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## **USAID Vietnam**

### **Inclusion of the Vietnamese with Disabilities**

### **Program Final Report**

**January 2006 – December 2015**

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## Acronyms and Abbreviations

ACDC	Action to the Community Development Center
B.A	Bachelor of Art
BREC:	Blue Ribbon Employer Council
CSA	Committee of Social Affairs, National Assembly
CM	Case Management
DE	Department of Education
DIS	Disability Information System
DRD	Disability Resource Development
DOLISA	Department of Labor, Invalids, and Social Affairs
ESC	Employment Service Center
HEIC	Hanoi Employment Introduction Center
HMU	Hanoi Medical University
IEP	Individual Employment Plan
HCMC	Ho Chi Minh City
LC	Long course
LD	Legal Department
M.A	Master of Art
MSW	Master of Social Work
MOLISA	Ministry of Labor, Invalids and Social Affairs
MOET	Ministry of Education and Training
MOH	Ministry of Health
MOJ	Ministry of Justice
M&E	Monitoring and Evaluation
MT	Master Trainer
NAP	National Action Plan on Disability
NAPVT	National Action Plan on Vocational Training
NCCD	National Coordinating Council on Disability
NGO	Non-Governmental Organization
PCD	Partner capacity Development
PWD	Persons with Disabilities
SC	Short course
SP	Service Provider
SPD	Social Protection Department
SW	Social Work
TOT	Training of Trainers
ULSA	University of Labor and Social Affairs
USSH	University of Social Sciences and Humanities
USAID	United States Agency for International Development
VCCI	Vietnam Chamber of Commerce and Industry
VR	Vocational Rehabilitation
VTC	Vocational Training Center
VFD	Vietnam Federation on Disability
VYA	Vietnam Youth Academy

## I. EXECUTIVE SUMMARY

### **Qualitative Impacts**

The USAID funded Inclusion of Vietnamese with Disabilities (IVWD) program was implemented by VNAH during January 2006 - December 2015, through 4 programs and stages: from 2006-2008, 2009-2011, 2012-2014 and an extension from January-December 2015. The overall goal of the program is a greater opportunity for the inclusion of Vietnamese with disabilities. IVWD has made a continuous connection from one program to the next, leading to a shift in the mind-set of policy makers and creating a policy environment that enabled greater societal inclusion for the program beneficiaries, the Vietnamese with disabilities. It should be noted that the program was designed with a focus on assisting GVN to put in place an enabling disability policy framework and mechanism for coordination of such policies, rather than on the enforcement. This report, capturing the whole 10 year period of the program implementation, intended to show not only the results but also the developmental and learning processes that took place. The Executive Summary tried to summarize major program results in three categories that represented the focuses of the whole IVWD program.

The four phases of the IVWD project were well connected, with a focus on disability policy development, coordination/enforcement as well as training/education and services models. The first phase (2006-2008) of the project focused on policy development that resulted on GVN accessibility codes and standards in public transportation and ICT, a first national 5-year action plan on disabilities, and the Blue Ribbon Employer's Council (BREC). The second phase (2009-2011) was to promote enforcement of policies established in first phase while at the same time further strengthen the legal framework, and capacity building for central GVN actors. This phase resulted in the elevation of the Ordinance into the Disability Law, the disability-friendly vocational training law and labor codes, and a proactive national coordinating council on disability (NCCD) as well as the self-help/DPO movement. The third phase (2012-2015) continued focus on capacity building for coordination and enforcement of disability policies and programs. These included assistance to GVN in preparation and ratification of UN CRPD, develop second national plans of action for disability and rehabilitation, models of inclusive employment and vocational rehabilitation services, as well as capacity building for higher education in social work with disabilities and awareness training for services providers and the public.

### ***Policy Development and Strengthening:***

The initial phase of this program was focused on the development of a stronger legal framework and a mechanism to support enforcement. Over a period of about 5 years, IVWD has assisted MOLISA and CSA to upgrade the Ordinance on Disability into a National Law on Disability in order to promote equal rights of persons with disabilities. Non-government and persons with disability organizations (DPO) were closely engaged to provide technical supports and inputs. As a result, the Law was enacted in June, 2010 and the Prime Minister's Implementation Decree (Decree 28) in early 2011. According to a recent MOLISA's report, the Law and its enforcement was further reinforced by 31 other legal documents, including a National Assembly's Resolution, 5 Decrees by the Prime Minister, 16 Ministry-level Circulars and 10 national program and action plans. In addition, disability is mentioned in 48 other legal normative documents. These might reflect a complex mechanism for the law enforcement, however has shown strong GVN's commitment to further the disability agenda. Many of these reinforcing documents were developed with IVWD supports, as discussed later in this report.

One of the most significant impacts of the Disability Law is the increase in number of people receiving monthly disability security allowance, which has increased almost 50%, from 395,000 persons in 2010, to 610,000 in 2013 and 796,521 in 2015. Prior to the Law, only people with very severe disability and living in poor households were entitled to such disability allowance. The new law no longer requires such poverty status, nor political background as observed in the past. It just bases on the severity of disabilities. This is a strong indicator of equal opportunity. Another impact of the Law is that number of households benefiting monthly caregiver allowance increased, almost 24 times, from 8,000 in 2011 to 195,000 in 2015. National budget for disability security increased 275%, from \$90 million to \$246 million. (Sources: MOLISA's 2015 report on 5 years implementation of disability law).

IVWD has also supported GVN in another major disability agenda: ratification of the Convention on the Rights of Persons with Disabilities (CRPD). Over a period of 4 years, many supports were provided to advocacy and development of consensus for the ratification, with many studies, discussions, and consultations and technical assistance from American experts. The National Assembly has ratified the CRPD in late 2014, which has become one of GVN major human rights achievements widely recognized by the international community.

Below are major disability policies that were developed with IVWD supports over the past 10 years:

- Disability Law and its key implementation Decree (28) and Circular (37)
- CRPD ratification
- Administrative Penalty Decree (inclusive of provisions on violations related to disability)
- Barrier-free access code and standard in construction (additional codes, for visual and hearing impairment)
- Access standard for bus/train and regulations on accessible public transportation
- Access standards in ICT
- Disability provisions in Vocational Training Law and Labor Code (dropped discrimination provision such as 7 working hour restriction)
- National disability action plans (NAP, period 2006-2010 and 2013-2020)
- National rehabilitation action plan (NAPR, 2016-2020)
- National action plan for vocational training (NAPVT)

These policies resulted in increased GVN funding for disability programs. The NAP has enabled disbursement of VND 78,25 billion during 2012-2015 to Ministries, and about VND 60 billion annually by the 61 provinces (2 provinces did not have NAPs). As part of the NAPVT, central GVN requested provincial governments to allocate 20% of funds from the national target program for vocational training for rural workers – an equivalent of U\$10 million a year - for training of PWD. This new policy also allowed community-based training that involves private sector, rather than restricted on the classroom-based training of the past. As a part of the national targeted program, funding is already guaranteed by central government, so long as provincial government has a plan to implement it, funding is no longer an issue. However, enforcement was still very much the discretion of local government.

The amendments to the Vocational Training Law and Labor Code have eliminated features that discriminated against workers with disabilities and, thereby created incentives to employers for the recruitment and hiring of persons with disabilities. Among the major changes was the removal of restrictions limiting working hours (7 hours) for these workers, and the removal of “quota and levy” systems (requiring companies to hire 2-3% workers with disabilities or else pay an equivalent levy to the employment fund). Many companies whose assembly lines run at least 8 hours a day, such as BREC member companies Changshin or Taekwang Vina each hires from 300-400 workers with disabilities among their several thousands of employees, have warmly welcomed these policy changes.

Recognizing that greater inclusion for persons with disabilities also required greater environmental access, IVWD assisted the Ministry of Transportation, Ministry of Construction, and the Ministry of Information and Communication in development of barrier free access codes and standards to enable access of persons with disabilities in these areas. As a result, each of these ministries has put in place national codes/standards that are compulsory for enforcement today. Upon the GVN approval of these technical standards, IVWD supported pilot models, such as putting wheelchair ramps and accessible toilets at train stations, pilot accessible bus routes in HCMC, curriculum development and training of access design in Transportation and Architectural Universities, or training for bus drivers. Ho Chi Minh City and Hanoi City later have provided free bus services for many thousands PWDs. Currently, major mass public transport systems, including the BRT in Hanoi and Danang, the metro and light rail in Hanoi and Ho Chi Minh Cities have included access standards in the designs and actual constructions. The Ministry of Information also established the government's first accessible web site to serve as model. It also put in place a number of regulations on access to ICT products/services.

### ***Strengthen Enforcement Mechanism, Monitoring and Evaluation***

Recognizing that a solid and comprehensive legal foundation was not sufficient without the effective implementation to ensure that the intended beneficiaries received the benefits and services, IVWD enlisted the support of GVN and the disability community to set up and strengthen mechanisms that facilitate enforcements and advocacy for further policy changes. This effort resulted in the establishment of following entities:

- The National Coordinating Council on Disabilities (NCCD)
- The Blue Ribbon Employer's Council (BREC)
- Vietnam Federation of Disabilities (VFD), a national disabled persons' organization and several provincial disabled people organizations such as Hanoi, Danang, Ninh Binh and Quang Nam DPOs.

The development of these organizations, along with capacity building for them, resulted in a stronger voice and participation of persons with disabilities and DPO in policy development and implementation. The VFD and the Blind Association for example are members of the national NCCD or the Danang DPO is a member of the provincial coordinating committee for disability programs. Many of these organizations are also implementers. They received GNV funding for implementation of disability programs. According to MOLISA 2015 report, during 2006-2010, the Vietnam Association of Disabled and Invalids Enterprise (VADIE), or the Association for Support of the Disabled and Orphan, the Disability Sports Federation, the Vietnam Red Cross, etc., each has received from U\$100,000 to \$400,000 funding from NAPs for vocational training, livelihood development and sport activities.

NCCD, as a national coordinating agency for members, most of them are GVN Ministries, was highly recognized and accepted during its early years. Although NCCD has become less popular over the past few years when it was merged into a Department of MOLISA, its coordination role has become more effective. It has successfully worked with the Ministry of Finance and members to get GVN funding for NAP. This resulted in increases of GVN funding for NAP implementation: from U\$470,000 (2007) U\$790,000 (2008) and U\$1million/each year during 2009 -2014.

The Blue Ribbon Employer Council (BREC) was established in 2007. The then US Ambassador was a keynote speaker at the Launching Ceremony that included 25 founding members. BREC membership has increased to more than 270 members today whose activities have resulted in

more than 2,000 persons with disabilities obtaining employment. BREC continued to play as a platform, a model for promoting employment for PWD in the country.

- **Models of Service Delivery**

IVWD's capacity building efforts focused on government officials, service providers, and institutions of learning including universities and vocational training centers. During the early phase, IVWD training prioritized government policy makers in order to improve understanding of disability as a rights issue. Later on, the program focused on capacity building for education institutions and for service providers.

In 2010, recognizing the need to build a professional social worker force to improve services for the vulnerable groups, including persons with disabilities, the GVN released a national program to establish the position of social worker within the government service system (Program 32). This decision created greater opportunity for IVWD to build capacity for disability services. With IVWD technical assistance, the social work faculties have developed training curriculum in social work with disability, and trainers for BA and Master programs. Long course and short course manuals for students and faculty have been developed and taught at Ha Noi University of Social Sciences and Humanity, and the University of Labor and Social Affairs.

Recognizing the continued need to move away from simply a medical approach in provision of services, IVWD supported the Hanoi Medical University to develop a curriculum that included principles of disability and vocational rehabilitation, and to reinforce the consideration of ICF into the curriculum content for medical students at the undergraduate and graduate levels. The curriculum has been developed and now being followed up regarding implementation at the four targeted medical universities in the Northern region of Vietnam.

