

INCLUSION OF VIETNAMESE WITH DISABILITIES (IVWD)
Annual Report # 1
(October 2005 – September 2006)

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I. Summary of Progress Made

Major achievements of the first year of the three-year IVWD program were (a) establishment of program structure and working relationships with a broad spectrum of Vietnamese counterparts; (b) organization of 18 training courses and workshops in all three strategic objectives for the program; and (c) completion of a baseline survey and monitoring & evaluation system to measure program performance. Negotiation and signing of project agreements, formation of provincial and district management boards, baseline survey research and report writing, and full staffing of the project all required more time and effort than anticipated, resulting in the delay of some activity implementation. During the second half of the year, however, the pace of activities increased, so that by September 2006, the project had reached most of the benchmarks set for the first year of implementation.

Each province has a Project Management Board led by the Vice-Chair of the provincial People's Committee to oversee linkages among the two main project components. Sectoral management boards under the Department of Education (DOET) and Department of Labor, Invalids and Social Affairs (DOLISA) manage day-to-day activities on education and employment, respectively. The same structure is repeated at the district level. This structure, while complex, ensures that provincial and district leaders have ownership and involvement in all aspects of the project. The time invested in building these relationships in the first year has already shown results and is expected to contribute to long-term sustainability. As of summer 2006, all of these structures are working effectively.

The summaries for each objective below refer to progress made in the 4th quarter (July-September 2006); earlier achievements are described in previous quarterly reports.

a. Inclusive Education (SO 1)

In preparation for the 2006-07 school year, CRS held training workshops for a total of 152 provincial- and district-level key teachers in Ninh Binh and Quang Nam provinces from July-September. (District-level training in Quang Nam was not completed until early October.) Workshops were led by national-level consultants from the National Institute of Education Strategy and Curriculum (NIESaC) together with provincial Teacher Training College experts who had completed IE short courses in the previous CRS-USAID project. In evaluation forms completed after the workshops, participants found the most useful contents to be development of Individual Education Plans (100%), understanding the capacity and need of CWD (79%), and adjustment of the teaching curriculum for IE (77%).

Structures for provincial and national-level project management were completed. At the national (MOET) level, the project management board is the National Steering Committee on Education of Children with Disabilities, led by Vice-Minister Dang Huynh Mai. Separate project agreements and activity plans have then been formed with each of the 4 cooperating MOET departments. As of the end of September, the Primary Education Department had completed the first two drafts of a module on IE management, with participation of the Faculty of Education Management of Hanoi Univ of Education, and NIESaC. The module will be commented and approved by the MOET Educational Scientific Council and then used for training for educational management staff in IE.

CRS completed financial and management training for the project management teams in Ninh Binh and Quang Nam (July 2006). The workshops introduced regulations of USAID and CRS as relates to financial and project management.

Following completion and release of the baseline survey, CRS began the process of assessing individual children's needs for health support to attend school. This project component is supported by a private grant to CRS-Vietnam. The first activity, examination and provision of hearing aid devices for hearing impaired children in Ninh Binh, was completed in September 2006 along with in-depth training on the use and maintenance of the devices.

b. Vocational Training and Employment (SO 2)

Sub-grantee World Concern (WCDO) introduced and applied a model of community-based on-the-job training of PWD in the two project sites. Relationships with local partners (DOLISA in Ninh Binh and DOLISA and Red Cross in Quang Nam respectively) are strongly established. By the end of the first year, 81 PWD have joined vocational training courses on sewing, motorbike repair, electronics, and handicrafts. According to their specific circumstances, some of them were supported to create self-employment at home.

WCDO organized monthly half-day peer group meetings for PWD at the district level, starting in July 2006. Attendance has averaged 20 participants per district. The first life skills training course for 60 PWD was held in Ninh Binh (August). This helps PWD to be more confident in their vocational training courses and social interactions. 23 deaf PWD have joined a provincial-level deaf club in Ninh Binh and were supported to have an exchange activity with deaf clubs in other provinces.

