Children
- Building Capacity of Medical Rehabilitation Staff and Facilities in Danang through Improved Professional Education in Medical Rehabilitation
- Improving Education Opportunities for Children with Disabilities in Danang through Strengthened and Expanded Special Education and Inclusive Education Programs
- Establishment of a Newborn Screening (NBS) Management Center at the Danang Hospital for Women and Children (HWC) for Early Detection and Treatment of Infants' Diseases and Conditions
- Implementing Sustainable Pre-Conception Care Services in Danang to Improve Maternal, Fetal and Infant Health
- Piloting a Birth Defects Surveillance System for Infants in Danang's Cam Le District

The M&E team also coordinated with project partners and PDSP case management team to conduct training on Gender Equality (GE) and Gender Based Violence (GBV) against persons with disabilities for 204 case managers/social workers in Dong Nai and Binh Dinh.

### PDSP Indicator Targets and Results

Standard Indicators				2013 Results		2014 Results		2015 Results	
1. Number of people benefiting from USG-supported social services				2,115		5,927		2,442	
				<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>
				1,252 (59%)	863 (41%)	2,892 (48%)	3,035 (52%)	1,453 (59%)	989 (41%)
<b>Target Set for FY 2015 is 1,958</b>		<b>Deviation Type</b>		<b>Date of Last DQA (MM/YYYY)</b>					
The target of this reporting period is 500 and the result is 1,300 (260 %). Of these, 61 % is male and 39 % is female.									
				<b>2013 Results</b>		<b>2014 Results</b>		<b>2015 Results</b>	
2. Number of service providers trained who serve vulnerable persons				663		2,156		511	
				<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>
				323 (49%)	340 (51%)	1,083 (51%)	1,073 (49%)	157 (31%)	354 (69%)
<b>Target Set for FY 2015 is 700</b>		<b>Deviation Type</b>		<b>Date of Last DQA (MM/YYYY)</b>					
The target is 200 and the result in this reporting period is 184 (92%). Of these, 39% is male and 61% is female.									
<b>Gender Indicator (GNDR-6):</b>				<b>2013 Results</b>		<b>2014 Results</b>		<b>2015 Results</b>	
3. Number of people receiving USG-funded GBV awareness training				0		211		204	
				<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>	<b>M</b>	<b>W</b>
				0 0%	0 0%	82 39%	129 61%	73 36%	131 64%
<b>Target Set in FY 2015 is 200</b>		<b>Deviation Type</b>		<b>Date of Last DQA (MM/YYYY)</b>					
<b>Explanation:</b>									
The target in this reporting period is 100 and the result is 204 (204 %).									

## **V. NEXT QUARTER'S WORK PLAN**

**Main activities and accomplishments expected in 3rd quarter (April-June 2015)**

### **DANANG**

#### **IR1**

- Print and distribute manual of referral guidance and reporting regulations (subject to People's Committee approval).
- Review/evaluation workshops on case management and referral and DIS.
- Revisit to reconfirm the needs and update DIS for those PWD who have been identified needing case management support.
- Continue referral and service delivery for beneficiaries under case management whose needs have been identified.
- Continue PWDs' needs assessment, develop ISPs and open case files; 500 new cases are planned in fiscal year 2015.
- Training for all CM and supervisors on disability case management circular recently promulgated by MOLISA.
- Advanced training on supervisory skills for supervisors at all levels.
- Support focus group discussions for development of Danang disability action plan 2016 and sustainability plan, and development of guidance for implementation of circular 07 to deploy social workers/social work collaborators in the community.
- Begin community counseling and hotline counseling through Danang Social Service Center; conduct needs assessment and open case files for those needing intervention.

