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# Inclusion of Vietnamese with Disabilities Quarterly Progress Report 3<sup>rd</sup> Quarter of Fiscal Year 2013

July 30, 2013

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# **Inclusion of Vietnamese with Disabilities**

**FY 2013 Q3 PROGRESS REPORT**

**April 1<sup>st</sup>, 2013 to June 30<sup>th</sup>, 2013**

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The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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## Acronyms and Abbreviations

BAC	Business Advisory Council
COP	Chief of Party
CRS	Catholic Relief Services
DCOP	Deputy Chief of Party
DOLISA	Department of Labor, Invalids, and Social Affairs
ESTIH	Hanoi College of Information Technology
HCMC	Ho Chi Minh City
ICT	Information and communication technologies
IE	Inclusive Education
IR	Intermediate Result
ITTP	Information Technology Training Program
IVWD	Inclusion of Vietnamese with Disabilities
MOET	Ministry of Education and Training
MOLISA	Ministry of Labor, Invalids and Social Affairs
NGO	Non-Governmental Organization
PMU	Project Management Unit
PWD	Person with Disabilities
SO	Strategic Objective
UDA	Dong A University
USAID	United States Agency for International Development
VFD	Vietnam Federation on Disability
VLU	Van Lang University
VNIES	Vietnam Institute of Educational Sciences

## **I. INCLUSION OF VIETNAMESE WITH DISABILITIES (IVWD) EXECUTIVE SUMMARY**

During this reporting period, the first Information Technology Training Program (ITTP) class of Da Nang's Dong A University has completed classroom training and, with support from Dong A University, every one of its 22 students has started internship at enterprises. These internships will help students to gain additional real-life working experience and make it easier for students to find jobs in the future. A new class of 27 students has started training at Dong A University. Meanwhile, Van Lang University continued to cooperate with new partners and leverage existing resources to expand and sustain its IT training program. Van Lang University has collaborated with Dong Nai Center for Children with Disabilities and Binh Thuan Blind Association to jointly open two new training classes. Hanoi College of Information Technologies (ESTIH) received a letter from the city government informing the school that road construction near its campus 2 will render that campus unsuitable for living and learning. In order to continue its training program, ESTIH has collaborated with Thuy An Rehabilitation Center for Children with Disabilities to jointly open a new class in Thuy An Center which is a subsidiary of Ministry of Labor, Invalids and Social Affairs (MOLISA). CRS has organized training of trainers (TOT) for gender at Dong A University and ESTIH. At both trainings, staff from DPOs and local NGOs that serve people with disabilities (PWD) also participated. CRS will organize gender TOT at Van Lang University in the next quarter.

During this reporting period, CRS has worked with Ministry of Education and Training (MOET) to gather expert comments and information through surveys, workshops and meeting, to help make key decisions about pilot design and ensure assistive technologies developed by the project will address user needs. CRS completed a survey of existing text-to-speech software and selected Voice of the South (VOS) by AILab as the candidate for standardization. CRS also invited an international consultant for distance education for children with disabilities to visit Vietnam to provide guidance on the design of distance education model for children with disabilities. Through these surveys and meetings, CRS and MOET have developed TORs for key assistive technologies to be developed and piloted under this project, and develop of these technologies is expected to start during next quarter.

USAID issued and signed Modification number 10 for CA award number AID-486-A-00-05-00019 to provide incremental funding of \$999,878.00 to fully fund the Agreement.

### **Qualitative Impact**

By jointly offering trainings with training centers that only had traditional vocational training programs such as handicraft making, Van Lang University and ESTIH share their expertise in IT training and strengthen their partner training centers' capacity to serve PWD in the future. These collaborative trainings allow training centers to leverage existing resources and expand vocational training opportunities for PWD.

### **Quantitative Impact**

83 vulnerable people benefitting from USG-supported social services.  
51 people trained as trainers for gender awareness raising.

**Project Administration**

No change in project administration to report during this quarter.

**Next Quarter's Work Plan**

CRS expects to follow the approved work plan during Q3 FY 2013.

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

### **ITTP in Da Nang**

During this reporting period, Dong A University continued to raise awareness of the IT training opportunity offer by the project in Da Nang City and surrounding provinces. On May 4<sup>th</sup>, 27 selected students (8 female and 19 male) started the third ITTP class in Dong A University. The students are from Da Nang City and provinces of Quang Nam, Hue, Buon Me Thuat and Gia Lai. There are 11 students with hearing impairment and 16 students with mobility disability in the new class.