A network of fieldworkers (25 Community Support Workers and 6 more highly trained Community Based Social Workers) helps to monitor and assist PWD in their learning and doing their jobs as well as their social life. The first social work training course and site visits to WCDO's previous projects in Hai Duong, Quang Nam and Da Nang were organized for the fieldworkers (July 2006). MOLISA officials also took part in the site visits. A training of trainers course for sign language trainers was completed; participants included CBSWs, CSWs and two hearing-impaired PWD in Quang Nam. In Ninh Binh, WCDO organized half-day district-level workshops on policy dissemination and awareness raising in three districts on September 7-8. (Similar workshops will be held in Quang Nam in October.) Approximately 100 participants (PWD, families, businesses, local staff and local officials) took part in each of these workshops.

WCDO is working with the MOLISA International Relations Department on a reference book on community-based adaptive vocational training for PWD and awareness-raising materials (posters or pamphlets) on vocational training and employment for PWD. WCDO, the Vietnam Association of Businesses and Enterprises of PWD (VABED), and the Vietnam Chamber of Commerce and Industry (VCCI) have formed an implementation plan to provide Start and Improve Your Business (SIYB) training program for PWD and local businesses and a capacity building training course for VABED staff and members.

c. Awareness and Advocacy (SO 3)

CRS and NCCD held a one-day workshop on “Definitions and Terms on Disability” on July 14. The workshop featured 11 presentations by leaders from the education, health and labor sectors as well as from PWD themselves, followed by lively conversation. By the conclusion of the workshop, all but 2 of the presenters had agreed to use the more inclusive term “khuyet tat” for PWD rather than the traditional term “tan tat.” The effects of this workshop have been felt not least in NCCD itself, whose office director, Nghiem Xuan Tue, has changed his own terminology including in the Vietnamese name of NCCD. CRS and NCCD expect that “khuyet tat” and other inclusive terminology will be used in the drafting of the proposed Disability Law, largely as a result of this workshop.

CRS continued to participate in a series of other national-level workshops organized by NCCD on topics including disability data collection, national action plans, and review of the Biwako framework. Presentations by CRS staff at these workshops have been well received by Vietnamese government and international participants, enabling CRS to play an active role in national policy discussions.

In September 2006, Vietnam Television produced and broadcast the first of eight planned television shows on disability issues, also part of CRS-NCCD cooperation. The half-hour segment of the regular program “For the Poor” focused on inclusive education and contained interviews with CRS staff and partners. The program suffered from quality and accountability questions that CRS will strive to correct in future shows.

CRS held awareness raising workshops in 6 districts on disability policies, education and employment in Ninh Binh (June 26-28) and Quang Nam (July 19-21) for a total of approx. 500 participants. Province-level planning workshops to set activities for the second half of calendar year 2006 were held with PMBs and other stakeholders in Quang Nam (July) and Ninh Binh (August). In September, CRS and WCDO organized planning meetings with each province for local-level advocacy and media activities at the local level.

II. Analysis of Project Impact by Objective

SO 1: Children with disabilities benefit from improved and expanded education and community support systems

Outputs	Relevant Indicators	Progress and Comments
1.1.1 Provincial education officials increase their knowledge and skills to	a. # of provincial officials nationwide with increased IE knowledge and skills	<ul style="list-style-type: none"> 20 provincial key teachers in Ninh Binh completed 18-day training of trainers course (July-August)

implement IE	d. Length of training	<ul style="list-style-type: none"> • 16 provincial key teachers in Quang Nam completed 13-day TOT course (August) • 60 district-level key teachers in NB completed 13-day TOT • 56 district teachers in QN completed 10-day TOT (completed in early Oct 2006). Note training times shorter in QN b/c DOET is saving some content for support center training (see 1.1.5)
1.1.2 TTCs become focal points for training of IE professionals	--	<i>Activities will begin in FY 2007</i>
1.1.3 Education system is able to track child profiles and progress	--	<i>Activities will begin in FY 2007</i>
1.1.4 Evidence based pilot of IE in jr. secondary school is developed	c. # of national workshops held on junior secondary IE	<i>First national workshop held in Oct. 2006</i>
1.1.5 Local partners form 2 provincial support centers for PWD	c. # of support center (SC) staff who complete training	<ul style="list-style-type: none"> • NB DoET staff attended national MOET workshop on SC models (June 2006) • QN DoET director and 1 CRS staff joined study tour to SCs in Thailand (August) • QN DoET submitted proposal to provincial authorities for establishment of support center (Sept) • Separate meetings held with DoET in each province on SC process (Sept)
1.2.1 MOET leaders have improved understanding on inclusion of CWD in school system.	<p>a. # of MOET leaders who show commitment and take initiative to support IE for CWD</p> <p>b. # of initiatives by 4 MOET depts to support IE for CWD</p>	<ul style="list-style-type: none"> • 2 key leaders from MOET Secondary Department have taken leadership in awareness raising for relevant staff at local level • MOET Primary Education Department used budget from National Targeted Program for socio-econ development to replicate IE training for 29 provinces in central VN; others to follow in 2007
1.2.2 Education management schools mainstream IE module	b. # of inservice training programs at education management schools using IE module as content	Module on IE management drafted (August), implementation to follow in FY 2007
1.2.3 MOET legal documents explicitly mention inclusion	a. # of recommendations on policy change by MoET	<ul style="list-style-type: none"> • MOET Regulations on IE has been disseminated to all 64 provinces for implementation (May) • Minister of Education issued Instructions on Implementing Academic Tasks for 2006-07 school year with explicit requirements of education for CWD (September) • MOET Preschool and Primary Depts issued guidelines on implementing academic tasks with guidance on IE (September) • 4 MOET departments agree to integrate IE into existing legal documents. Primary Dept has begun review of current legal documents and developed an outline of main IE issues need to be mainstreamed into primary school regulations • CRS provided feedback to MOET on Fundamental School