#### **IR2**

- Continue provision of health support and assistive devices to PWDs under case management, including referral to government health insurance benefits.
- Provide rehabilitation equipment/tools to establish the new rehabilitation clinic of Danang DOLISA's Sanatorium for People with Mental Health Disorders.
- Work with DOET and 2 district DPOs to hold a series of events on Vietnam Disabilities Day, with more than 200 CWDs participating.
- Distribute peer support IEC materials to schools.
- Provide equipment for 5 new resource rooms and provide training on resource room operation for the teachers in-charge.
- Provide training for parents on home learning support for CWDs and training on M&E for teachers.
- Continue services to CWD at resource rooms.
- Continue provision of livelihood supports and community-based vocational training through DOLISA sub-grant.
- Complete supervision trips for environmental mitigation and monitoring plan (EMMP) compliance and provide livestock for those qualified.
- Organize an event to promote PWD employment and honor companies recruiting PWD. This would include collaborating with DRT to develop TV program on disability awareness and employment.

### **IR3**

- Conduct 3 training courses on BD diagnosis for 56 nurse/MWs from 5 remaining districts.
- Conduct 3 PCC exam & counseling training courses for 45 midwives from city, district and commune levels.
- Conduct 44 counselling sessions for Pre-marriage Clubs on PCC & NBS.
- Conduct 52 PCC group talks at community level.
- Team conducts an internal assessment of PCC & NBS awareness raising activities, with TA from Tom Kane.

### **DONG NAI**

- Continue needs assessments, opening case files, developing ISPs for new cases in Bien Hoa and Vinh Cuu.
- Training for CM supervisors and PC deputies (case management, social work supervision and ISP approval).
- Complete environmental assessment for livestock recipient candidates, submit to USAID for approval, and provide livestock for 52 candidates
- Continue providing support to PWD in vocational training, livelihood development, rehabilitation services, and education support (scholarship, supplies).
- Provide assistive devices (wheelchairs, walking sticks, hearing aids, braces, and prosthetics) for PWD already identified under case management.
- Organize a 3-month training course on massage for members of the Blind Association.
- Continue supporting Song Pho Center, Dong Nai School for Disabled Children, Dong Nai VAVA, Blind Association, and Disabled Children Center in early intervention for children with autism/developmental disabilities, intervention through day-care program, school-to-work program and livelihood development.
- Conduct 23 PCC group talks at community and 3 mass group talks for workers and students.

### **BINH DINH**

- Complete ISP approval for 900 cases in 2 districts.
- Provide livestock to qualified PWDs.
- Provide livelihood improvement support to PWDs under case management.
- Provide assistive devices including wheelchairs, bicycles, tricycles, and walking sticks.
- Continue and complete the fitting of prostheses/orthoses.
- Provide vocational training/apprenticeship to PWDs under case management.
- Establish and run three resource rooms; train teachers and education officials in resource room management and special and inclusive education skills.
- Continue center-based and home-based rehabilitation services for PWDs in existing and new communes of the two districts.
- Conduct training in DIS and data entry for commune health workers in all remaining districts, and initiate data collection.
- Provide subgrant to Binh Dinh Blind Association and Nguyen Nga Disability Center.

### **QUANG NAM**

- Conduct clinical examinations of PWDs for referrals and provision of assistive devices.
- Select eligible students for educational scholarships.
- Train DOLISA staff on PWD data collection and DIS.

- Conduct survey and enter data into DIS (60,000 questionnaires).
- Support Quang Nam DPO to implement project activities approved in the subgrant.
- Quang Nam Blind Association starts a 3-month vocational training on massage technique for 20 blind persons under the approved subgrant.
- Other small grant recipients (Kianh, Children of Vietnam, ACDC, Paddy's Center) continue with their committed activities.

### **THAI BINH / BINH PHUOC**

- Provide technical assistance for social work service centers (SWSC) of Thai Binh and Binh Phuoc to pilot CM; Center staff will start needs assessment and opening case files for the PWDs of both SWSCs.
- Install and hand over the DIS server to DOLISAs, and train the staff of DOLISA, SWSC and their commune staff on DIS data collection; initiate data collection.
- Support Disabled Youth Club of Thai Binh and Binh Phuoc Association for Orphans, PWD, and Poor Patients to implement subgrants aimed at capacity building and livelihood support.