CRS supported Dong A University to set up a second classroom for ITTP. This enables two training classes to take place at the same time. On 10<sup>th</sup> of June, the first class of 22 ITTP students in Dong A University completed their six-month classroom training in Graphic Design and Website Development. Dong A University have made arrangements with enterprises to provide additional on-the-job training or internships that last around three months. During their internships, students will meet every two months at Dong A University with a mentor teacher to talk about their experience and any challenges they face at work place. These internships will help students gain valuable new skills and experience in real-life work situations, and help students to find jobs in the future. If this model is proven successful, future graduating classes will also follow this model.

### **ITTP in HCMC**

In HCMC, Van Lang University continues to reach out to and cooperate with other organizations to jointly organize IT training programs for PWD. On May 4<sup>th</sup>, Van Lang University and Dong Nai Center for Children with Disabilities (Trung tâm nuôi dạy trẻ khuyết tật tỉnh Đồng Nai) jointly opened a new ITTP class with 29 students (10 female and 19 male). Dong Nai Center is managed by Dong Nai Department of Labor, Invalids and Social Affairs (DOLISA). Dong Nai Center covers accommodation for students and while Van Lang University is responsible for providing high quality training and job linkage.

Van Lang University has also started a cooperative training of trainers with Binh Thuan Provincial Blind Association with 9 students (1 female and 8 male). Local government has supported the training with computers and facilities. The students are from different district blind associations of Binh Thuan Province and after training, the students are expected to return to their districts and teach other blind association members how to use computer and internet to overcome barriers to access information and communicate with non-disabled people.

### **ITTP in Hanoi**

During this reporting period, ESTIH received a notice from Hanoi city government that part of its campus 2, where ITTP students live and study, will be destroyed to make way for new road construction. ESTIH and CRS jointly decided to temporarily stop opening new classes at campus 2 until after road construction is finished and campus 2 is restored to suitable living and learning conditions. Meanwhile, ESTIH will cooperate with other organizations to offer IT training for PWD. On June 26<sup>th</sup>, 17 students started training at Thuy An Rehabilitation Center

for Children with Disabilities. Thuy An Center managed by the Ministry of Labor, Invalids and Social Affairs, MOLISA, and provides medical rehabilitation, education, and vocational training services for about 200 children and young people with disabilities in a full-board setting. Thuy An Center offers a range of vocational training services, including painting, tailoring, embroidery, making artificial flower arrangements, and making incense. With support of ESTIH, Thuy An Center will open its first IT class for Graphic Design. All students have completed medical rehabilitation and are ready to leave Thuy An Center once they complete training.

### **Gender Training**

As part of CRS's efforts to support ITTP schools to mainstream gender into their training programs, during this reporting period, CRS organized Trainings of Trainers (TOT) for gender at Dong A University and ESTIH to build each center's capacity in training students about gender equality and raise awareness for gender-based violence. Gender assessment conducted before each training found that none of ITTP students has had any training in gender equality or gender-based violence before. In addition to school staff, CRS also invited staff from other civil society organizations such as DPOs, local NGOs and youth unions to join the TOT trainings to strengthen their capacities to serve PWD. In all, 26 people (21 female and 5 male) participated in the gender TOT in Hanoi and 33 people (20 female and 13 male) participated in the gender TOT in Da Nang. Gender TOT at Van Lang University is scheduled for early July 2013.

### **ITTP Best Practice Study**

During this reporting period, CRS has started to conduct study to document best practices of ITTP. CRS will complete this exercise and produce a publication during next quarter.

### **Study in Supporting PWD at Workplaces**

CRS has selected a consultant to carry out the study of supporting PWD at workplaces, but the consultant canceled the engagement at last minute due to personal reasons. CRS has to recruit another consultant to carry out this study, causing delays in implementation. CRS expects that this study will start during next quarter and be completed during Q1 FY2014.