IVWD assisted with the establishment of a vocational rehabilitation (VR) model in Danang Employment Service Center (ESC) and the Hanoi Employment Service Center (HEIC) during 2009-2014, copying U.S model of vocational rehabilitation. The Vietnam model was recognized as an achievement by government, employers, and the disability community as it opened access to employment services to PWD and provided them with access to employment counseling guidance. The VR model has been included as one of the approaches of disability services in many GVN's policies and programs, including the NAP and CRPD plan of action. An outside consultant's review and evaluation indicated its cost effectiveness for government to provide these services. As a result the Hanoi government made a decision to continue VR services with its own funding and the Bureau of Employment of MOLISA has developed a service guideline and decided to expand this model to other ESCs in the country.

## **Quantitative Impact**

Quantitative targets were only available from October 2008 onward. Details of targets and actuals are presented in the following figures. The figures presented below reflected a shift in program focus through different phases of IVWD. A large number of persons with disabilities benefited from USG assistance during 2009-2011 (Figure 2) were attributable to the project efforts in direct assistance such as employment and vocational training for persons with disabilities, training for self-help groups and DPOs. In the subsequent phase, the 2012-2015 focus shifted to service providers- resulted in higher numbers of services providers trained. This reflected the needs to increase awareness and capacity of the GVN and services providers for better enforcement of the disability policies and programs, many of which were developed with USG assistance during the previous projects as mentioned above.

Figure 1. Number of Service Providers benefited under IVWD, target and actual

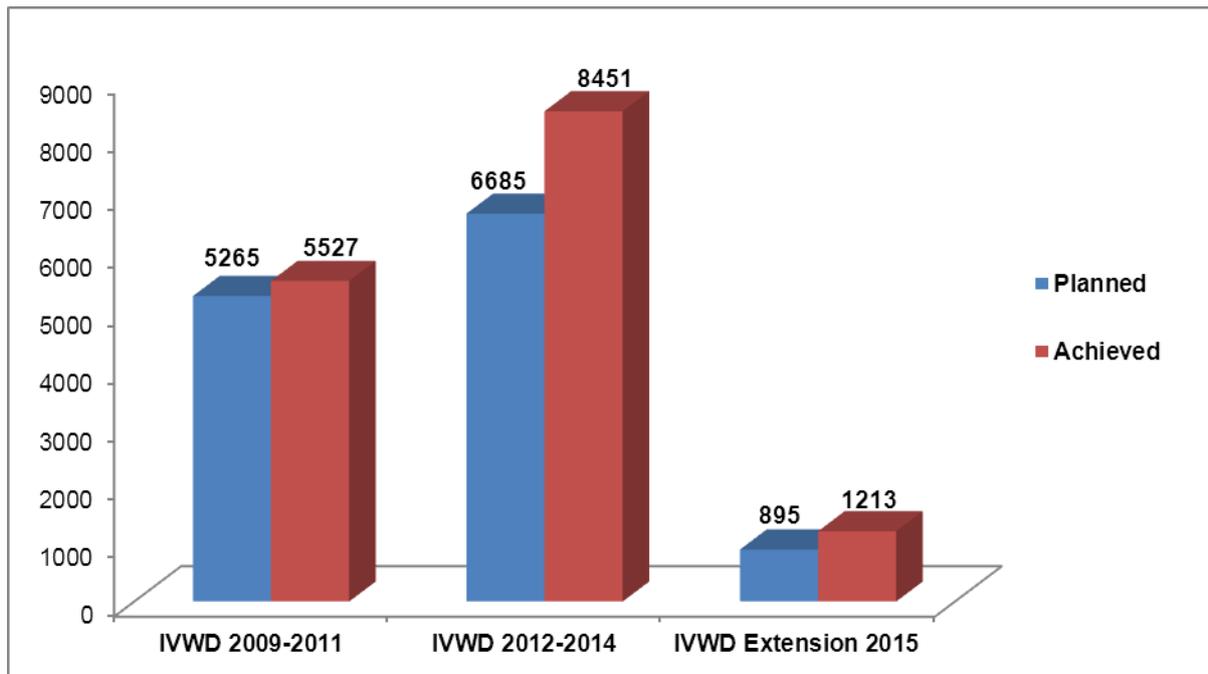
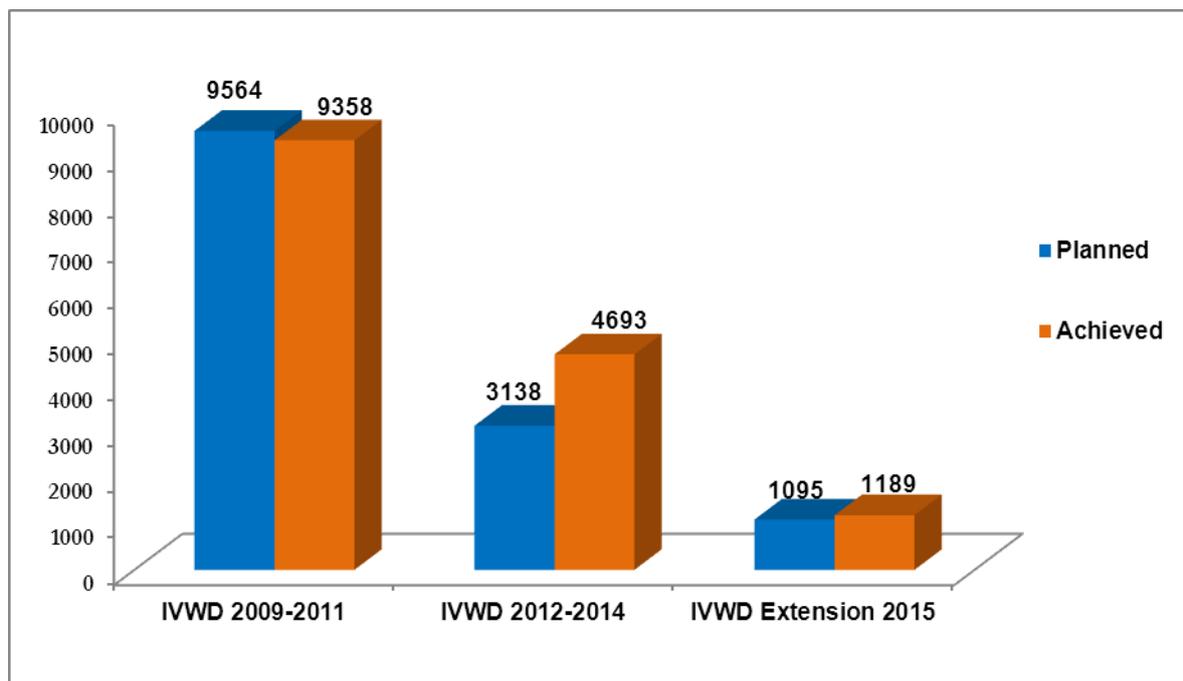


Figure 2. Number of Persons with Disabilities benefited under IVWD, target and actual



Major programmatic constraints and lessons learnt:

- The ambiguity of project partners in making disability policies and law due to lack of technical expertise, the GVN budget resources for enforcement of the policy and law, staffing and the approach to address disability issues in Vietnam (from medical/charity based to right based approach).
- The lack of GVN financial resource is key barrier to enforcement of policies.
- Disability advocacy effort always took longer time and faced larger barriers than expected due to the GVN's budget constraints, priority, staff size, and leadership, thus leading to delay in progress and approval process of policy and law.
- Change in GVN structure and leadership (SPD/NCCD) led to delay in project progress.
- The Disability Law was in effect in 2011 but the legal implementation guiding document was not enacted until 2013; leading to a delay in enforcement and implementation of the law or bringing the law to life.
- The set-up of DPOs for promoting the empowerment of persons with disabilities also faced challenges due to GVN's unwillingness to support civil society sector.
- Capacity of PWD and DPO in legislative and policy making process as well as advocacy is low. We have seen little self-initiation by PWD or DPO themselves in this regard.
- How to ensure employment of persons with disability and its retention: Employers are open to hiring persons with disabilities but they look for a system for identifying qualified persons with disabilities who have relevant skills and work behaviors.

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

### **Objective 1. Develop a stronger disability legal and policy framework**

#### **Result 1. Convention on the Rights of Persons with Disabilities**

The Convention on the Rights of Persons with Disabilities (CRPD) was officially ratified by the Vietnam National Assembly on November 28th 2014. This milestone achievement was the result of a long process of advocacy, recommendations and justification by MOLISA, related government agencies, disability advocates and disability community to promote for the CRPD ratification. IVWD, through USAID funding, was a major contributor to this achievement through technical assistance and support to MOLISA and the National Assembly Committees of Social Affairs and Foreign Affairs since 2010 in preparing justifications, comparative researches, developing and consultation for the proposals (on CRPD ratification), and continued technical support during hearing sessions at the National Assembly.

The ratification of CRPD has significant impacts in terms of political and legal aspects. First, Vietnam has shown its strong political commitment to protecting the rights of persons with disabilities specifically, as well as human rights generally. Second, by ratifying the CRPD, Vietnam Government commits to implement the Convention and further improve the legal framework for protection of the rights and inclusion of Vietnamese with disabilities.

#### **Result 2. National Law on Disability and its guiding Decree and Circulars**

The national Law on Disability, the highest legal framework on disability that influences more than 10 million of persons with disabilities in the country, was enacted by the National Assembly on 17 June 2010, with IVWD supports in a period of 5 years. The enactment of the Law also resulted in improvement in sector policies that ensure equal opportunities for persons with disabilities to access all aspects of the society, such as policies in social protection, employment, education, health care, construction, transportation. Upon issuance of the Law, GVN has

developed a number of legal normative documents to support its implementation, including: 01 Resolution by National Assembly, 05 Prime Minister Decree, 01 Prime Minister Decision; 08 Inter-Ministry Circulars, 08 Minister Circulars. In addition, Prime Minister and Ministries have developed/issued 10 programs/plans of action for disabilities, and reviewed and incorporated disability in 48 other legal documents.

The Law, which incorporated the rights-based approach and the non-discrimination principles of the CRPD aims at ensuring equal opportunities for persons with disabilities to access to all aspects of the society. IVWD support was recognized by government partners as the most effective support towards the development and passage of the Law. Technical assistance included a comparative analysis to provide justification for the law development, over 80 technical focus group and 15 national consultative workshops organized to gather inputs and suggestions to the drafts, references of more than 10 countries and international legal framework collected and shared to the drafting team, 08 international experts from U.S and Japan contracted to help with drafting the law and 04 study visits to the U.S, Japan and China organized for law drafters and National Assembly.

For implementation of the Law, IVWD supported the development of the Executive Decree No. 28/2012/ND-CP guiding implementation of the Law (approved on 10 April 2012), the Inter-Circular 37/2012/TTLT-BLĐTĐBXH-BYT-BTC-BGDĐT by MOLISA, MOH, MOET on Disability Classification by Communal Disability Determination Council and Inter-Circular 34/2012/TTLT-BYT-BLĐTĐBXH by MOH and MOLISA on Disability Classification by Provincial Health Examination Council (enacted on 28 December 2012).

These policies have resulted in a 275% increase in total social disability security budget for persons with disabilities (from \$US 90 million to \$US 246 million). Total number of persons with disabilities entitled this monthly allowance increased from 610,396 to 796,521 people before and after the Law. 15 provinces have increased their payment ceiling to be above that of the national minimum amount, such as Hanoi: VND350,000/person/month or Binh Duong: 340,000 person/month. Moreover, the Law enabled monthly allowance for caregivers of persons with disabilities. As a result, 8,000 households with PWD benefited in 2011 and this figure increased to 9,500 households in 2012, to 11,000 in 2013, and jumped to over 195,000 in 2014.

In addition, 100% of communes across Vietnam have established Councils to determine disability severity, which as examined and granted disability certificates for 1,311,332 persons with disabilities. With this certification, people can use it to apply for social disability security, health insurance or other free/discount services such as education and transportation.

### **Result 3. National Disability Action Plans (NAP) approved by Prime Minister**

The National Action Plan to support people with disabilities (NAP) for the 2006-2010 period, approved under the Prime Minister's Decision No. 239 in late 2006, is an impactful achievement in mainstreaming the disability agenda into national planning and programming works. Subsequence to the release of the NAP, IVWD has assisted MOLISA and Ministry of Finance (MOF) to develop a guiding inter-circular 46/2007/TTLT/BTC – BLĐTĐBXH on disability budgeting, as well as training manual and provided training to local authorities on how to design provincial NAP. IVWD support was also provided to selected provinces in the development of provincial NAPs. The 1st NAP was budgeted US\$ 25 million and 46/63 provinces have approved provincial plans.