### **PROJECT MANAGEMENT / OTHER ACTIVITIES**

- PDSP will issue new subgrants to DOLISA and to DOET for its major activities in Danang.
- PDSP will issue a subcontract to East Meets West to manage home improvements in Danang.
- The project will also issue a number of other new subgrants, including an in-kind grant to DOLISA in Danang for equipping a new center for medically disabled; in-kind grants to DOET in Danang and Binh Dinh for additional inclusive education resource rooms; and grants to non-government organizations to manage livestock and other livelihood development activities, as well as corrective surgeries, in Dong Nai and Binh Dinh.

## **I. PROJECT ADMINISTRATION**

### **Constraints and Critical Issues**

Local partners recently raised concerns again about delays related to home improvements, corrective surgeries, and livestock delivery. The delivery of livestock in Binh Dinh and Dong Nai is especially challenging as there is huge need in both sites; but each case needs USAID approval, and a subgrant must be put in place to facilitate procurement and provision of livestock. This will take time and the project is already mid-way through its final year.

The good news is that USAID approved the modification of our subgrant to Danang DOLISA, which includes the livestock procurement, and we expect the approval of our subcontract to East Meets West in early April to manage the home improvements. ERFs and EMMPs for livestock procurement in Dong Nai and Binh Dinh will be submitted in early April. We will give a grant to the Vietnam Red Cross in Binh Dinh to manage corrective surgeries there and are looking at several potential grantees in Dong Nai.

### **Personnel**

A new coordinator, Dung Nguyen, was hired for Tay Ninh, and DAI's Kate Zavrzhina arrived in mid-March on a several-months TDY to assist the team in developing grants and beginning planning for project close-down.

## Changes in the Project

None other than those mentioned elsewhere.

## Contract Modifications and Amendments

DAI submitted a request for a 4-month No-Cost Extension to USAID on March 25.

## VIII. COMMUNICATIONS

This quarter, PDSP submitted two success stories, two impact statements and a series of case studies to USAID. The first success story, entitled “Finding Jobs, Fulfilling Lives”, highlights the work PDSP has been doing to expand employment opportunities for disabled youth in partnership with the DAVA Centre. This was submitted along with two impact statements (see box below) in early January, as requested by USAID in order to help highlight the 20<sup>th</sup> anniversary of the normalization of U.S. and Vietnam diplomatic relations. The second success story, entitled, “No Child Left Behind”, covers the program’s work enrolling children with disabilities into school and building the school system’s capacity to adequately meet the needs of students with learning or other disabilities. This success story was submitted in early March and was posted on the USAID Vietnam *Transforming Lives* website. Lastly, PDSP completed eight case studies covering a range of key components of the program – their impact to date, the successes, the challenges, lessons learned and recommendations. The success stories and case studies are included in Annex II.

### Impact Statements from the USAID Persons with Disabilities Support Program (PDSP)

(1) USAID, in partnership with the Vietnamese government, is helping children with special learning needs in under-resourced regions receive the education and support they need to lead healthier, more independent lives. The USAID Persons with Disabilities Support Program has so far provided educational support for nearly 1,000 children with disabilities, enrolled 200 additional children with disabilities in school, established resource rooms in six primary schools with special educational aids for students with special needs, and trained over 500 parents and caregivers to support their child’s physical and cognitive development at home.

(2) USAID and the Vietnamese government are partnering to expand a new, multi-sectoral case management system designed to deliver comprehensive services to improve persons with disabilities’ access to health care, education and livelihood opportunities so they can lead more fulfilling, independent lives. So far, the case management system has developed Individual Support Plans for nearly 4,000 people with disabilities in three provinces of Vietnam, and is currently expanding case management training to three other provinces. Recently, with USAID’s support, the Vietnamese government introduced new regulations guiding the roll-out of the case management system across the country’s 58 provinces.