### **Barrier Assessment in Education of Children with Disabilities**

A dissemination workshop was organized on April 5<sup>th</sup> to share assessment results. Participants of this workshop included MOET officials from both primary and secondary education departments, officials from provincial DOETs of selected pilot provinces, special education experts from Vietnam Institute of Education and Sciences (VNIES) and Hanoi University of Education, representatives from DPOs, teachers from special schools and Inclusive Education Resource Centers. Participants actively asked questions and gave comments. Many expressed appreciation for this study. The final report of this assessment was completed in June.

### **Text to Speech Technology Standardization**

A survey of existing Vietnamese text-to-speech software commenced on March 20<sup>th</sup>, and the survey report was delivered to MOET and CRS in April. In addition to comparing and contrasting existing Vietnamese text-to-speech software, the report also made a number of recommendations for additional development based on inputs from blind IT users and experts. The software named Voice of the South (VOS) was identified as the best candidate for further

development. VOS was developed by AILab, part of College of Natural Science of Ho Chi Minh National University. Standardization of VOS is expected to start in next quarter.

### **Video Lecture Development**

Video Lecture Development for Children with Disabilities Consultation Workshop was held on 5th April 2013 in Hanoi with 53 participants from VNIES, Hanoi University of Education, deaf association, special schools and IT experts. The aim of the workshop was to collect views from experts and other participants on developing video lectures for children with hearing impairment. The experts and individuals who are experienced of teaching children with hearing impairment shared helpful ideas to develop video lectures on aspects of the approach, methodologies, possible subjects and performance forms. After the workshop, CRS staff and MOET officials selected two subjects, Vietnamese and Mathematics, from 5th grade for piloting of using video lectures to help children with hearing impairment to learn. Develop of video lectures is expected to start in next quarter.

### **Distance Education**

The international consultant, Dr. Natalia Tokareva, conducted the first trip to Vietnam to help develop the distance learning model for CWD from May 1<sup>st</sup> to May 10<sup>th</sup>. During her visit, she met with different stakeholders, including government officials, special education teachers and experts, DPO and NGO staff. She also visited Thai Nguyen province and interviewed local teachers and parents of children with disabilities. Based on information collected from stakeholders, Dr. Natalia Tokareva developed a set of recommendations for the distance education model for CWD.

Based on recommendations from Dr. Natalia Tokareva and from national education experts, MOET has selected two subjects, Literature and Information Technology, from 6<sup>th</sup> grade curriculum to pilot for the distance education model during this project. The main target population for the pilot includes children with mobility, visual or hearing impairment and have completed 5<sup>th</sup> grade. Target population includes both out-of-school children and in-school children. Distance education brings access to education to close to those unable to attend secondary school. Distance education also enables special education teachers to provide remote support to students enrolled in schools without trained special education teacher on-site.

Locating out-of-school participants for the pilot has been challenging due to weak or non-existent data on children with disabilities at the grass-roots level. As of the end of the reporting period, CRS and MOET were able to identify 30 out-of-school children in 5 districts in Hanoi who have completed primary school and would like to participate in the pilot to access secondary education through distance education model.

CRS and MOET worked with Dr. Natalia Tokareva to develop the TOR for distance education web portal. This TOR has been used to solicit bids from IT companies to develop the distance education web portal.

### **Online IE Library**

Primary department and secondary department agreed to combine the website development for the online IE library with the development of web portal for distance education. A TOR for

the online IE library website development was combined with the distance education portal development TOR. Development of both websites is expected to start during next quarter.

### **III. PROGRAM PROGRESS (Quantitative Impact)**

The tables below will provide the basic data required to assess progress toward achievement of targets in your PPMP. This format is designed to collect data in a consistent way, from the initial proposal to the signed Award, and through each of the period reporting cycles. By utilizing this format, the data required for the USG FACTS INFO system and for the Government of Vietnam (GVN) can be more easily entered into databases by USAID.