		Quality Levels (May-June) <ul style="list-style-type: none"> Secondary Ed. Dept revised regulations on examinations to accommodate CWD, particularly visually impaired
1.3.1 Community support networks promote comprehensive support approach for CWD.	--	<i>Activities will begin in FY 2007</i>

SO2: PWD profit from meaningful employment and self employment opportunities

Outputs	Relevant Indicators	Progress and Comments
2.1.1 Businesses and vocational training centers have improved capacity to train and place PWD.	a. # of business and service providers who recruit and provide on-the-job support for PWD	40 businesses in Ninh Binh and 100 businesses in Quang Nam completed training needs assessment (TNA) and KAP forms. At least 50% of these businesses will contract with WCDO and the Project Management Board to train and employ PWD. By Sept 2006, 20 businesses in NB and 17 businesses in QN were providing vocational training for 39 PWD in NB and 20 in QN. Another 22 PWD in NB supported for self-employment at home.
2.1.2 Community support workers (CSW) have strengthened capacity to provide employment support.	a. # of CSW who demonstrate increased skills and knowledge in supporting and placing PWD in jobs or businesses	25 DOLISA staff in Ninh Binh and 27 DOLISA and Red Cross staff in Quang Nam (provincial, district and commune levels) received training and conducted TNA to identify suitable PWD and place them in businesses. 25 of the trainees were selected to be CSWs.
2.1.3 VABED increases capacity to network between PWD businesses and service providers.	b. # of VABED staff or members who are networking among themselves and with VCCI network nationwide	After the "association management training" VABED members want to become VCCI members, and receive business training and policy information from VCCI.
2.2.1 PWD, businesses and PWD supporters have increased access to information on policies.	a. % of PWD, families and businesses who demonstrate improved understanding of key policies related to VT and employment	<ul style="list-style-type: none"> 2 employers who worked with WCDO in the previous USAID project attended the Employers Workshop held by NCCD and VNAH (Sept) 150 PWD and families attended policy and awareness raising workshops in NB (Sept)
2.2.2 MoLISA produces a manual on VT and employment.	--	MoLISA assigned the International Relations Department to work with WCDO on manual (to be completed in 2007)
2.2.3 Local partners and WCDO provide recommendations to national policy makers.	a. # of recommendations/best practices provided to MoLISA and NCCD	Ninh Binh: (1) promotion of awareness raising on disabilities in the community; (2) promotion of the implementation of Ordinance of PWD Collected 20 questionnaires from VABED staff and its provincial members on the impact of policies for disabled people.
2.3.1 CSW and PWDs establish supportive networks for PWD peer groups.	--	CBSWs and CSWs organized 6 peer groups and 2 deaf clubs for PWD in w provinces. Groups are led by PWD themselves and hold monthly meetings (starting July 2006)