As a result, actual GVN budget allocated for NAP 1 (2006-2011) (\*) as follows:

- 2007: VND 10 billion or US\$ 470,000

- 2008: VND 16.6 billion or U\$790,000
- 2009-2010-2011: VND 20 billion or U\$ 1 million each year

Following the success of the first NAP, IVWD supported the development of the 2<sup>nd</sup> NAP for the 2011-2020 period, which was approved by Prime Minister's Decision No. 1019 on 05 August 2012. This second NAP, approved after the Disability Law, aimed at promoting resources allocation to ensure enforcement the law. It has an estimated budget of US\$100 million; a majority will come from the national target programs (NTP), such as NTP for Vocational Training (under MOLISA) and NTP for Health (under MOH). This is a milestone accomplishment in disability inclusion at the policy level, making a precedent for mainstreaming disability budgets in national priority programs of social development. It opened up opportunities for larger and more sustainable funding for disability programs.

Technical assistance was provided to MOLISA and MOF to develop a new Inter-Circular guiding budgeting for the 2nd NAP (Inter-Circular 48/2013/TTLT-BTC-BLDTBXH by MOF and MOLISA issued on 26 April 2013). So far, 62/63 provinces have approved provincial plans.

Actual GVN budget disbursed for NAP 2 (2012-2020) (\*\*):

A total of VND 78,25 billion was disbursed at central level during 2012-2015. At provincial level (61 provinces), and estimate of VND 60 billion has been disbursed.

Details of GVN fund actually allocated at central level (\*\*\*)

No	Agency	FY2012 (billion VND)	FY 2013 (billion VND)	FY 2014 (billion VND)	FY2015 (billion VND)
1	MOLISA	4,000,000	7,000,000	5,000,000	5,000,000
2	MOH	0	3,500,000	3,500,000	4,000,000
3	MOET	0	1,500,000	1,500,000	1,500,000
4	MIC	0	700,000	700,000	0
5	MOC	0	0	0	3,000,000
6	MOJ	0	1,000,000	1,000,000	1,000,000
7	MAST	0	0	0	4,000,000
8	Labor Union	0	0	0	1,500,000
9	Vietnam Cooperatives Federation	0	0	200,000	1,600,000
10	Central Women Union	0	0	200,000	1,200,000
11	Vietnam Red Cross	0	0	0	3,000,000
12	Vietnam Association for Support of Disabled and Orphan	2,500,000	2,500,000	3,550,000	3,100,000
13	Blind Association	0	0	0	6,000,000
14	Youth Union	0	0	0	5,000,000
	<b>Total</b>	<b>6,500,000</b>	<b>16,200,000</b>	<b>15,650,000</b>	<b>39,900,000</b>

(\*) (\*\*) (\*\*\*) Sources: MOLISA's report of 5 years disability policy review.

#### Result 4. National Action Plan on Rehabilitation by MOH and local rehabilitation plans

The National Action Plan on Rehabilitation was approved by Ministry of Health (MOH) Decision No. 4039/QĐ-BYT dated 06 October 2014. The plan based on the framework of NAP (Decision 1019), Disability Law and the National Target Program on Health. Soon after the NAPR release, MOH issued a letter of direction to provinces for development of the provincial action plan on rehabilitation. Some of key NAPR targets are as follow:

- (1) 100% provincial hospitals have rehabilitation departments.
- (2) 90% of commune health clinics have qualified and trained staff working on rehabilitation.
- (3) 90% of district hospitals have staff trained in occupational therapy.
- (4) 100% of rehabilitation hospitals at national level will have developed technical expertise in rehabilitation, rehabilitation job code.
- (5) 100% of medical universities and 50% of medical colleges have training/education programs on rehabilitation or rehabilitation department.

Following enactment of the NAPR, the IVWD program provided training and guidance for implementation to DOHs and provincial rehabilitation hospitals/units of 63 provinces. As a model, the IVWD supported the development of provincial rehabilitation plans in Thai Binh, Binh Dinh, Binh Phuoc and Tay Ninh. At this reporting time, all the four provinces have finalized and submitted their 5-year plans to provincial People's Committees for approval.

#### **Result 5. National Action Plan on Vocational Training was made by a MOLISA's Directive on Vocational Training to all provinces**

In FY15 MOLISA issued a Directive (3930/LĐTBXH-TCDN dated 21 October 2014) to all provincial Peoples' Committees to request strengthening of vocational training and employment for persons with disabilities. This Directive provided a platform for provinces to develop their local action plans. It also requested local governments to allocate 20% of the fund (from the national target program for vocational training for rural workers) or an amount equivalent to \$10 million a year for vocational training of PWD. This new policy allowed community-based training model that involves private sector, rather than restricted on the ineffective classroom-based training. MOLISA's Vocational Training Bureau informed that NAPVT for period 2016-2020 has proposed a separate component for training for PWD, with a target of around 320,000 persons (10% total beneficiaries) and VND1,200 billion (20% of the total estimate of the national plan). This is part of the national targeted program, thus funding is guaranteed by central government and is no longer an issue. However, enforcement is in discretion of local governments. According to MOLISA report, during 2010-2014 there were 120,000 who received assistance for vocational training and job placement.

Following this Directive, VNAH, in collaboration with SPD/NCCD of MOLISA, has provided technical assistance for development of provincial action plans in Thai Binh and Tay Ninh. The development process has been documented so that it could be a model for lower local levels. These would help to increase the capacity and funding for appropriate vocational training by re-aligning resources currently available at the localities. A desk review on policy framework at the national and local levels (Thai Binh and Tay Ninh) on vocational training and employment for persons with disabilities was conducted. In addition, a survey on vocations appropriate for persons with disabilities was conducted in Thai Binh and Tay Ninh. Results from these surveys/studies were used in developing provincial action plans and payment frames for vocational training of persons with disabilities.

#### **Result 6. Disability Mainstreaming**

### ***Disability mainstreaming in Vocational Training Law***

As result of IVWD supports, the Vocational Training Law, which was approved by the National Assembly in 2007, has included an entire Chapter with six articles related to vocational training for people with disabilities. IVWD supported MOLISA, Ministry of Justice (MOJ) and National Assembly Committee of Social Affairs (CSA/NA) during the development of the draft Law. Technical assistance included provision of reference materials and sharing of international experience, technical meetings and consultative workshops with NCCD, CSA/NA, DPOs and related stakeholders to raise the issue and advocate for disability inclusion in the draft Vocational Training Law. Disability mainstreaming into Vocational Training Law as a result of this program, which enabled large number of persons with disabilities to access vocational training and obtain employment, also opened up opportunities for further inclusion of disability issue in related planning/programming at national and local levels.

### ***Disability mainstreaming in amended Labor Code***

On June 18, 2012, the amended Labor Code was officially enacted by the National Assembly of Vietnam. The new Labor Code, with 4 disability-friendly articles and a chapter of 3 disability-specific articles, is more disability-sensitive and ensures equal opportunity and removal of discrimination against persons with disabilities at work or access to job opportunities. Among the significant amendments of the new Labor Code is the removal of the 7-hour working time restriction over workers with disability, removal of “Levy and Quota” system, the adoption of non-discrimination approach and provision of incentive policies for enterprises employing workers with disability.

VNAH, with funding from USAID through the IVWD 2009-2011 program, has played a key role to this success. It supported MOLISA to include articles concerning PWDs in the Labor Code, as well as related legal documents. IVWD supported technical meetings with drafting team and technical experts, and national consultative workshops with related ministries, provinces, DPOs and persons with disabilities.

### ***Incorporating disability into the National Household Living Standards Survey***

The Vietnam Household Living Standards Survey (VHLSS) of 2006-2008 incorporated a disability module that adopted the International Classification of Functions (ICF) approach. The survey was completed and report released by the General Statistics Office (GSO) in early 2008. Survey report findings indicated that disability prevalence in Vietnam is 15.3%, equivalent to more than 12 million persons with disabilities. VNAH worked with the World Bank, MCNV and NCCD to support the General Statistics Office (GSO) in this effort, particularly the analysis of disability related data collected in the survey. In this conjunction, IVWD also supported and recommended to NCCD members and MCNV on further utilization of ICF as an internationally recognized tool for disability data collection. This program has laid foundation for the disability survey and development of DIS in Danang during 2007-2009 and 2012-2015 both periods supported by USAID.

## **Result 7. Accessibility codes and standards**

### ***Accessibility codes and standards in construction***

USAID support was key for the development of all accessibility codes and standards that are now available in Vietnam. The Access Board and the NCD in the US were engaged as technical assistance during the development of these policies back in early 2000s. During the 2006-2008 period, VNAH supported the Ministry of Construction (MOC) to revise the accessibility codes

and standards for people with mobility impairment (TCXDVN 264-265-266/2002) and develop additional accessibility codes and standards for people with visual and hearing impairment. A checklist for accessibility audits by regulatory agencies was also developed and trained to practitioners. Support included focus group meetings and consultative workshops to gather comments from related agencies under Ministry of Construction, provincial Departments of Construction, NCCD members, NGOs, DPOs and people with hearing and visual impairments. MOC received \$250,000 from government NAP funding for accessibility works in FY 07 and 08, and from 25-50 thousand annually for the later years.

Barrier free access have been complied in many major public facilities, such as Airports in Hanoi, Ho Chi Minh City, Danang, downtown sidewalks in larger cities and major public transport systems under construction including the BRT in Hanoi and Danang, the metro in Hanoi and Ho Chi Minh City, and the light train in Hanoi. MOC survey showed that access features have been included in 22,6% health facilities, 20,8% education facilities, 13,2% museums and 11,3% government offices.

### ***Accessibility codes and standards in transportation***

Another major achievement of the program was the inclusion of accessible transport for persons with disabilities in the revised Transportation Law, which was enacted in 2008. Following the amended Law, several guiding documents on accessible bus stations, infrastructure, three-wheel motorcycle and accessibility standards for vehicles were enacted. The program successfully piloted accessible services in two public bus routes in Ho Chi Minh City. Vietnam Road Administration (VRA) of MOT was also supported to develop training material and provide training to 10,000 bus and taxi drivers on how to serve passengers with disability.

Some of policy results assisted by IVWD:

- Revised transport law on 2008 included accessible transport and transport for persons with disabilities
- Decision 21/2006 BGTVT on standard 22TCN247, 22TCN302 for train and bus
- Decision 03/2008 BGTVT for 3 wheel motor-cycle operated by PWD
  - Pilot accessible bus services in Ho Chi Minh City- now services expanded by private companies.
  - Added value: Ho Chi Minh City and Hanoi granted free bus services for PWD
  - 10,000 bus drivers got trained on how to serve persons with disabilities in 2008 and training document continued to be used the year onward.
  - GVN allocated US\$250,000 to promote accessible transport.

In Hanoi, although it failed to pilot the accessible bus route promoted by IVWD, it has included priority seats for PWD in 924 buses; install sound system on the bus, announcing stops, and digital signs for customers. In Ho Chi Minh/City, priority seats for PWD provided on 2.514 buses, 19 buses fitted with lift for wheelchairs users, nationally, PWD enjoyed 10% discount rate in all public transportation.

### ***Information and Communication Technology (ICT)***

Among major achievements of the program during the 2009-2011 period were the enactment of a Circular on ICT accessibility and 03 national accessibility standards on ICT, including: (i) National standards on Public Internet Access Points (PIAP), (ii) National standards on ICT Accessible Products and Services and (iii) National standards on access to telecommunication. These standards will ensure persons with disabilities' access to and use of ICT products and services for better inclusion into all aspects of society.

As a demonstration, VNAH supported MIC to upgrade the accessibility features of the MIC website, making it fully accessible. As the first fully accessible government website, MIC website showcased a good model for replication to other government agencies' websites in Vietnam, in order to ensure access to and participation of persons with disabilities in the society.