INDICATOR TITLE: <b>NUMBER OF VULNERABLE PEOPLE BENEFITTING FROM USG-SUPPORTED SOCIAL SERVICES</b>																			
<i>UNIT:</i> Number of vulnerable people	<i>DISAGGREGATE BY: (insert disaggregation; i.e. geographic location, event, sex, etc.)</i>																		
	<i>Geographic Location</i>		<i>Event</i>						<i>Date</i>		<i>W</i>		<i>M</i>		<i>Sub-total</i>				
	<i>Hanoi</i>		<i>ITTP course – THUD-01-KT</i>						<i>Jun 26 – Jan 25, 2014</i>		8		11		19				
	<i>Da Nang</i>		<i>ITTP course – ITTP03</i>						<i>May 3 – Nov 3</i>		8		19		27				
	<i>HCMC</i>		<i>ITTP course – GD35</i>						<i>May 4 – Nov 4</i>		10		19		29				
			<i>ITTP course – KTH34</i>						<i>May 28 – Aug 25</i>		1		7		8				
		<i>Totals</i>								27		56		83					
<i>Results:</i>																			
<b>Additional Criteria</b> <i>If other criteria are important, add lines for setting targets and tracking</i>	<b>Baseline</b>		<i>Results Achieved Prior Periods</i>		<i>Reporting Period 31/Dec/12</i>		<i>Reporting Period 31/Mar/13</i>		<i>This Reporting Period 30/Jun/13</i>		<i>Reporting Period 30/Sep/03</i>		<i>FY 2013 Target</i>		<i>FY 2014 Target</i>		<i>End of Project Target</i>		
			<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>		
	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	
<i>Gender: Women (W), Men (M)</i>		0	0	80	125	7	18	35	54	27	56	131	192	200	300	170	255	450	680

INDICATOR TITLE: <b>NUMBER OF SERVICE PROVIDERS TRAINED WHO SERVE VULNERABLE PERSONS</b>																																			
UNIT: Number of service providers	DISAGGREGATE BY: (insert disaggregation; i.e. geographic location, event, sex, etc.)																																		
	Geographic Location				Event				Date		W		M		Sub-total																				
	Hanoi				Gender training (TOT)				June 14-15		21		4		25																				
	Da Nang				Gender training (TOT)				May 28-29		18		8		26																				
															Totals																				
										39		12		51																					
<b>Results:</b>																																			
<b>Additional Criteria</b> If other criteria are important, add lines for setting targets and tracking	Baseline		Results Achieved Prior Periods		Reporting Period 31/Dec/12		Reporting Period 31/Mar/13		This Reporting Period 30/Jun/13		Reporting Period 30/Sep/03		FY 2013 Target		FY 2014 Target		End of Project Target																		
			Achieved		Achieved		Achieved		Achieved		Target		Target		Target		Target																		
	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M																	
Gender: Women (W), Men (M)																																			
0		0		7		13		0		0		0		0		39		12		20		20		25		25		155		155		190		190	

INDICATOR TITLE: <b>NUMBER OF USG assisted organizations and/or service delivery systems strengthened who serve vulnerable populations</b>																		
UNIT: Number of organizations	DISAGGREGATE BY: (insert disaggregation; i.e. geographic location, event, sex, etc.)																	
	Geographic Location				Event				Date				Sub-total					
	Hanoi				Gender training (TOT)				June 14-15		7		7					
	Da Nang				Gender training (TOT)				May 28-29		1		1					
	Dong Nai, Binh Thuan, Hanoi				Cooperative ITTP Training				Various		3		3					
										11		11						
<b>Results:</b>																		
<b>Additional Criteria</b> If other criteria are important, add lines for setting targets and tracking	Baseline		Results Achieved Prior Periods		Reporting Period 31/Dec/12		Reporting Period 31/Mar/13		Reporting Period 30/Jun/13		Reporting Period 30/Sep/03		FY 2013 Target		FY 2014 Target		End of Project Target	
			Achieved		Achieved		Achieved		Achieved		Target		Target		Target		Target	
	0		11		0		3		11		8		16		14		41	

**INDICATOR TITLE: PERCENT OF PWD HAVE INCREASED AGREEMENT WITH THE CONCEPT THAT BOTH MEN AND WOMEN SHOULD HAVE EQUAL ACCESS TO SOCIAL-ECONOMIC OPPORTUNITIES.**

<b>UNIT:</b> Percent of PWD	<b>DISAGGREGATE BY: (insert disaggregation; i.e. geographic location, event, sex, etc.)</b>																		
	<i>Geographic Location</i>				<i>Event</i>				<i>Date</i>		<i>W</i>		<i>M</i>		<i>Sub-total</i>				
	<i>Da Nang</i>				<i>ITTP Training</i>				<i>May 3</i>		40%		33%		35.71%				
	<i>Totals</i>											40%		33%		35.71%			