2.3.2 PWD are equipped with life skills.	--	On August 25-27, WCDO organized a training course for 60 PWD in Ninh Binh on knowledge on adolescents, human sanitation, friendship, love and prevention of sexual harassment. The Youth House Project, funded by FHI, facilitated the course.
2.4.1 PWD increase participation in awareness raising and advocacy events related to VT/employment.	e. # of PWD attending awareness raising events & workshops f. Length & frequency of awareness raising events	PWD were invited to attend all meetings and events organized in the locality by WCDO, and they participated in all activities.
2.4.2 Local communities increase knowledge on disability issues.	b. # of family members of PWD, businesses, CSWs & local officials who complete training c. # and length of training courses held	150 PWD and families participated in half-day awareness raising training in 3 dist of NB (Sept 2006).
2.4.3 MOLISA and NCCD produce quality materials for raising awareness on employment for PWD.	--	<i>Activities will begin in FY 2007</i>

SO3: Vietnamese Government and stakeholders develop, modify and implement policies that promote mainstreaming of inclusive education and vocational training for PWD.

Outputs	Relevant Indicators	Progress and Comments
3.1.1 Local communities are aware of issues and needs of PWD.	c. # and length of workshops held in each province d. # of participants who complete workshops e. # of national TV programs	<ul style="list-style-type: none"> Total of 500 participants (PWD, families, businesses, local staff and local officials) attended 1-day awareness raising workshops in 6 focus districts (June-July). 3 PWD hired as consultants to facilitate workshops 1st TV documentary film aired nationally on VTV1 on Sept. 21 and 22, 2006 on subject of inclusive education
3.1.2 Local community and PWD groups implement action plans on IE & VT.	--	<i>Activities will begin in FY 2007</i>
3.1.3 PWD in 2 provinces raise their voices and concerns through media.	--	CRS and WCDO hosted exchange meetings between 18 PWD and authorities with a trans-Vietnam tour (of 35 PWD) by PWD to raise awareness on disability issues in Quang Nam and Ninh Binh (May-June)
3.2.1 CRS and VNAH adopt common strategy in working with NCCD.	a. NCCD reports cite collaboration with CRS and VNAH b. Collaborative mechanism set up c. Regular meetings organized on bimonthly basis	<ul style="list-style-type: none"> NCCD report on Biwako implementation and 3 quarterly reports at plenary meetings mention joint activities with CRS Monthly coordination meetings with VNAH and NCCD held after signing of MOU with NCCD in March CRS participated in NCCD workshops on disability data and Biwako review (June, August, Sept)
3.2.2 NCCD facilitates ministries to review policies on IE & VT.	c. # of workshops and meetings held	<ul style="list-style-type: none"> CRS-NCCD workshop on Disability Terminology (July 2006) resulted in agreed change on terms for PWD

3.2.3 CRS and WCDO cooperate with NCCD and National Assembly on development of disability legislation.	a. # of laws or ordinances under preparation in National Assembly b. Content relating to IE and VT in these bills c. # of meetings per year with National Assembly	<ul style="list-style-type: none"> • CRS and WCDO contributed to discussions on Vocational Training Law and attended the CSA Review Conference on Disability Ordinance organized by VNAH (January) • NCCD presented results from CRS Disability Terminology workshop to Office of the Government and National Assembly (August) • WCDO participated in the Employers Workshop held by NCCD and VNAH (Sept)
3.3.1 CRS, WCDO and collaborative partners set up working network	a. # of joint activities among collaborative partners b. # of advocacy campaigns conducted with partners c. # of meetings held	<ul style="list-style-type: none"> • CRS is member of core group of Disability Working Group; monthly meetings with NGOs and PWD groups • CRS is member of Education Sector Group; bi-monthly collaboration with MOET incl PEDC project, UNESCO Education for All • >50 meetings held with intl collaborative partners in Y1
3.3.2 Stakeholders demonstrate increased awareness of IE & VT issues	--	<i>National awareness-raising workshop will be organized in FY 2007 together with VNAH</i>
3.3.3 Provincial, district and commune People's Committees have increased capacity to identify PWD and plan for support activities.	--	<i>Study tours and action plan formation will begin in November 2006.</i>

III. Lessons Learned

Structure

Substantial effort was spent in Y1 developing a suitable project structure at the provincial and national levels. Although time-consuming, this investment in relationship-building is critical to the IVWD project for several reasons. First, success of the project depends upon coordination among sectors (education, social affairs) and levels (central, provincial, district) of the Vietnamese government system. Second, long-term sustainability requires that the project be owned and accepted by existing governmental and societal structures.

