Project goals

To increase participation by people with disabilities, especially women and girls with disabilities, in InterAction member agencies as participants, staff, administrators and beneficiaries.

To increase implementation of the Disability Amendments to the InterAction PVO Standards by InterAction member agencies, regarding inclusion of people with disabilities, especially women and girls with disabilities in organizational governance, management and programs.

Accomplishments

During the fifth quarter of the Building an Inclusive Development Community Project, MIUSA’s International Development and Disability Department (IDD) has made significant progress toward meeting the project goals and objectives:

- Ongoing partnership activities have been initiated and expanded with four Model Partner Organizations (MPOs).
- Intensive technical assistance sessions were conducted by IDD with one MPO.
- Organization-specific action plans have been reviewed by four MPOs.
- Strategies for transfer of technical assistance from headquarters to field offices have been initiated.
- The fifth MPO has been selected and an initial interview conducted.
- The Building an Inclusive Development Community Manual is in final editing and layout has been initiated.
- IDD staff attended four high profile international conferences and made three presentations publicizing the “Building an Inclusive Development Community” project, resources and services.
- Information and referrals were provided to development agencies and disabled peoples’ organizations to facilitate networking.
- The project database was expanded and updated.
- Topic-specific information sheets have streamlined responses to information requests.
- The project website has been expanded and updated.
- Second year work plans and timelines have been updated and implemented.
Model Partnerships

Action Plans
During this quarter, IDD drafted organization-specific Action Plans for each of the four MPOs that have completed technical assistance sessions. Compiled from suggestions by MPO staff, the Action Plans will establish organizational and departmental benchmarks, strategies and timelines for increasing gender-appropriate inclusion of people with disabilities. Following review of the draft Action Plan by each MPO, IDD incorporated feedback and revisions into final organization-specific Action Plans. MPOs have agreed to share their Action Plans, to facilitate an exchange of goals, ideas and strategies. Finalized Action Plans will be implemented and periodically reviewed, with technical support from IDD, over the next two years.

Church World Service

Church World Service has been selected as the fifth Model Partnership Organization. IDD conducted an initial phone interview with Bernard Kirchhoff, CWS Director of Human Resources. Assessment interviews will be conducted during the next quarter with key staff, to develop an organization-specific curriculum for technical assistance sessions and services.

Mercy Corps International

IDD staff worked closely with Mercy Corps international program staff this quarter to begin developing strategies to transfer technical assistance on inclusion from headquarters to field offices. For example, IDD provided technical assistance to Mercy Corps’ Russia field staff and headquarters program staff, exploring strategies and resources to augment Mercy Corps Russia Far East inclusionary education program, which serves children with and without disabilities.

In another example, a Mercy Corps field staff member in Bosnia reported results from IDD technical assistance and resource materials:

"Things are moving! We ... now have a letter from Handicap Zagreb (Udruzenje Invalida Hendikep) ... in which they are asking us to ... build a total of 52 houses suitable for handicapped persons. We also have a copy of the letter from the Royal Ministry of Affairs of the Norwegian Government, which states that they have granted [funding] for the construction of these houses within Bosnia and Herzegovina. So far the most useful document [from MIUSA] is the "Checklist for Existing Facilities."

Mercy Corps field office in Bosnia, Wednesday, November 27, 2002

Mercy Corps Headquarters staff worked with IDD this quarter to begin collecting success stories, drawn directly from Mercy Corps’ experiences. Highlighting “best practice” examples of inclusion of people with disabilities in Mercy Corps’ civil society programs, the success stories will provide invaluable information and practical ideas to other InterAction member agencies. Please see the Technical Assistance Curriculum and Materials section of this report, for a more detailed discussion and examples of success stories being collected.

Mercy Corps and IDD collaborated to co-author the Civil Society chapter of the Building an Inclusive Development Community Manual during this quarter. Combining Mercy Corps’
extensive experience with a civil society model for international development with MIUSA’s expertise in international disability inclusion, the chapter discusses the importance and appropriateness of inclusion of people with disabilities within a civil society, and provides specific examples of inclusive programs.

**Holt International Children’s Services**

Holt International Children’s Services is contributing expertise in the areas of children’s programs and adoption for the Child Sponsorship and Adoption chapter of the *Building an Inclusive Development Community Manual*. Holt International was a pioneer in intercountry adoption and continues to be a highly respected provider of programs for children and families in many countries, Holt’s experiences over the past year, as the agency moves towards more inclusive practices through its partnership with IDD, will provide valuable insights for the larger development community.

The Human Resources department at Holt has expanded inclusionary employment practices as a result of IDD’s technical assistance. Holt’s EEO statement on employment has been revised to include this sentence: “Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions”. Holt continues to conduct outreach for volunteers and interns with disabilities.

**Trickle Up Program**

During this quarter IDD staff visited the Trickle Up Program (TUP) office to attend a “Notes from the Field” presentation by Marinke van Riet, Program Officer for Africa, who recently returned from a seven-week field visit. Ms. van Riet showcased for a large audience their inclusive micro-enterprise development practices in Malawi, Uganda and South Africa. Susie Grimes, IDD Project Manager, was invited to speak at this presentation about our partnership with TUP and the goals of the *Building an Inclusive Development Community Project*.