**Results:**

<b>Additional Criteria</b> <i>If other criteria are important, add lines for setting targets and tracking</i>	<b>Baseline</b>		<i>Results Achieved Prior Periods</i>		<i>Reporting Period 31/Dec/12</i>		<i>Reporting Period 31/Mar/13</i>		<i>Reporting Period 30/Jun/13</i>		<i>Reporting Period 30/Sep/03</i>		<i>FY 2013 Target</i>		<i>FY 2014 Target</i>		<i>End of Project Target</i>	
			<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>	
	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>
	<i>Gender: Women (W), Men (M)</i>	0	0	0	0	0	0	0	0	+40%	+33%	+45%	+45%	+45%	+45%	+45%	+45%	+45%

**INDICATOR TITLE: NUMBER OF ITTP STUDENTS WHO HAVE RECEIVED GBV AWARENESS TRAINING**

<b>UNIT:</b> Number of ITTP students	<b>DISAGGREGATE BY: (insert disaggregation; i.e. geographic location, event, sex, etc.)</b>																						
	<i>Geographic Location</i>				<i>Event</i>				<i>Date</i>		<i>W</i>		<i>M</i>		<i>Sub-total</i>								
	<i>Hanoi</i>				<i>Gender training for TH01KT</i>				<i>June 16</i>		7		21		28								
	<i>Da Nang</i>				<i>Gender training for ITTP1</i>				<i>May 30</i>		7		18		25								
												<i>Gender training for ITTP2</i>		<i>May 3</i>		12		11		23			
											<i>Totals</i>		26		50		76						

**Results:**

<b>Additional Criteria</b> <i>If other criteria are important, add lines for setting targets and tracking</i>	<b>Baseline</b>		<i>Results Achieved Prior Periods</i>		<i>Reporting Period 31/Dec/12</i>		<i>Reporting Period 31/Mar/13</i>		<i>Reporting Period 30/Jun/13</i>		<i>Reporting Period 30/Sep/03</i>		<i>FY 2013 Target</i>		<i>FY 2014 Target</i>		<i>End of Project Target</i>	
			<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Achieved</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>		<i>Target</i>	
	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>	<i>W</i>	<i>M</i>
	<i>Gender: Women (W), Men (M)</i>	0	0	0	0	0	0	0	0	26	50	40	60	80	120	100	150	180

## **IV. MONITORING**

During this quarter, the M&E officer made monitoring trips to ESTIH, VLU and UDA and conducted intake surveys of all new students and conducted exit survey for graduating students. No data quality issues were identified.

Study of ITTP best practices is also conducted in ESTIH, VLU and UDA in order to document best practices in implementing vocational training for IT for PWD.

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

During Q3 FY2013, CRS and ITTP partners plan to open at least 3 new classes, one in each location. CRS will continue work with VLU and ESTIH to implement exit strategies, including actively resources mobilization and recruitment of PWD to join inclusive classes. CRS and Dong A University will organize a job fair in Da Nang to help link ITTP graduates to jobs.

CRS will complete the ITTP best practices study, and study findings will be disseminated during Q4. CRS will also start a study on how employers can accommodate and support PWDs of various disabilities at workplaces. A booklet will be produced and disseminated during Q1 FY2014.

CRS will organize training of trainers on gender equality, gender-based violence and gender mainstreaming for ITTP school staff at Van Lang University. ITTP schools will include gender training into soft skill training curriculum to ensure all future ITTP students will receive training on gender equality and gender-based violence. Staff from other DPOs, local NGOs and schools will also be invited to participate in this training.