Prior to beginning the project, CRS and sub-grantee WCDO believed that since each organization had extensive prior experience in one of the sectors and in one of the two target provinces, it would possible to scale up these relationships relatively easily to the higher level required in the IVWD project. This was not necessarily the case; instead it was necessary almost to re-start the relationship from the beginning (especially in the case of Quang Nam). Eventually, all partners agreed to the structure of management boards and linkages in the project. However, without any prior relationship or connection, this process might have taken even longer.

Partnerships

Effective communication with Vietnamese counterparts, including PWD and government officials, has been essential to moving activities forward. Partners can only implement activities on their own when they take part in regular meetings and planning exercises and receive adequate information

in advance. This is a time-intensive process on the part of CRS and WCDO staff, but again the investment is worthwhile and necessary. This was especially true for the baseline survey, which succeeded largely due to intensive involvement of surveyors and participants at the grassroots.

Impact

Time spent in planning and awareness raising began to show results towards the end of Y1. For instance, the workplans developed in planning meetings in Quang Nam in July 2006 resulted in an increased number of CWD attending school in September. Involvement of PWD has been crucial in raising awareness at local levels, and CRS and WCDO plan to increase their involvement at all levels in Y2.

Both organizations learned significantly from the baseline survey, which was on a larger scale than either organization had implemented in the past. Due to time pressures, the baseline survey was implemented before the Project Management Teams were formed in either project province. This complicated reporting and permissions for the survey, but the alternative would have been further delays in beginning the survey.

IV. Challenges

Delays and time pressures

Project implementation in Y1 was slower than expected due to limitations on the side of Vietnamese government partners, as well as understaffing at CRS/WCDO. Government officials at provincial and central levels are frequently overcommitted with multiple responsibilities and projects, leading to delays (this has been a particular issue with the MOET Secondary and Higher Education Depts.). Limited awareness and support for education and vocational training of PWD also contributed at times to delays as government partners did not prioritize project activities. These challenges were alleviated somewhat by the 4th quarter of FY 2006 as relationships deepened and the speed of activity implementation increased, but the project remains 1-2 months behind schedule. The implementation plan for Y2 will reflect this revised schedule.

Participation of PWD

Inclusion of children and youth with severe disabilities continues to be a challenge for both organizations. Inclusive models are more readily accepted for the mildly or moderately disabled, leaving a minority (about 20-25%) of PWD unserved. While PWD have been involved in project activities as beneficiaries, at present only 1 out of 16 project staff (a WCDO social worker) is a PWD. The CRS office is not fully accessible to people with mobility impairments. CRS hopes to improve its employment of PWD as staff, interns and consultants in FY 2007.

V. Financial Update

Total USAID grant expenses recorded to date for Y1 were \$386,896, representing 84% of the budgeted amount of \$459,400. Some additional expenses may be added to this total in the SF 269 financial report to be submitted from CRS Headquarters. CRS cost share for Y1 totaled \$68,282, and WCDO cost share was \$74,379, reflecting adjustments from previous quarters. This equals an overall cost share of 27%. In general, spending is on target with activity implementation, with the slightly slower implementation rate reflected in slight underspending, expected to be corrected in the second year of the project.

VI. Success Stories

1- “Project star”

During his field trip to Ninh Binh on August 17, 2006, Mr. Jonah Blank, legal advisor to the US Senate, visited a girl named Tran Thi Sen who is learning sewing in a small tailor’s shop in Kim Son District. Born in 1984 into a Catholic family, Sen was miserable growing up as her legs caused her to walk awkwardly. She kept quiet all the time and did not go out with friends. Through WCDO’s baseline survey, Sen was identified as a potential beneficiary of the project. It took time for her to build her trust in the WCDO staff, CBSWs and CSWs and for her and her family to decide to join the project. First of all, she needed to overcome her shyness and quietness. After joining her peers in a peer group, she enjoyed the love and care from the many people she got to know. She, in her own way, also contributed many suggestions for her peer group’s activities in the future. This helped to warm her up and encouraged her to look forward to a new life. By the time Jonah met her, Sen looked different. She kept smiling while sewing and ironing. The shop owner, a gentle and generous woman, values Sen’s intelligence and willingness to work hard. She teaches Sen with care and patience and also gives her advice as a big sister. This has encouraged Sen to make progress in her study of sewing. Sen is still quieter than her peers, but she’s happier than before. Jonah told her that her story would inspire other PWDs in Vietnam and in the world through the USAID network. Within the IVWD project, Sen is known as “Miss Project,” and Jonah calls her “a project star.”