Major results assisted by IVWD included:

- A circular for provision of information on government's website (incorporated "access to ICT" by persons with disabilities.
- Decision 2748/QĐ-BKHHCN/TCVN 8701 on accessible internet point.
- Decision 1392/QĐ-BKHHCN/TCVN 9249 on accessible decision for ICT products and services.
- Decision 1392/QĐ-BKHHCN/TCVN 9247 on access to telecommunications.
- MIC website with accessibility features (address: <http://wcag.mic.gov.vn/GUI/Pages/Default.aspx>)

## **Objective 2. Strengthen disability policy coordination and enforcement**

### **Result 1. Accessibility Enforcement Units on Construction**

During 2006-2008, five Accessibility Enforcement Units on Construction were established under the Departments of Constructions (DoCs) of Ninh Binh and Quang Nam, Danang, Hanoi and Ho Chi Minh City provinces to promote enforcement of the barrier-free accessibility standards in construction. Upon establishment, these units conducted surveys to examine accessibility conditions of major public buildings in their provinces and then proposed intervention plans accordingly. VNAH assisted these units to design plans of evaluation, monitoring and enforcement of accessibility standards in their provinces. Several training for designers, blue prints examiners and licensing officials were conducted in these provinces. Local units reported that 55 public works in Ninh Binh and Quang Nam were made accessible.

### **Result 2. Disability Information System (DIS)**

The Disability Information System (DIS) is one of the most impactful achievements of the IVWD program. Starting in Da Nang as a pilot model since 2009, now DIS has been successfully replicated to 14 provinces. These include: Ba Ria - Vung Tau, Hai Duong, Tuyen Quang, Ca Mau, Tay Ninh, Dong Nai provinces under the health sector and Quang Nam, Thai Binh, Bac Giang, Binh Phuoc under the social/labor sector. IVWD collaborated with PDSP/DAI to expand DIS in some of these provinces. Both MOH and MOLISA are impressed with the applications and use of DIS and have plan to adopt DIS software as a platform for development of a national database on disability. In that conjunction, the program supported MOH and MOLISA to install and operate national DIS system based at the Bureau of Medical Administration (for MOH) and at NCCD (for MOLISA) that would enable disability data collection and reporting at national level. MOH has allocated funding from the NTP for health to replicate DIS to some provinces, including Ba Ria-Vung Tau where DIS has been fully operational.

DIS was well recognized by local authorities as an effective tool for management and reporting of disability data and for development of disability programs and services that meet the needs of persons with disabilities. In Thai Binh, Binh Dinh and Binh Phuoc where IVWD supported the development of local rehabilitation plans, DIS data was used as baseline for plan development, target and indicator setting.

By the end of December 2015, DIS data has a total of 376,300 records (of individuals with disabilities) in 14 provinces where DIS is currently being in use. MOH and MOLISA have expressed interests and commitment to further expand DIS to other provinces nationwide. The Bureau of Medical Administration – MOH is planning to develop a central disability portal that enables equal access to and use of disability data by related ministries including MOLISA and MOET. The central portal, which will be developed based on the current DIS platform, will enable consolidation and integration of provincial disability data and serves as foundation for a national disability database. In the meantime, MOLISA has recently developed a plan to develop national database on social welfare recipients, including persons with disabilities.

### **Result 3. Strengthened NCCD and M&E**

#### ***National Coordinating Council on Disabilities (NCCD)***

The program supported the establishment of NCCD in 2002, and continued supports its operation until recently. NCCD is acting as the government coordinating body on disability policies and programs at the national level, monitoring and evaluation of disability policies and programs. VNAH supports focus on inter-agency coordination, development and implementation of an M&E framework and feedback system, and publication of NCCD annual report on the implementation of disability policies. Over the years NCCD was recognized for its roles within the GVN as a focal point for promoting disability policy development, planning, and coordination and a driving force behind the enactment of the Disability Law, the NAP and related policies guiding implementation of the Law. Many ministries who are members of NCCD got annual budgets through NAP for their disability programs.

NCCD feedback system, as a mechanism for policy monitoring and enforcement, was developed and under use by NCCD through the program support. IVWD also supported NCCD to build and maintain a website to disseminate disability related policies and obtain feedback from the disability community.

#### ***M&E framework was developed and enforced***

In 2011, following the enactment of the Disability Law and the second NAP, VNAH supported NCCD to develop an M&E framework to monitor the implementation of Disability Law and NAP 2012-2020. The M&E framework covers 9 disability related components, including social/employment, health, education, construction, transportation, culture, sport and tourism, information and communication, legal assistance and capacity building of civil society. The framework was developed in consultation with NCCD members, provincial authorities, VFD, DPOs and persons with disabilities through technical meetings, consultative workshops and trial/testing in provinces. Trainings were provided to NCCD members and some provinces on the framework targets and indicators, data collection and consolidation. Feedbacks from NCCD members and provinces reflect that the M&E framework should be legalized and applied widely at national level to support disability data collection, monitoring and reporting. IVWD also supported NCCD to compile data collected from the M&E framework, site visits and feedback system into annual disability reports, which were published and disseminated to related government agencies and DPOs.

During this year 2015, MOLISA/NCCD has used the M&E framework to request the 63 provinces to report for its 5 years review of the Disability Law.

### **Result 4. Penalty Decree was enacted**

The Decree on Administrative Fines for Violations of the Disability Policies was officially approved by the Government/Decision 144 on 29 October 2013 and came into effect since 15 December 2013. The approved Penalty Decree covers all sectors related to persons with disabilities including employment, vocational training, education, health care, accessibility and others. It regulates the acts of violations, the corresponding fines for those acts and responsibilities of authorized government bodies in imposing and executing penalty/fines. This is a strong measure for enforcement of the national law on disability.

The enactment of the Penalty Decree was the result of VNAH's partnership and support for MOLISA during the 2012-2014 period. Following the enactment of the Penalty Decree, VNAH supported MOLISA to provide training to local service providers, government officials and disability advocates on enforcement of the Penalty Decree. The training was evaluated by participants as successful demonstrated through the high level of interest among various groups of participants and the lively discussion at the plenary discussion.

### **Result 5. Standard Procedures on Disability Services**

VNAH supported SPD/MOLISA in the development a government Circular on Case Management for Persons with Disabilities, resulting in the approval of the Circular 01 on the 6<sup>th</sup> of January 2015. The Circular regulates the process for delivering services for persons with disabilities, and the roles of social workers and other related stakeholders at all levels to ensure the coordination of the services. This is the first legal document that regulates the process to assist persons with disabilities in Vietnam in accessing disability services. The Circular has been trained to local social workers in many provinces, especially those under PDSP- another USAID funded program. MOLISA is considering adopting case management services, using the Circular 01 as a model, in many more services for the vulnerable groups.

### **Result 6. Developing training package and delivering training on disability policies, disability rights and rights claim procedures**

IVWD supported MOLISA to develop a standard disability policy training package for training of local government officials and DPO leaders. It is noteworthy that this is the first standardized training package that covers all areas of social/employment, education, health care, accessibility policies for persons with disabilities. The training package was developed by a multi-disciplinary drafting team from MOLISA, MOH, MOET, Hanoi Law University and incorporated comments from NCCD/SPD, ACDC, VFD, peer reviewers and feedbacks from trial training. Three thousand (3,000) copies of the training materials have been printed for use at local trainings and distributed to provinces, social work centers, universities and DPOs. This standard disability policy training package, developed in cooperation with SPD/MOLISA, will be used for future disability policy training funded from the government budget.

A cadre of 26 resource trainers including government officers, services providers, lecturers and DPO leaders from the 7 targeted provinces, ACDC and VFD – the two popular DPOs- was developed through the 03 TOT trainings, including: disability policies for local service providers, disability rights for DPO leaders, and specifically on training skills/methods for both service providers and DPO leaders. Trainees are expected to become master trainers for future disability policy training and active advocates/change agents to promote the execution of disability rights at their localities. The trainees shared that the TOT trainings have improved their knowledge on disability policies and rights, and equipped them with the skills and methodologies to deliver disability policy trainings in the future.

Local trainings on disability policy, gender and disability were conducted for 02 different target groups: One group of local government officers of 03 provinces (Thai Binh, Tay Ninh and Binh Phuoc), and the other group of DPO leaders and persons with disabilities of all 07 target provinces. 31 training sessions on disability policies, disability rights and right claim procedures, gender and disability were delivered and benefited a total of 852 persons with disabilities and 122 local government officers. Feedbacks collected at the end of these trainings indicated that over 80% ranked the training content, methodology, and training materials to be good and very good.

### **Objective 3. Empower Persons with Disabilities and Disability Community (Disabled People Organization and Self Help Groups)**

#### **Result 1. Vietnam Federation on Disability (VFD) was set up/legalized**

In 2010 the Vietnam Federation on Disability was established as an organization to coordinate communication and networking with all DPOs, self-help groups, and local NGOs working as advocates for persons with disabilities in Vietnam. IVWD has supported the establishment process, its mobilization and formation in conjunction with NCCD. During the recent program, IVWD continued to provide training in advocacy and leadership to VFD and supported a staff and consultant to assist VFD in strategic planning. More recently, VFD has been more accepted by government and DPOs as a legitimate representative of national disability community. However, capacity building and leadership of VFD continues to be an important concern. VNAH has supported VFD in the development of the national monitoring and evaluation system and their coordination with NCCD.

#### **Result 2. Local DPO set up**

IVWD also helped set up provincial DPOs in Hanoi, Ninh Binh, Quang Nam and Danang through the partnerships with NCCD and the Ministry of Home Affairs (MOHA) with funding supports from USAID/IVWD. These DPOs now are among the leading DPOs in Vietnam. During this period, training in advocacy and leadership was provided and this has encouraged the DPOs to assist and support other self-help groups wanting to become DPOs. Subsequently, additional provincial and district DPOs included Danang, Binh Dinh, Dai Loc, Dien Ban, Tam Ky, Duy Xuyen, and Nui Thanh have been set up in project sites. Many of these districts DPOs need to pursue funding to remain sustainable.

### **Objective 4. Develop human resources in social work with disability and vocational rehabilitation**

#### **Result 1. Bachelor and Master Programs on social work with disability (long course)**

Major achievements and results included the textbook on social work with persons with disabilities for both the B.A. and M.A. levels were developed. 600 copies of the textbook were printed and distributed to 47 social work faculties/universities and social services agencies nation-wide. Additionally, 37 lecturers from 15 university faculties were trained on the long course materials and committed to teach this at their respective universities. The training curriculum is now being taught at Hanoi University of Social Sciences and Humanity.

#### **Result 2. Practicum Social Work with Disability Training Program (Short course) for vocational training colleges**

A textbook for short course social work for persons with disabilities to be used in vocational training colleges was developed. 600 copies of the short course text book and 350 copies of its lesson plans were printed and distributed to relevant stakeholders. 38 lecturers from 14 universities and colleges were trained as trainers on the short course materials. The curriculum is being adopted in training program at University of Labor, Invalid and Social Affairs.

### **Result 3. Three training modules for frontline social workers**

Three training modules on social work for community workers were developed, with 600 copies printed and distributed. These included social work for persons with disabilities, case management, and case management for persons with disabilities. These modules were among the 21 modules MOLISA has developed for training of community workers, as part of their efforts to improve capacity of the social service system.

### **Result 4. Improved capacity of 8 national universities to teach the long course in social work with persons with disabilities**

During the extension phase of the program master trainers were trained and they conducted the additional training with the 8 universities. A final conference was held and all representatives indicated they felt comfortable and confident in teaching the long course in social work for persons with disabilities. All reported their site visit and training at the social work program at San Jose State University in California was of considerable help in their experiences.

### **Result 5. Social work fieldwork education program**

The field work manual for social work field education was completed and a final conference organized to consolidate lessons learned and best practices in implementing the social work for disabilities field work manual which was completed, printed and distributed.

40 undergraduate social work students participated in a four week field work program at the Blue Dragon Children's Foundation, Nang Mai Center for Children with Autism, Thai Nguyen Social work and Social Protection Center, Ha Cau Center, Huu Nhi Center, and Quynh Hoa Centers. Supervisors of the field work experiences were trained by VYA and reported that they were confident to perform their duties with the SW students during their field work experiences. Students reported satisfaction with the experiences and felt they were better prepared to practice social work with persons with disabilities.