## IX. ENVIRONMENTAL COMPLIANCE

No project activities have yet been conducted to date that have any significant environmental consequences.

In early February, USAID approved the Environmental Review Forms PDSP submitted for procuring livestock as a livelihood development activity in Danang. The procurement of these livestock is included in the modification of PDSP’s subgrant to DOLISA. This modification was approved by USAID on March 31, and we expect the livestock

procurement and tracking of environmental compliance to begin by DOLISA and PDSP during the next quarter.

PDSP expects to submit ERFs and EMMPs to USAID for approval of livestock procurement in Dong Nai and Binh Dinh in April.

In early March, USAID requested the project to revise the ERFs and EMMPs submitted for home improvements in Danang to include new USAID guidance on asbestos removal. PDSP revised and submitted these documents, and they were approved by USAID. We expect USAID's approval in April of our subcontract to East Meets West to manage home improvements in Danang. The work will hopefully commence in May, including the monitoring of environmental compliance included in the subcontract.

## Annex I: Schedule of Future Events

Weeks	Location	Activity
April 1-3	Binh Dinh	Training on PWD data collection for DIS
April 6-10	Quang Nam	- Training on PWD data collection and DIS  - Start training for 20 blind persons on massage technique (3-month course)
April 17	Danang	Review/evaluation workshop on case management and referral
April 13-18	Danang and Dong Nai	- Training on BD identification for 56 nurses/midwives, three 3-day course in Danang - Training on PCC exam and counseling for 45 midwives from city, district and commune levels, three 3-day course in Danang - Conduct 26 PCC group talks at community level in Danang - Conduct 20 counselling sessions for Pre-marriage Clubs on PCC & NBS - Conduct 23 PCC community group talks and 3 mass group talks in Dong Nai - Finalize assessment protocol and tools for an internal assessment of PCC & NBS awareness raising activities.
April 18	Danang	Disability Day events with DOET and 2 district DPOs
April 20-14	Thai Binh	Training on data collection for DIS and on DIS usage
April 20-24	Quang Nam	- Screening examinations of 407 PWDs for provision of assistive devices - Start survey to collect PWD data in all 18 districts - Quang Nam DPO starts its revolving fund and livelihood support activities
April 24 – 26	Binh Dinh	Training in special and inclusive education skills for selected teachers and education officials
May 25-30	Binh Phuoc	Training on data collection for DIS and on DIS usage
May 25-30	Quang Nam	Provision of assistive devices
May 18 - 19	Binh Dinh	Workshop on Disability Action Plan
May 25-29	Binh Dinh	Training on supervising, referral and GBV for CM supervisors and PC deputies
May 25-29	Danang	Training for all CM and supervisors on disability case management circular recently promulgated by

		MOLISA
May 25-29	Danang	Employment promotion event
May 25-29	Danang	<ul style="list-style-type: none"> <li>- Study tour for NBS team at DHWC to the NBS center at Hue Medical University</li> <li>- Conduct 16 PCC group talks at community level in Danang</li> <li>- Conduct 12 counselling sessions for Pre-marriage Clubs on PCC &amp; NBS</li> <li>- Team conducts an internal assessment of PCC &amp; NBS awareness raising activities (field work)</li> </ul>
June 10-12	Danang	Advanced training on supervisory skills for supervisors at all levels
June 15-19	Danang	<ul style="list-style-type: none"> <li>- Conduct 10 PCC group talks at community level in Danang</li> <li>- Conduct 12 counselling sessions for Pre-marriage Clubs on PCC &amp; NBS</li> <li>- Final review of BDS information system (independent consultant)</li> </ul>
June 19	Danang	Review/evaluation workshop on DIS
June 20-30	Danang, Dong Nai	<ul style="list-style-type: none"> <li>- End-of-Project workshop for BDS, NBS, PCC</li> <li>- Data entry and analysis and draft report for the internal assessment of PCC &amp; NBS awareness raising activities</li> </ul>

## Annex II: Deliverables

The documents below—two success stories, eight case studies on achievements of specific activities under PDSP’s 3 IRs, and a project summary power point presentation--were shared with USAID and members of the MSI evaluation team in March.