2- “Meaningful Change”

Born with hearing impairment into a poor family in Duy Xuyen District, Nguyen Viet Tuong, 24 years old, never had an opportunity to go to school or play with other friends in the neighborhood. He was “famous” for being naughty and not listening to his parents. It took several times for the WCDO staff, CBSWs, and CSWs to persuade him to agree to talk with them and join the project. The first trial carpentry training failed because the business, after several days of training and hearing rumors from people nearby about his behavior, refused to train him. In spite of that, several days of vocational training has made Tuong love to study and work. He insisted on trying another carpentry shop. At last, with the support from DMB and WCDO, he was allowed to study at a big carpentry workshop with eight other workers. The shop owner is very kind and patient. Tuong received skill training not only from the shop owner but other workers as well. The family atmosphere and love in this shop have made him change his manner. To his parents’ and neighbors’ surprise, after three months, he is now making good progress in skill training, he is hard working, on time, and polite with others. WCDO plans to put him in a sign language class to help him communicate with his peers and other people.

3.- “Listen to PWDs, don’t label them as handicapped”

Being strongly aware of increasing concern and feelings of PWD when called “tan tat” (“handicapped”), CRS collaborated with NCCD to organize a workshop to formally discuss the use of appropriate terminology. This issue had been raised by PWD for years without success, as government agencies continued to use “tan tat” in all official documents and materials. PWD and organizations involved in disability activities observed this with varying degrees of hope, disappointment and frustration. Some government agencies such as MOLISA and the Committee for Population, Family and Children continued to take a charity or care-based approach to PWD, while health officials were strictly medical in their language. Many observers believed that change was impossible as positions were firmly set.

Based on views towards equal opportunities for PWDs to develop their ability and potential, other Vietnamese organizations began to raise their voices to change terminology to “khuyet tat” (roughly, “people with disabilities”) in legal documents and in practice. These included the Ministry of Education, Association for Protection of Handicapped Persons, and the Hanoi Association of People with Disabilities. The key factor in changing awareness was the strong arguments made by PWD themselves to determine what they should be called. By the end of the CRS-NCCD workshop, most participants agreed to change to the term “khuyet tat” in legal documents on the basis of the principle, “nothing about us without us.”

After the workshop, NCCD provided a report and feedback upwards to the Office of the Government and National Assembly. Many governmental agencies have since “temporarily” adopted the use of “khuyet tat.” Legal documents can not be all adjusted and revised at once. Yet NCCD in practice has opened a new direction of thinking and practice to provide more inclusive environment for PWD to live their life and to develop further.

4.- A way to get parents more involved in supporting their children with disabilities

Doan Thi Tho, a woman of 41, lives in Yen My commune, Yen Mo district, Ninh Binh. Her child, Ninh Duc Huan, is a four year old boy with hearing problems since birth who has been unable to talk, even single words. Huan was screened and assessed during the baseline survey in Ninh Binh earlier in 2006, and placed on the list of children to receive hearing aids through CRS private funds in September. When CRS staff arrived one hour early to the school where the distribution took place, they were surprised to see Ms Tho and her son already waiting in the schoolyard. Tho said they had been there since early in the morning and had not eaten lunch. She was looking forward to receiving the hearing aid for her son so much that she was afraid to leave to get something to eat in case she missed the CRS team.

When the CRS team returned a second time to provide training for parents and teachers working with hearing impaired children, they met Tho and Huan again. The trainers explained how to communicate with proper pronunciation and respond verbally to a child who is learning to talk. Tho said proudly that Huan has now started saying words like “ba” (grandmother) and “bo” (father) after only two weeks wearing the hearing aid. Tho herself seemed more confident and open to talk compared with the first meeting. She said that she had been hopeless about her child’s improvement and did not want to do anything to help her child.

“Before my child could not hear, he could not talk; I let him stay at home, no use sending him to school. Now that I know, there is a device that can help him hear and respond verbally. But it comes to my knowledge, which is much more important is that: the hearing aid device can not do everything to make my child recover and talk. The child will develop if parents get more involved to teach their child. Now I know I have to teach him and I can do it as a result of this training.”

[Picture included]

Ms Doan Thi Tho (sitting next to the boy), little Huan and his teacher during the training.