### **Result 6. Vocational rehabilitation training curriculum**

The development of the vocational training curriculum was led by the Hanoi Medical University with technical assistance from an U.S expert/lecturer of vocational rehabilitation. A situational analysis of best practices in vocational rehabilitation practices and its application in the Vietnam environment, several focus group meetings and consultation workshops were conducted in order to create inputs to the curriculum. The first draft of the vocational rehabilitation curriculum with 11 units was produced by a team comprising lecturers from Hai Phong, Thai Binh, and Thai Nguyen and Ha Noi medical universities. One TOT training on vocational rehabilitation principles in medical studies was conducted for 47 medical doctors and trial teaching of the VR units for medical students was piloted at four medical universities in Hanoi, Hai Phong, Thai Binh and Thai Nguyen. Comments and feedbacks from trial teachings formed the basis for the revision of the curriculum. The final draft of the vocational rehabilitation curriculum with HMU was complete, and then sent out to relevant stakeholders for their feedbacks and comments. After taking these feedbacks/comments into account, the curriculum was screened and approved

by an evaluation council formed at HMU level. The curriculum was then introduced to representatives of 8 medical universities with rehabilitation faculties from all over the country at a workshop held in early March 2015. The final approved curriculum on vocational rehabilitation for persons with disabilities was published with approximately 1,000 copies and distributed to relevant stakeholders, particularly 04 medical universities (Hanoi, Hai Phong, Thai Binh and Thai Nguyen) to be used in their teaching of VR with medical students. In addition, IVWD/VNAH also supported HMU in publishing one hundred copies of the community based vocational rehabilitation manual with the target audience as VR practitioners at the community level.

### **Result 7. University Curriculum on Accessible Transport**

The program has successfully assisted Hanoi University of Transportation (HTU) in the development of a first curriculum on accessible transport to train second year students. International experience from USA, UK, Canada and Brazil were shared and incorporated into the final curriculum. USA and Vietnamese experts as well as persons with disabilities were involved to provide comments and inputs to the draft curriculum. The curriculum helped raise awareness on accessibility in transportation and promote the issue of accessibility in Vietnam.

### **Objective 5. Promote employment and vocational training/rehabilitation**

#### **Result 1. Blue Ribbon Employers Council (BREC)**

A major highlight of this program has been the establishment of a national employer council named the Blue Ribbon Employer Council (BREC). Established in 2007 through a cooperative agreement with VCCI, BREC began as the result of a directive from the Director of VCCI, Mr. Loc, who has remained in that position and has supported BREC's growth through the efforts of the Bureau of Employer Activities of VCCI. BREC began with 25 members and at the end of the program now has a membership of 270 local and international employers; including such major companies as Nike, Intel, IBM, Ford Motor of Vietnam, FPT, many major hotels, hospitals, and medium and smaller companies. The activities of BREC included employer dialogues for the purpose of employers who had experience in employing workers with disabilities were able to share those experiences with other employers, workshops and training programs organized for BREC in such areas as gender equity, principles of disability, managing persons with disabilities in the workplace, and the various laws and policies that addressed issues of employment for persons with disabilities. BREC members also participated in about 4-5 job fairs each of the program years for the purpose of interviewing and hiring persons with disabilities. As a result of BREC activities, more than 2,000 persons with disabilities were enabled to obtain employment.

BREC also participated in programs designed to seek input on various laws/codes that the government was reviewing for revision. These included the Labor Code, the employment law, and the law on vocational training. BREC members participated in a survey on the employment retention rate of workers with disabilities and during meetings of this survey, most employers agreed that workers with disabilities tend to be more reliable and have less turnover than workers without disabilities, thereby contributing to a cost savings for employers because of the high costs associated with job turnover.

VNAH, in coordination with VCCI and USAID funding, organized Recognition and Award Events for employers and their workers with disabilities who demonstrated exemplary work performance and the employers/companies demonstrating leadership in promoting employment opportunities for persons with disabilities. These events were limited by government to no more than one such event every two years. Nevertheless, the BREC Award Events were highly

publicized and well attended by employers, persons with disabilities, and high level policy and decision makers of government. The USA Ambassador was a several time speaker at these events, and through media attendance (TV, radio, journalists) the events brought greater awareness to society about the benefits of hiring workers with disabilities and that these workers bring value to the companies, and are highly productive and very capable.

One of the program objectives was for BREC to be sustained as an independent, legal entity in Vietnam. This has been a challenge because of the legal complexities of having an organization that includes both foreign and Vietnamese members and for both to have equal decision making rights. At the time of this writing, USAID has contracted with a third party to further assist BREC in becoming independent as a legal organization in Vietnam. VNAH no longer has responsibility for this activity and will wait for the final decisions regarding the future of BREC and its sustainability, financial stability, and funding resources.

It should also be noted that BREC has been highlighted in a global publication by ILO on two occasions as being one of the 10-12 best employer councils globally. Additionally, two countries made inquiries about BREC and sought information from VNAH about how they were established, and how they are effective in promoting employment for persons with disabilities.

## **Result 2. Vocational rehabilitation service model in Hanoi and Danang**

The Vocational Rehabilitation (VR) pilot in Danang was set up at the Danang Employment Services Center, which acted as the focal point. The network involved services providers including rehab hospitals, vocational schools, employers, social workers and CBR workers etc. It demonstrated an integrated service and one that is coordinated with relevant service providers in the community. Moreover, it demonstrated that a continuum of services approach that is coordinated with other service providers is a model that encourages cost sharing and brings stakeholders together to assist people with disabilities to obtain employment. The pilot demonstrated that employers must be an important contributor to this process as they will be a customer of the services. Greater outreach early in the process is important as it brings people into the system and creates a pool of eligible PWD for entering into the VR process.

Following the successful model in Danang, the VR was replicated at the Hanoi Employment Introduction Center (HEIC) in 2013. The model at HEIC has gained a great deal of notice and recognition by PWD, employers and local authorities, and resulted in Hanoi DOLISA's funding for vocational training for PWD interested in and seeking employment. The final evaluation on the demonstration model was conducted and reported with encouraging results. Notably, the model was recognized by Hanoi DOLISA which allocated an annual funding of 120,000,000 VND to support employment activities for PWD in fiscal year 2014. From January 2015 the model has been integrated into the HEIC's system without VNAH's support. The inclusive job fairs and the job seeking skills training for persons with disabilities were organized on regular basis and funded by HEIC, in collaboration with Hanoi DP, etc. From discussions with HEIC management, such activities will be continued and sponsored by government funding. The work plan to sustain the HEIC's VR Unit in FY 2015 was developed by HEIC. The impacts were reflected in HEIC's increasing visibility in the community regarding their services for persons with disabilities. At the inclusive job fair HEIC collaborated with Hanoi's Association for Social Protection of Persons with Disabilities and Orphans to give wheelchairs for adults with disabilities and scholarships for children with disabilities. Additionally, more vocational assessment instruments for HEIC were purchased by IVWD to help employment counselors to evaluate functional capacities of persons with disabilities based on requirements of available jobs and the persons' limitations and functional capacities when performing a job.

### **Result 3. Vocational rehabilitation guidelines**

VNAH supported the Bureau of Employment of MOLISA to develop guidelines on Vocational Rehabilitation as part of efforts to promote the expansion of VR in Viet Nam. An U.S expert/lecturer of vocational rehabilitation was engaged to provide technical assistance for the development of both the VR guidelines and the VR training curriculum at the Hanoi Medical University and other universities. The Guidelines on vocational rehabilitation and employment services was finalized, printed and distributed to all provincial ESCs nationwide by the Bureau of Employment of MOLISA. Three training workshops on the provision of vocational rehabilitation and employment services for persons with disabilities were organized in Danang, Hanoi and Ho Chi Minh City in early November and late December 2013 respectively with the participation of 70 representatives from all provincial ESCs, disability community, and vocational training centers and rehabilitation centers in the three regions. After developing the VR guidelines, MOLISA Bureau of Employment conducted a survey to collect responses/feedbacks on the guidelines. The survey was submitted to VNAH on February 2015 with feedbacks from 86 respondents from provincial Employment Service Centers. In general, respondents agreed with the Guidelines and considered them to be clearly written and helpful as a guide in serving persons with disabilities. They also indicated the Guidelines helped them to become more aware of persons with disabilities and better prepared to provide employment services for them. Some of the respondents suggested that the Guidelines include case studies and specific examples of how to serve persons with disabilities.

### **CHALLENGES AND LESSONS LEARNED**

As it is also noted under program constraints, the challenges and lessons learned mostly relate to the difficulties in setting targets and time schedules that included greater consideration of our government partners' available time to support and assist. Additionally, it was learned that the government processes were slower than expected and important issues such as the disability law development and enactment was a many years process. Also, attempts to encourage and support government to restructure the position of NCCD and to increase their empowerment and authority began in the early phase of the program but until recently there was little movement on the part of government to do this. However, after all of these years, a decision was made for a structural change which allows NCCD to have a stronger coordination role with regard to monitoring and evaluating disability issues and the implementation of the Disability Law and the CRPD.

Other major challenges and lessons learned included the issues of accessibility for persons with disabilities in public transportation and public buildings. Much effort went into working with government on accessibility codes and regulations but implementation of these were left to local authorities and very little was accomplished in terms of persons with disabilities being able to access transportation or public buildings on an equal basis with others. There continues to be structural issues that cannot be overcome without very significant financial resources, and a greater commitment from all levels of government.

A lesson learned in policy development was the benefit of close follow-up with partners in planning. We found that the more involved we were with partners during activity planning, the closer our relationship and easier consensus on priorities obtained. GVN agencies are usually cautious about directly engaging international organization in policy development but in this case, an international NGO like VNAH was invited as official member of policies drafting teams or committee such as national rehabilitation committee.

Policies experienced difficulties in looking for consultants with technical expertise on disability and multi-disciplinary approaches in services delivery to persons with disabilities. As a result, it took us a longer time to work with consultants in finalizing the national assessment report on rehabilitation and the circulars.

Other experiences included the process for drafting the Circular on Case Management and Circular on Case Management with Persons with Disabilities, as the drafting team members who were working for the government have very limited knowledge about the process to provide services to persons with disabilities, VNAH staff has to provide direct comments and revise the drafts in order to accelerate the process and ensure quality. These challenges, on the other hand, turned into opportunities as VNAH staff and consultant directly refine the draft policies. VNAH's strong involvement's make it possible for us to influence technically and MOLISA seemed to respect the expertise and engagement of VNAH in the process.

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

The tables below provided the basic data required to assess progress toward achievement of the program quantitative targets. This format has been used to collect data through each of the period reporting cycles.