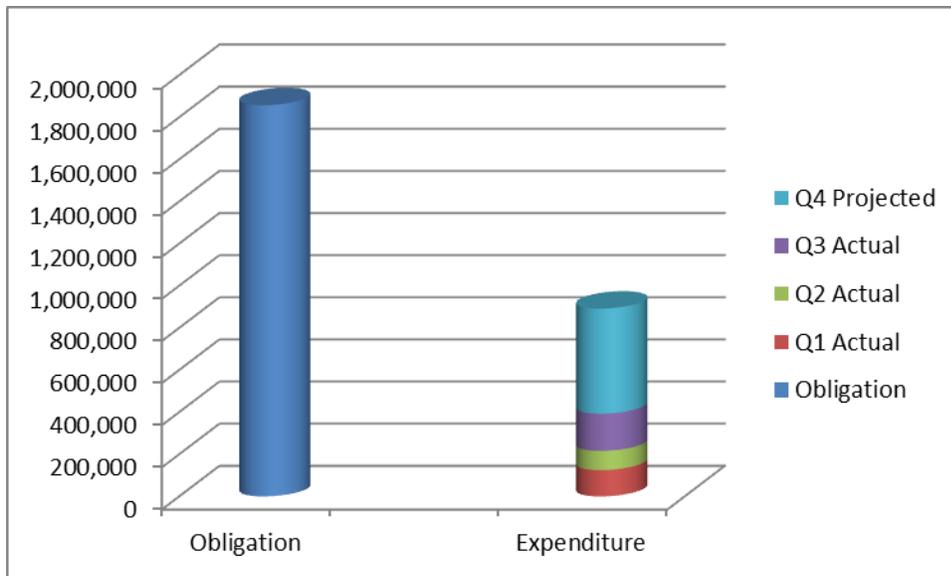
Development of assistive technologies, including text-to-speech software, video lectures, distance education, and online IE resource library, will all start in Q4. CRS and MOET will select pilot schools and prepare starting pilots during Q1 FY2014.

## **VI. FINANCIAL INFORMATION**

Note: the financial data provided in this section is an estimate of the financial condition, and does not constitute the contractually required financial reporting as defined in the Award Notice.

### **Cash Flow Report and Financial Projections (Pipeline Burn-Rate)**

Chart I: Obligations & Current and Projected Expenditures



**Table 2: Budget Details**

	Q1 FY2013 Actual Expenditures	Q2 FY2013 Actual Expenditures	Q3 FY2013 Actual Expenditures	Q4 FY2013 Projected Expenditures
Obligation	<b>1,857,478</b>	<b>124,633</b>	<b>91,388</b>	<b>176,561</b>
<b>IVWD Program Activities</b>	<b>109,327</b>	<b>80,165</b>	<b>154,878</b>	<b>437,914</b>
<b>Indirect Costs</b>	<b>15,306</b>	<b>11,223</b>	<b>21,683</b>	<b>61,308</b>

**Budget Notes**

<b>IVWD Program Activities</b>	Expensed in according to project agreement, with gender capacity-building expenses expected in Q3 FY2013. Actual expenditures do not include unliquidated obligations.
<b>Indirect Costs</b>	Calculated as per Award conditions.

**VII. PROJECT ADMINISTRATION**

**Constraints and Critical Issues**

ESTIH’s campus 2, where ITTP students usually live and study, will be rendered unsuitable for living and learning by road construction. City officials have not informed ESTIH starting date or duration of this interruption. CRS and ESTIH has decided to stop opening new classes at its campus 2 until after all construction is completed and campus 2 is restored to suitable living and learning conditions. Meanwhile, ESTIH will seek alternative training sites to conduct training for PWD.

The original target of training 250 PWD students at ITTP in Da Nang was based on the assumption that there would be 2 and half years of training time. Because of the delay in getting needed government approvals to start project implementation, only 2 years of training time is left in the life of project. Rushing to complete the target during the remainder period will negatively affect training quality and project sustainability. CRS projects that it will likely require a six-month no-cost extension to complete the target, and ensure a sustainable exit of project support from ITTP at UDA.

SO 2 activities related to piloting ICT and policy development with MOET were similarly delayed. CRS does not believe it will be realistic to expect the delay will be able to be made up during the remainder of the project life, and CRS projects a that it will likely require a six-month no-cost extension to project objective.

### **Personnel**

Deputy Chief of Party is taking 6 months off for maternity leave, during which period COP will cover the oversight responsibilities of DCOP and CRS has engaged a consultant to provide technical support during DCOP's absence. DCOP is expected to return to work at the start of September.

### **Changes in the Project**

In order to mainstream gender awareness-raising into ITTP, CRS will need to reallocate some resources, around \$6,000, toward capacity building for ITTP schools' staff to provide gender equality and gender-based violence awareness training to ITTP students.

### **Contract Modifications and Amendments**

USAID issued and signed Modification number 10 for CA award number AID-486-A-00-05-00019 to provide incremental funding of \$999,878.00 to fully fund the Agreement.