Case Study BDS  
3.24.15.docx



Case Study CM  
3.24.15.docx



Case Study  
Employment 3.24.15.



Case Study HWC  
3.24.15.docx



Case Study IE & SE  
3.24.15.docx



Case Study NBS  
3.24.15.docx



Case Study PCC  
3.24.15.docx



Case Study UMTF  
3.24.15.docx



PDSP Success  
Story--Youth Employr



PDSP Success  
Story--Inclusive Educ



PDSP Summary for  
USAID Evaluation Team

## Annex III: DSP Communication Products

Type	Title	Visibility
<b>Fact Sheet</b>	Disability Support Program Fact Sheet	USAID Vietnam website
<b>Highlights</b>	Greater Mobility for the Visually Impaired—Jan 2014	USAID Vietnam Facebook
	Scorecards for Better Service Delivery—Feb 2014	USAID Vietnam Facebook
	Improving Professional Education in Rehabilitation Therapy –March 2014	Submitted to USAID Vietnam
	Addressing the Needs of Women with Disabilities in Vietnam—March 2014	USAID Vietnam Facebook
	Vocational training (baking) at Thanh Tam School—March 2014	DAI Global Facebook
	Celebrating (Vocational Training on) Vietnam Disability Day – April 2014	USAID Vietnam Facebook page; DAI Global Facebook page
	Congressional Delegation Visit to Danang—April 2014	DAI Global Facebook page;
	Equipping of resource rooms for inclusive education in Danang—May 2014	Submitted to USAID Vietnam
	Vocational training at LED Binh Ming—June 2014	Submitted to USAID Vietnam
	Special Education BA training in Dong Nai and Danang—July 2014	Submitted to USAID Vietnam
	International Disability Day—December 2014	Submitted to USAID Vietnam
<b>Updates</b>	DPO grant--April 2013	Submitted to USAID Vietnam
	Direct assistance--July 2013	Submitted to USAID Vietnam
	Beneficiary Update--Aug 2013	Submitted to USAID Vietnam
	Assistance to Danang Blind--Sept 2013	Submitted to USAID Vietnam
	Beneficiary Update, Year 1--Oct 2013	Submitted to USAID Vietnam
	December 2013—Disability Day	USAID Vietnam website
	School-to-Work Program in Dong Nai—Feb 2014	Submitted to USAID Vietnam
	Beneficiary Update—April 2014	USAID Vietnam website
	Expansion of case management activities in Binh Dinh—June 2014	Submitted to USAID Vietnam
Beneficiary Update—September 2014	USAID Vietnam website	
<b>Success Stories</b>	Revolving Grant Funds Creates Better Opportunities for People with Disabilities in Danang—Dec 2013	Submitted to USAID Vietnam
	Disabled People’s Organization Creates Opportunities for Jobs—Nov 2013	Submitted to USAID
	Personalized Support Ignites Opportunities for Persons with Disabilities—Jan 2014	USAID website; USAID Vietnam Facebook page
	Phu Hoa Cooperative Expands Stable Employment for Persons with Disabilities in Southern Vietnam—July 2014	Submitted to USAID
	Finding Jobs, Fulfilling Lives—Jan 2015	Submitted to USAID
	No Child Left Behind—March 2015	Submitted to USAID and posted on USAID Vietnam <i>Transforming Lives</i> website.

<b>Other</b>	Project Direct Assistance Snapshot—April 2014	Submitted to USAID Vietnam
	Project Year One Brief—Feb 2014	USAID Vietnam website
	USAID DSP – Looking Ahead—April 2014	Submitted to USAID Vietnam
	Video on vocational training at Tam Thien Sewing Company—June 2014	Submitted to USAID Vietnam
	Project Year Two Brief—Dec 2014 (English and Vietnamese)	Submitted to USAID Vietnam