## IVWD 2006 – 2008

PERFORMANCE INDICATOR - IVWD 2006 - 2008		
Intermediate results	Geographical Location	Key results
<b>Objective 1. A stronger legal and policy framework as well as its enforcement for mandating and promoting disability inclusion in public and private facilities, programs and services down to the local level</b>		
<b>IR 1.1. National Ordinance on Disabled Persons is elevated to the status of Law</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Inter-agency law drafting committee and team (with 33 members) were set up.</li> <li>2. Disability Law was included in legislative agenda of the National Assembly. First hearing on the law is scheduled in October 2009.</li> <li>3. Seven public consultation workshops were organized, of which four workshops were sponsored by the program.</li> </ol>
<b>IR 1.2. Disability is addressed and incorporated into the Vocational Training Law</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Vocational Training Law became effective in July 2007. Law included a chapter with 6 provisions on persons with disabilities.</li> <li>2. Three implementation Decrees guiding the implementation of the Vocational Training Law have incorporated disability issues.</li> </ol>
<b>IR 1.3. Improved national disability statistics by incorporating disability into National Household Living Standard Survey (VHLS)</b>	Nationwide	<ol style="list-style-type: none"> <li>1. GSO released data and a report indicating that the prevalence of people with disabilities in Vietnam is 15.3%, equivalent to 12 million.</li> </ol>
<b>IR 1.4. Expansion and stronger enforcement of accessibility standards to build environment and public transportation</b>	<p>Nationwide</p> <p>Hanoi, Ho Chi Minh city, Ninh Binh, Quang Nam, Da Nang</p>	<p><b><u>Construction:</u></b></p> <ol style="list-style-type: none"> <li>1. A set of barrier free access standards for visual and hearing impaired completed.</li> <li>2. MOC received \$250,000 from government for accessibility efforts in FY 07 and 08</li> <li>3. MOC revised the 2002 set of access standards for mobility impaired.</li> <li>4. Enforcement units set up in Ninh Binh and Quang Nam DOC.</li> <li>5. 55 public works in Ninh Binh, Quang Nam and Danang were made accessible.</li> </ol> <p><b><u>Transportation:</u></b></p>

<b>PERFORMANCE INDICATOR - IVWD 2006 - 2008</b>		
<b>Intermediate results</b>	<b>Geographical Location</b>	<b>Key results</b>
		<ol style="list-style-type: none"> <li>1. Accessible transport and transport for persons with disabilities were included in the revised Transportation Law.</li> <li>3. 3 accessible public bus routes piloted in Ho Chi Minh City, with 10 buses made accessible.</li> <li>4. 495 relevant stakeholders got training in access standards.</li> <li>5. 10,000 bus drivers and bus assistants got trained on how to serve PWD. Training material included PWD.</li> <li>6. University Curriculum on accessible transport completed and 1,000 copies printed, and used at Transport University.</li> <li>7. Vietnam Railway Corp finished a study and recommendation on railway accessibility.</li> <li>8. GVN allocated U\$197,000 for accessibility in transport efforts.</li> </ol>
<b>IR 1.5. Blue Ribbon Panel of representatives from major local and international businesses is established to promote employment and hiring of people with disabilities</b>	Nationwide	<ol style="list-style-type: none"> <li>1. BREC was formally established with 25 members.</li> <li>2. Totally 226 Vietnamese with disabilities hired by BREC members.</li> <li>3. Website of BREC completed.</li> </ol>
<b>Objective 2. Stronger national coordination mechanisms for promoting and supporting the development and implementation of disability inclusion policies, programs and services</b>		
<b>IR 2.1. NCCD empowered to become a strong and effective nationally coordinating body, reports directly to Gov. office, well-recognized as the national coordinator, monitor and advocate of disability policies, advising the GVN on policies, programs and programs responsive to the needs of VWD.</b>	Nationwide	<ol style="list-style-type: none"> <li>1. NCCD completed proposal on elevation and submitted to MOLISA leadership for approval.</li> <li>2. NCCD broadened their funding base by receiving a grant of USD 70,000 from EU.</li> <li>3. 600 participants in 11 workshops regarding M&amp;E.</li> <li>4. M&amp;E tools completed, trained for 8 NCCD staff and piloted on vocational training and employment.</li> <li>5. 11 NCCD staff completed training on program planning, monitoring and evaluation. Staff trained in budget management.</li> <li>6. 5,000 visitors per week to NCCD upgraded website.</li> <li>7. NCCD organized regular quarterly plenary meetings.</li> <li>8. NCCD assisted in the establishment of national DPO.</li> </ol>

PERFORMANCE INDICATOR - IVWD 2006 - 2008		
Intermediate results	Geographical Location	Key results
<b>IR 2.2. Strengthened role and capacity of CSA (Committee on Social Affairs - National Assembly) in promoting, educating and monitoring the implementation of disability laws and policies particularly the implementation of provincial budget planning and allocation for disability programs at the local level.</b>	Nationwide	<ol style="list-style-type: none"> <li>1. A five-year National Action Plan (NAP) was approved, nearly 25 million USD earmarked.</li> <li>2. Around 29 provinces have approved the local NAPs, which benefited around 2.4 million PWD.</li> <li>3. CSA organized 6 regional consultation workshops for the disability law, (3 workshops took place this period with CSA fund).</li> <li>4. CSA produced a congressional report to NA recommending the new Disability Law.</li> <li>5. CSA leadership participated in study tour to learn US experience in disability programs.</li> </ol>
<b>IR 2.3. Increased competence and capacity of self-help group and DPO network to participate interact effectively with other stakeholders and influence the development and implementation of disability laws and policies.</b>	Nationwide  Hanoi, Ninh Binh and Quang Nam	<ol style="list-style-type: none"> <li>1. 6 DPOs, including provincial and district level, were established in Hanoi, Ninh Binh and Quang Nam.</li> <li>2. 265 persons with disabilities received trainings on establishment and development of local DPOs and policy advocacy.</li> <li>3. 83 persons with disabilities participated in NCCD M&amp;E development and training.</li> <li>4. 150 persons with disabilities participated in dialogue with NCCD.</li> <li>5. 35 members identified for the Mobilizing Committee, for the formation of national DPO.</li> <li>6. 2 persons with disabilities became members of NCCD accessibility and IT taskforces.</li> </ol>

## IVWD 2009 – 2011

PERFORMANCE INDICATOR – IVWD 2009 - 2011		
Intermediate results	Geographical Location	Key results
<b>Objective 1. A stronger legal and policy framework on Disability for mandating and promoting disability inclusion in public and private facilities, programs and services down to the local level.</b>		
<b>IR 1.1. The National Law on Disability is developed and approved</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Right based approach and UN Convention principles mainstreamed and incorporated in the Law.</li> <li>2. Disability Law is approved by the NA by June 2010.</li> <li>3. The drafting of the Executive Decree is finalized, expected to be approved by the Govt. in Sept, 2011.</li> <li>4. NAP (period 2011-2020) is finalized to enforce the law and the feedback system is in place and run by NCCD.</li> </ol>
<b>IR 1.2. Disability is addressed and incorporated into Labor Code and ICT legislation</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Amended Labor Code no longer discriminates against PWDs (7 hour working time and overtime working) and provides equal opportunity for PWDs at work. NA for approval.</li> <li>2. ICT Legislation addressed disability rights issues, nondiscrimination and equal accessibility through completed drafting of CODE and regulations and two approved circulars (see IR1.2. major act 2).</li> <li>3. MIC website is upgraded ensuring accessibility features for PWD</li> <li>4. Proposal for CRPD ratification have been developed by MOLISA and submitted to the Govt. but more preparation needed</li> </ol>
<b>IR 1.3. A second five year National Action Plan on Disability with focus on executing the national disability law is developed and approved by the Government</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Development of the NAP phase 2 included in the policy agenda of the Govt. The second NAP is being finalized and expected to be approved by the Govt. in quarter IV of 2011.</li> <li>2. Disability is included as 1 priority of the national social welfare agenda of Vietnam which is presented in the fourth ASEAN submit.</li> </ol>
<b>Objective 2. A strengthened enforcement system for effective implementation of disability laws and policies</b>		
<b>IR 2.1. Improved empowerment of NCCD</b>	Nationwide	<ol style="list-style-type: none"> <li>1. No longer relevant as NCCD was restructured.</li> <li>2. NCCD feedback system was designed and is piloted as a mechanism for NCCD to gather feedback from disability community, and strengthen NCCD policy watch practices. An overall plan of NCCD on monitoring and enforcement is developed with indicators using feedback system, site visits, hotline, website, etc. as vehicles for monitoring.</li> </ol>

PERFORMANCE INDICATOR – IVWD 2009 - 2011		
Intermediate results	Geographical Location	Key results
		3. First 2010 NCCD annual report assessing the status of disability with recommendations was developed and submitted to NA office, Government Office, relevant ministries and provincial departments, DPOs, NGOs.
<b>IR 2.2. DPO community empowered to influence and contribute to the decision making process on issues affecting them</b>	Nationwide  Da Nang and other provinces.	<ol style="list-style-type: none"> <li>(i) Disability Law incorporated recommendations from DPOs regarding disability definition, reasonable accommodation, independent living center and especially the UN Convention principle; (ii) Labor Code revised with inputs and petition from DPOs regarding 7 working hours and reasonable accommodation; and (iii) ICT code and regulations regarding the technical criteria on accessibility and the website upgrading.</li> <li>01 new DPOs established in Danang.</li> <li>Eight provincial DPOs linked with the National DPO (VFD) through networking event (regional workshops), site visits conducted by VFD to provincial DPOs and DPO and feedback system trainings in three regions of North, Central and the South.</li> </ol>
<b>Objective 3: Ensure the development of an employment and vocational training model that improve the quality life and equal opportunity employment for persons with disabilities</b>		
<b>IR 3.1. A Vocational Rehabilitation Model is developed and piloted</b>	Da Nang	<ol style="list-style-type: none"> <li>The Vocational Rehabilitation model is designed and implemented in Danang.</li> <li>75 persons with disabilities benefited from career guidance, counseling, vocational training, job placement, etc. and 22 entered mainstream employment.</li> <li>Three organizations, including Danang ESC, Danang Rehabilitation Hospital and Sao Sang enterprise were trained and supported in vocational rehabilitation services delivery. These organizations are providing these services to persons with disabilities.</li> </ol>
<b>IR 3.2. BREC is financially stable and sustainable</b>	Nationwide	<ol style="list-style-type: none"> <li>105 BREC members recruited with high profile companies, including Ford, Intel, Nike, IBM, FPT, AIG, FedEx, etc.</li> <li>BREC business plan is developed. BREC starts to implement activities in the business plan.</li> <li>Nearly 1,500 persons with disabilities obtained mainstream employment through BREC activities such as BREC website, job fairs and other events.</li> <li>BREC plans to discuss with a core group of BREC members the possibility to apply membership dues for all members, starting from fall 2011. Other possible sources of income are government funding through VCCI or sponsorship from members and other organizations.</li> </ol>

PERFORMANCE INDICATOR – IVWD 2009 - 2011		
Intermediate results	Geographical Location	Key results
IVWD 2009 - 2011 STANDARD INDICATOR		<i>PWD</i> <span style="float: right;"><i>SP</i></span>
TOTAL – PLANNED		9564 <span style="float: right;">5265</span>
TOTAL – ACHIEVED		9358 <span style="float: right;">5527</span>

#### IVWD 2012 – 2014

PERFORMANCE INDICATOR – IVWD 2012 – 2014		
Intermediate results	Geographical Location	Key results
<b>Objective 1. To develop a National Strategy for Integrated and Comprehensive Disability Services to PWD</b>		
<b>IR 1.1. A policy framework for integrated rehabilitation services for PWD is developed</b>		
<b>IR 1.1.1.</b> Action Plan on integrated rehabilitation services is developed	Nationwide  Da Nang, Ba Ria - Vung Tau, Hai Duong	<ol style="list-style-type: none"> <li>The national baseline survey on rehabilitation: (i) 03 sector reports of MOLISA, MOH and MOET completed; (ii) Second draft of the national report is done.</li> <li>Gender baseline survey was completed and report was finalized.</li> <li>NAP on rehabilitation was officially approved.</li> <li>A study visit was organized in the US for 8 officials, including 02 Vice Ministers and officials of MOLISA, MOH and MOET. US experience in vocational rehabilitation, transition and cross-agency coordination among health, social and education services are being adopted in VR guidelines and VR models, as well as in rehabilitation strategy planning and development of standard procedures for disability services.</li> <li>The Disability Information Software (DIS software): (i) Danang and Ba Ria – Vung Tau provinces have installed and operated the DIS system for Health sector. These provinces has rolled out the software to all districts; (ii) DIS software for Bac Giang Province was installed and implemented; (ii) MOH had plans to replicate DIS to five provinces, including Hai Duong, Tuyen Quang, Ca Mau, Ninh Binh and Hoa Binh under the National Target Program for Health sector, and MOH received DIS software and working to use it for their target provinces.</li> </ol>

<b>PERFORMANCE INDICATOR – IVWD 2012 – 2014</b>		
<b>Intermediate results</b>	<b>Geographical Location</b>	<b>Key results</b>
		<ul style="list-style-type: none"> <li>6. Agreement reached with CSA and CFA of the NA and MOLISA on the operation activities to promote CRPD ratification.</li> <li>7. Proposal on CRPD ratification was submitted to NA for approval.</li> </ul>
<b>IR 1.1.2.</b> Standard procedure and guidelines on integrated and comprehensive rehabilitation services are developed	Nationwide	<ul style="list-style-type: none"> <li>1. The final draft of Circular on Case Management for persons with disabilities was done and submitted to MOLISA management for approval.</li> </ul>
<b>IR 1.1.2.1.</b> Standard procedure on integrated and comprehensive rehabilitation services are developed	Nationwide	<ul style="list-style-type: none"> <li>1. The final draft of Circular on Case Management for persons with disabilities was done and submitted to MOLISA management for approval.</li> </ul>
<b>IR 1.1.2.2.</b> Vocational rehabilitation service guidelines are developed		
<b>IR 1.2. Human resources for comprehensive rehabilitation and social work with PWD are developed</b>		
<b>IR 1.2.1.</b> Curricula and Teaching Methodology for Social Work and Vocational Rehabilitation with People with Disabilities are developed	Nationwide  Hanoi, Hai Phong, Thai Nguyen and Thai Binh	<ul style="list-style-type: none"> <li>1. The final version of Case Management Circular was sent to SPD for approval.</li> <li>2. The long-course (LC) curriculum on social work printed and distributed.</li> <li>3. TOT for SC and LC curriculum conducted.</li> <li>4. The first draft of the VR Curriculum was completed.</li> <li>5. The trial teaching assessment report was done. After the trail teaching of the VR Curriculum was conducted at four medical universities.</li> <li>6. A working session with the drafting team was organized, resulting in the revision of five units under the 1<sup>st</sup> draft of the curriculum.</li> </ul>
<b>IR 1.2.2.</b> Training for teachers and practitioners on Social Work and Vocational Rehabilitation is conducted	Nationwide	<ul style="list-style-type: none"> <li>1. 01 TOT on how to use the SC on social work with persons with disabilities was conducted to social work lecturers.</li> <li>2. 01 TOT on how to use the LC on social work with persons with disabilities was conducted to social work lecturers and frontline social workers. -</li> <li>3. Partnership with Vietnam Youth Academy (VYA) established to develop a model of professional field</li> </ul>

<b>PERFORMANCE INDICATOR – IVWD 2012 – 2014</b>		
<b>Intermediate results</b>	<b>Geographical Location</b>	<b>Key results</b>
		<p>education for social work students.</p> <ol style="list-style-type: none"> <li>4. Social work field education framework, standards, forms and supervision training materials developed.</li> <li>5. 01 training course on social work supervision held for social work lecturers and social workers.</li> <li>6. 01 training course held for social work lecturers on gender-based violence.</li> <li>7. 01 training course on supervision conducted for practitioners in Danang.</li> <li>8. 02 training courses held for social lecturers on mental health in Hanoi and Danang.</li> <li>9. Social work day events held to celebrate the spirit of social work professional and promotion of sharing experience and expertise, attended by more than a hundred participants, including policy makers, SW lecturers and practitioners in Vietnam and other countries.</li> <li>10. A training-for-trainer workshop on vocational rehabilitation principles was organized for health professionals and medical teachers.</li> <li>11. Three regional training workshops on the provision of vocational rehabilitation and employment services for persons with disabilities were organized for employment service, healthcare, vocational training and other service providers as well as persons with disabilities.</li> <li>12. The trial teaching of the VR Curriculum for university and post graduate students were completed with the participation of 236 university and 13 post graduate students.</li> </ol>
<b>IR 1.3. Enforcement Mechanism is developed</b>		
<b>IR 1.3.1.</b> A Penalty Decree is developed to ensure compliance of the Law on Persons with Disabilities	Nationwide	<ol style="list-style-type: none"> <li>1. The Penalty Decree was officially approved.</li> <li>2. 01 training workshop on the implementation and enforcement guidelines of the Penalty Decree was conducted for 87 representatives from related ministries, provincial DOLISA and inspection agencies, DPOs/NGOs and persons with disabilities.</li> </ol>
<b>IR 1.3.2.</b> Monitoring and Evaluation (M&E) by NCCD and Vietnam Federation on Disability is designed and implemented	Nationwide	<ol style="list-style-type: none"> <li>1. The M&amp;E framework for NCCD and VFD was developed.</li> <li>2. Two workshops organized to introduce the M&amp;E framework and discussed on the action plan for enforcement of the M&amp;E framework.</li> <li>3. NCCD's annual report 2012 on disability issue was completed, published and distributed.</li> </ol>
<b>Objective 2. To increase Inclusive Employment For PWD through inclusive business development</b>		

PERFORMANCE INDICATOR – IVWD 2012 – 2014									
Intermediate results	Geographical Location	Key results							
<b>IR 2.1. The Blue Ribbon Employer Council (BREC) is Strengthened and Financially Secure to promote inclusive employment and inclusive business</b>	Nationwide	<ol style="list-style-type: none"> <li>1. BREC office established coordinator and support staff hired.</li> <li>2. BREC unit of women business owners established.</li> <li>3. Draft strategy for income generation and marketing/PR plan completed.</li> <li>4. Total of 255 BREC members.</li> <li>5. Training workshops provided to BREC employers in Hoi An and HCMC on working with persons with disabilities and the benefits of hiring workers with disabilities.</li> <li>6. Workshop provided to garment and textile enterprises in Dong Nai on corporate social responsibility implementation and the benefits of hiring workers with disabilities.</li> <li>7. A meeting with BREC Board of Director held in Hanoi regarding the social enterprise option for BREC. Positive responses from 11 employers regarding the social enterprise direction for BREC.</li> </ol>							
<b>IR 2.2. Employment for PWD is generated through BREC activities and its partnership with Employment Service Centers (ESC) at program sites</b>	Nationwide	<ol style="list-style-type: none"> <li>1. 2,000 persons with disabilities obtained employment through inclusive job fairs and the efforts of BREC employers.</li> <li>2. Survey on labor trends, job requirements and employment conducted in Hanoi. Key findings of the survey report are shared with BREC employers, Employment Service Centers, etc. through a consultation workshop to have comments and inputs.</li> <li>3. The survey report on job retention rate among workers with disabilities was done.</li> </ol>							
<b>IR 2.3. Businesses have increased understanding about inclusive business and adopt inclusive business practices</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Inclusive business strategy and marketing plan completed.</li> <li>2. Survey on demands and expectations of employers, customers on inclusive business model conducted in Hanoi.</li> <li>3. 03 TV programs on BREC aired on VTV4.</li> <li>4. 06 BREC employers developed and completed their work plan regarding inclusive business strategy.</li> <li>5. The survey report on labor trends and job requirements for people with disabilities in Hanoi was finalized.</li> </ol>							
IVWD 2012 - 2014 STANDARD INDICATOR		<i>PWD</i>		<i>SP</i>		<i>DPO</i>	LNGO	<i>GNDR</i>	
		W	M	W	M			PWD	SP
<b>TOTAL – Single Count – PLANNED</b>		1337	1801	2394	4291	4	12	604	2371

PERFORMANCE INDICATOR – IVWD 2012 – 2014									
Intermediate results	Geographical Location	Key results							
<b>TOTAL – Single Count - ACHIEVED</b>		2304	2389	4231	4220	3	12	441	1908

### IVWD 2015 (data updated by 30 November 2015)

PERFORMANCE INDICATOR – Extension IVWD 2015		
Intermediate results	Geographical Location	Key results
<b>Objective 1. Strengthened enforcement of disability policies through improved education and planning at sub-national level.</b>		
<b>IR 1.1. Awareness on disability policies is improved at sub-national level</b>	Nationwide  Thai Binh, Hue, Quang Nam, Tay Ninh, Binh Phuoc, Binh Dinh, Dong Nai	<ol style="list-style-type: none"> <li>1. The disability policy training material was finalized and printed.</li> <li>2. A group of 4 local experts from Hanoi Law University, MOLISA, MOH, and MOET contracted for development of training material.</li> <li>3. 04 technical focus groups to discuss on the training docs.</li> <li>4. 01 trial/testing of disability policy training material conducted in Tay Ninh for local service providers.</li> <li>5. 02 TOT courses on disability policies, gender and disabilities and 01 TOT on training skills/methodologies conducted in Hanoi.</li> <li>6. 02 trainings (2-day) on disability policies, gender and disability conducted for local service providers of Tay Ninh, Thai Binh and Binh Phuoc.</li> <li>7. 28 trainings on disability policies, gender and disability for persons with disabilities in all 7 provinces.</li> <li>8. An IEC program on disability policies implemented, which include TV programs, website and fan page.</li> </ol>
<b>IR 1.2. Improved enforcement of the national action plan and M&amp;E system at sub-national level</b>	Nationwide  Thai Binh, Tay Ninh, Binh Phuoc,	<ol style="list-style-type: none"> <li>1. DIS was installed and under operation in NCCD office, and 03 provinces of Thai Binh, Tay Ninh and Binh Phuoc.</li> <li>2. Training on DIS and M&amp;E implementation plan has been conducted in for government officers of Thai Binh, Tay Ninh, Binh Phuoc, NCCD office and members.</li> </ol>

<b>PERFORMANCE INDICATOR – Extension IVWD 2015</b>		
<b>Intermediate results</b>	<b>Geographical Location</b>	<b>Key results</b>
	Dong Nai, Binh Dinh	<ol style="list-style-type: none"> <li>3. Training on DIS for Hai Duong has been organized upon request.</li> <li>4. Technical supports on DIS provided to 4 districts including Long Khanh, Long Thanh, Cam My, Xuan Loc of Dong Nai province.</li> <li>5. M&amp;E implementation plan for NCCD was developed, trialed and finalized.</li> <li>6. 02 regional conferences on NAP Rehabilitation organized in Hanoi and Ho Chi Minh city</li> <li>7. Three consultative workshops and 03 FGDs organized in Thai Binh, Binh Dinh and Binh Phuoc on the provincial rehabilitation plans.</li> <li>8. Binh Dinh and Tay Ninh have finalized and submitted local rehabilitation plans to PPCs for approval, while Binh Phuoc and Thai Binh are finalizing their draft plans.</li> </ol>
<b>IR 1.3. UN Convention on the Rights of Persons with Disabilities is ratified.</b>	Nationwide	<ol style="list-style-type: none"> <li>1. The CRPD was officially ratified on 28 November 2014.</li> <li>2. 01 conference on CRPD conducted in Hanoi in October 2014, with participation of NA committees, government agencies, international consultant (Prof. Michael Stein from Harvard Law School) and persons with disabilities.</li> <li>3. 02 technical meetings with NA committees and government agencies organized in 2014.</li> </ol>
<b>Objective 2. Vocational training for persons with disabilities improved through enforcement of national action plan for vocational training for persons with disabilities (NAPVT)</b>		
<b>IR 2.1. National Action Plan on Vocational Training for Persons with Disabilities and Implementing Guidelines are developed</b>	Nationwide  Thai Binh, Tay Ninh	<ol style="list-style-type: none"> <li>1. Desk review on policy framework for vocational training for PWD carried out.</li> <li>2. Survey on vocations appropriate for PWD and PWD's needs for vocational training and employment conducted in Tay Ninh.</li> <li>3. Technical meetings with relevant stakeholders on vocational training for PWD organized in Thai Binh and Tay Ninh.</li> <li>4. Provincial action plan and payment frame for vocational training and employment for PWD in Thai Binh and Tay Ninh developed and submitted to the provincial people's committee for their approval.</li> <li>5. Payment frame for vocational training and employment for PWD in Thai Binh approved by Thai Binh Provincial People's Committee.</li> </ol>

<b>PERFORMANCE INDICATOR – Extension IVWD 2015</b>		
<b>Intermediate results</b>	<b>Geographical Location</b>	<b>Key results</b>
<b>IR 2.2. Blue Ribbon Employer Council (BREC) is strengthened and supported in its transition to social enterprise</b>	Nationwide	<ol style="list-style-type: none"> <li>1. 18 new members joined.</li> <li>2. 03 Training workshops provided to BREC employers in Ha Noi, Da Nang and HCMC on Gender and gender equity.</li> <li>3. 04 inclusive job fairs were organized in Hanoi, Hai Duong and HCMC with 47 PWDs got jobs.</li> <li>4. Several meetings with BREC TF and BREC members held in Hanoi, HCMC regarding the social enterprise option for BREC organized.</li> <li>5. 253 PWDs got jobs through inclusive business plans and job fairs.</li> <li>6. 02 BREC newsletters have been developed, printed and distributed for BREC members.</li> <li>7. 02 National Dialogue to Promote Disability Inclusion – Enterprise Development have been organized in HCMC and Nha Trang.</li> <li>8. 01 BREC Task Force has been formed under the technical support of PCD.</li> <li>9. BREC revised information on Global Business and Disability Network to update publication “Disabilities in the Workplace – Employer Organizations”.</li> </ol>
<b>Objective 3: Capacity of 15 Social work faculties is strengthened to train the long course on Social Work with Persons with Disabilities</b>		
<b>IR 3.1. Improved capacity of 8 provincial universities to teach long course on social work with persons with disabilities</b>	Nationwide	<ol style="list-style-type: none"> <li>1. Final version training package of SW with person with disabilities – BA level.</li> <li>2. One 02-day TOT training about advance teaching methodologies for 9 master trainers conducted.</li> <li>3. 03 shadow 3-day training about SW with person with disabilities in Thai Nguyen, Hong Duc and Quang Nam Universities for social work lecturers and students.</li> <li>4. Two 03-day audits of training about SW with person with disabilities in Hai Phong and Vinh Universities for social work lecturers and students.</li> </ol>
<b>IR 3.2. Field work education program</b>	Nationwide	<ol style="list-style-type: none"> <li>1. The final draft of Social work fieldwork manual was available.</li> <li>2. 02-day TOT on social work fieldwork education enhancement for SW lecturers and supervisors conducted at VYA.</li> <li>3. 1,5-day TOT on social work fieldwork education enhancement for SW lecturers and supervisors conducted at Hue University.</li> <li>4. 1,5-day TOT on social work fieldwork education enhancement for SW lecturers and supervisors conducted at Dong Thap University.</li> </ol>

PERFORMANCE INDICATOR – Extension IVWD 2015								
Intermediate results	Geographical Location	Key results						
<b>FOLLOW UP (2012-2014)</b>								
	Nationwide	<ol style="list-style-type: none"> <li>1. The baseline survey report was completed and sent for printing. Printings will be available by middle of October.</li> <li>2. NAP Rehabilitation enacted.</li> <li>3. Circular on Case management with persons with disabilities enacted.</li> <li>4. The feedback survey report on the VR guidelines was finalized and submitted by MOLISA Bureau of Employment;</li> <li>5. VR training curriculum for persons with disabilities was developed and published;</li> <li>6. A workshop to introduce the curriculum on vocational rehabilitation for persons with disabilities and development of rehabilitation training program for medical university.</li> </ol>						
IVWD 2015 STANDARD INDICATOR	<i>PWD</i>		<i>SP</i>		<i>DPO</i>	Orgs strengthened	<i>GNDR</i>	
	W	M	W	M			PWD	SP
<b>TOTAL – Single Count – PLANNED</b>	504	591	450	445	2	5	885	389
<b>TOTAL – Single Count – ACHIEVED (by 30 November 2015)</b>	491	698	644	569	2	5	894	359

#### IV. MONITORING

During the course of the program, VNAH developed its own monitoring and evaluation plan and tools for monitoring purpose.

Data of standard indicators and policy indicators were collected and uploaded, by all program staff, into the Program Daily Monitoring Matrix right after an event has taken place. The data is then compiled and reported in a program monthly report to VNAH management and quarterly report to USAID. Data on number of Persons with Disabilities, SP, DPO, and NGO/organizations strengthened is stored in the software designed for the M&E purpose, which sorts out the repeating data to avoid duplications. An M&E staff, on daily basis, validates the data provided by program staff and notifies them if an error is identified.

As for the GNDR4 – which is the level of understanding from Service Provider and Persons with Disabilities in the concept of both men and women should have equal access to social and economic opportunities, pre-post test questionnaires were designed to serve this purpose – the results were analyzed and put into the M&E system. When the program shifted GNDR4 to GNDR ZO2 to report on number of people trained on issues of disability and gender, lists of people receiving fact sheets and mini lecturer on gender and disability issues were recorded and put into the system as the number of persons trained in gender and disability. Each program area organizing training programs were required to include gender equity as part of the training agenda.

#### VI. FINANCIAL INFORMATION

Expenditures during period 01 January 2006 to 31 December 2015

Category	Total estimated expenditure 01 Jan 2006 - 31 Dec 2015
Salary and Wages	2,283,318
Fringe Benefits	26,578
Travel, Transport, Per Diem	94,585
Equipment and Supplies	208,976
Subcontracts	-
Allowances	9,000
Direct assistance	62,698
Local organization (non-gov) capacity building and advocacy	646,776
GVN system strengthening (including STTA)	1,456,002
Construction	-
Other Direct Costs	-
Sub-grants	49,000
Overhead	1,839,384
G&A	182,541
Material Overhead	-
<b>Grand Total</b>	<b>6,858,857</b>

## Budget Notes

Salary and Wages	Including Vietnam and U.S head quarter staff and long term and short term technical assistance.
Fringe Benefits	Fringe Benefits included Social Insurance, Health Insurance, Unemployment Insurance for Vietnamese staff
Travel, Transport, Per Diem	Including international, local travel, hotels and M&IE
Equipment and Supplies	Office equipment (computers, printers, furniture and) and supplies
Subcontracts	N/A
Direct assistance	Leadership training for DPO leaders, Training sessions on law and policy and gender at provincial level, vocational rehabilitation supports, printing and distribution of I.E.C material/disability policy handbook, support socialized/network events on occasion of disability day.
Local organization (non-gov) capacity building and advocacy	Assistance for establishment of and capacity building for BREC, NCCD, and Vietnam Federation of Disabilities (VFD) and several local DPOs such as Ninh Binh, Quang Nam, Danang and other provinces
GVN system strengthening (including STTA)	Assistance to GVN partners to develop national policies included: national disability law and its Decree/Circular, accessible codes and standards for construction (additional set for visual and hearing), transportation and pilot bus routes, and accessible codes and standards in ICT; mainstream disability in vocational training law and labor code, research and ratify CRPD, develop national and provincial action plans for disabilities (NAP, period 2006-2012, and 2013-2020), national and provincial action plan on rehabilitation, action plans on vocational training, training curriculum on accessible transport, social work with disabilities, vocational rehabilitation, setting up vocational rehabilitation models, and other training, technical assistance in policy development / enforcement.
Construction	N/A
Sub-grants	Sub grants to ACDC and VFD – local disability related organizations - for disability policy/rights training for government officials and disabled people in the provinces.
Overhead	Head quarter backstop supports (NICRA)
G&A	General operation and administrative supports
Allowance	Housing allowance for expat key staff

## VII. PROGRAM ADMINISTRATION

### Constraints and Critical Issues

#### Administrative constraints:

The IVWD faced a number of constraints during this program period. There were frequent delays in program start up in the early stages of each phase. Many were the result of the busy schedule of government partners not only in negotiating the MOUs and Cooperative Agreements but also during the implementation of program activities. The partners had scheduling conflicts because of their other responsibilities which were sometimes of a higher priority to them, thus creating delays. Examples include University leaders who were required to “fit” VNAH program activities into their teaching and other assignment schedules. Additionally, during the program there were structural changes within government partners because of staff changes at the higher decision making levels.

Another constraint was the time needed to bring greater awareness to government leaders about the principles of disability and a movement toward a rights based approach. This attitudinal change was time consuming but necessary if laws, policies, decrees, etc., were to move forward in a rights based direction; and if that movement included the full and active participation of persons with disabilities.

Obviously, the budget resources from the government was also a constraint, especially because if/when laws were enacted and policies were written, there needed to be major resources authorized for the implementation of these policies.

There were occasions when VNAH staff needed to provide greater technical and staff resources in order to achieve objectives when government did not have timely resources for assistance and support.

It is noteworthy that the program staffs were able to dedicate more time and effort to achieve and even surpass established targets.

### **Changes in the Program**

**N/A**

## ANNEX I. LIST OF DELIVERABLES

1. Resolution of the National Assembly on CRPD ratification.
2. The Law on Persons with Disabilities No. 51/2010/QH12 dated 17<sup>th</sup> June, 2010.
3. Decree No. 28/2012/NĐ-CP dated 10<sup>th</sup> April, 2012 of the Government stipulating the detail and guiding the implementation of some Articles of the Law on Persons with Disabilities.
4. Inter-Circular No. 37/2012/TTLT-BLĐTBXH-BYT-BTC-BGDĐT dated 28<sup>th</sup> December, 2012 on disability determination by the Council on Disability Classification.
5. Inter-Circular No. 34/2012/TTLT-BYT-BLĐTBXH dated 28<sup>th</sup> December, 2012 on disability determination by the Medical Examination Council.
6. Decision No. 239/QĐ-TTg of the Prime Minister approving the National Action Plan to Support Persons with Disabilities in the period of 2006-2010.
7. Decision No. 1019/QĐ-TTg dated 5<sup>th</sup> August, 2012 of the Prime Minister approving the National Action Plan to Support Persons with Disabilities in the period of 2011-2020.
8. Inter-Circular No. 48/2013/TTLT-BTC-BLĐTBXH dated 26<sup>th</sup> April, 2013 on budgeting issue for the implementation of NAP 2012 – 2020.
9. Decision No. 4039/QĐ-BYT dated 6<sup>th</sup> October, 2014 of Ministry of Health on approval of the National Action Plan for Rehabilitation for 2014-2020.
10. Draft provincial rehabilitation plans of Thai Binh, Binh Dinh, Binh Phuoc and Tay Ninh submitted to Provincial People's Committees for approval.
11. Directive No. 3930/LĐTBXH-TCDN dated 21<sup>st</sup> October, 2014 to all provincial people's committees requesting accelerating the work of vocational training and employment for persons with disabilities.
12. Draft provincial action plan on vocational training and employment for persons with disabilities of Thai Binh and Tay Ninh submitted to the Provincial People's Committee for approval.
13. The Law on Vocational Training No. 76/2006/QH11 dated 29<sup>th</sup> November, 2006 of the National Assembly.
14. The amended Labor Code No. 10/2012/QH13 dated 18<sup>th</sup> June, 2012 of the National Assembly.
15. 04 accessibility codes and standards for construction: QCXDVN 01 TCXDVN 264-265-266.
16. The Transportation Law No. 23/2008/QH12 dated 28<sup>th</sup> November, 2008 of the National Assembly.

17. Circular No. 28/2009/TT-BTTTT dated 14<sup>th</sup> September, 2009 of Ministry of Information and Communications providing for the application of the standards and technologies to assist persons with disabilities in accessing and using information technology and communications.
18. Decision No. 2748/QĐ-BKHHCN/TCVN 8701 on public accessible internet point.
19. Decision No. 1392/QĐ-BKHHCN/TCVN 9249 on accessible decision on ICT products and services.
20. Decision No. 1392/QĐ-BKHHCN/TCVN 9247 on access to telecommunication.
21. NCCD Annual Reports for 2010 and 2011.
22. National M&E framework to monitor the implementation of Disability Law and NAP 2012-2020.
23. Decree No. 144/2013/NĐ-CP dated 29th October, 2013 of the government on sanctioning of administrative violations in social protection, social emergency support, child protection, persons with disabilities and the elderly.
24. Circular No. 01/2015/TT-BLĐTBXH dated 6<sup>th</sup> January, 2015 of Ministry of Labor, Invalids and Social Affairs providing for the guidelines on case management with persons with disabilities.
25. A training package on disability policy, disability rights and right complaint procedures.
26. A textbook (long-course) on social work with persons with disabilities for both B.A. and M.A. levels.
27. A textbook (short-course) on social work with persons with disabilities for vocational training colleges.
28. Package of training modules for frontline social workers includes (i) Social Work for persons with disabilities with SPD/MOLISA; (ii) Case Management; & (iii) Case Management for Persons with Disabilities.
29. The manual on social work fieldwork education.
30. Vocational Rehabilitation Curriculum with Hanoi Medical University.
31. The University Curriculum on Accessible Transport with Hanoi University of Transportation.
32. The Vocational Rehabilitation Guidelines on the provision of vocational rehabilitation and employment services.