IDD facilitated networking and meetings between Trickle Up program staff in the field and key disability contacts. In December, Jan Maes, TUP Program Officer for Asia, met with Veasna Yi, Director of the National Center for Disabled Persons in Cambodia and MIUSA alumni, to discuss future potential partnerships. IDD also facilitated communication between TUP and another MPO, the American Friends Service Committee (AFSC). AFSC provided program information and contacts from AFSC’s Cambodia programs to TUP’s Asia Officers.

**American Friends Service Committee**

IDD worked this period with AFSC to design and implement a technical assistance curriculum tailored to AFSC’s mission, programs and affirmative action policies. On November 18th and 19th, IDD staff members Susie Grimes and Karen Heinicke-Motsch, and consultant Tina Singleton, conducted technical assistance sessions with key representative staff of AFSC’s Affirmative Action Office, the Human Resources Office, and Overseas Program, at the AFSC Philadelphia Headquarters. Richard Mouzan and Jana Schroeder, AFSC staff members who have disabilities, also participated in the training and made valuable contributions to the dialogue.
Since AFSC addresses disability discrimination in its existing Affirmative Action policy, the technical assistance sessions focused on expanding staff awareness of inclusive policies; implementing inclusive practices in outreach, interviewing and hiring; generation of ideas for inclusion of women and men with disabilities in AFSC’s field programs; and development of action plans. A particularly animated discussion, in which participants compared advantages of disability-specific vs. disability-inclusive development programs, grew out of AFSC’s experiences with both approaches. Each of the group sessions generated a list of goals and strategies for inclusion, which form the basis for the AFSC action plans.

Evaluation feedback was positive, indicating that the style and content of the technical assistance sessions were successful and productive for the AFSC staff. (Please see attached Evaluation Summary). Written comments included:

- “I found the training to be useful, timely and motivating”
- “one of the best workshops I’ve ever been a part of”
- “lots of good resources”
- “The enthusiasm in the groups speaks to your success”
- “The HR Toolbox looks like an excellent resource and I look forward to using it”

AFSC has requested to work with IDD to develop strategies for transferring the technical assistance to the wider AFSC community.

In a follow-on request for technical support, AFSC’s International Programs department requested information from IDD to incorporate accessibility considerations in AFSC’s school building initiative in Afghanistan. IDD provided AFSC with a list of accessibility guidelines and information.

**InterAction**

IDD staff is in discussion with InterAction to schedule a technical assistance session with InterAction staff during the next quarter. InterAction staff has been consistently supportive of the project, and has agreed to write the forward of the *Building an Inclusive Development Community* Manual.

**Technical Assistance Curriculum and Materials**

*Building an Inclusive Development Community: A Manual on Including People with Disabilities in International Development Programs*

The *Building an Inclusive Development Community* Manual will be a toolkit for development agencies, workers and other stakeholders concerned with the inclusion of people with disabilities, especially women and girls with disabilities, at all levels of the international development process. The content of the Manual was discussed extensively in the last quarterly report. As the various sections of the Manual come to completion we are in the process of final editing; in particular, we are refining the Best Practices and Practical Strategies components of the individual chapters. IDD is also in choosing photographs and exploring user-friendly layout options. We anticipate a March 2003 publication date.

IDD is pleased with the extent and quality of material that has been submitted by and co-authored with development agencies around the world, and we have adjusted the timeline for
publication to enable us to incorporate more material from the field. “Best Practices” and
“Practical Strategies” will be unique and valuable features of the Manual, which will not only
present a strong case for inclusive practice in a wide range of development work arenas, but will
provide development workers and organizations with illustrations of what inclusive development
practice looks like and guidance on how to go about achieving it.

IDD developed a postcard-sized flyer announcing the upcoming publication. The flyer was
widely distributed by IDD staff during the World Bank Conference on Disability and
Development that was held in December 2002. A sample of the flyer is found in the appendix
section of this report.

*Checklist for Inclusion*

IDD’s *Checklist for Inclusion* will be a practical, organizational self-assessment instrument on
inclusion of women and men with disabilities. The Checklist, which will be included in the
Manual and also available as a stand-alone tool, will allow organizations to review their policies,
management structures, planning systems, reporting mechanisms and programs, evaluating the
degree to which the organization is inclusive of people with disabilities and adherent to the
InterAction PVO standards. Using a simple “road map” design, the Checklist will link each
assessment question to relevant information and resources within the Manual for making
improvements toward inclusive practice.

*Success Stories*

As a natural outgrowth of the ongoing partnership activities with MPOs, and particularly of the
process of compiling the *Building an Inclusive Development Community* Manual, we have begun
to gather and document success stories of inclusive development from the field. Field success
stories range from small-scale loan programs that have begun to include people with disabilities
as loan recipients, to major infrastructure projects that are now being required to be accessible to
people with disabilities. These Best Practice examples of inclusion are occurring in both urban
and rural settings, in many different countries, and in programs that range from children’s
services to economic empowerment activities. Exchange of success stories within and among
MPOs provides new ideas and motivation for expansion of inclusive development practice. The
success stories also provide invaluable material from which to extrapolate “lessons learned”
across regions and sectors for inclusion of people with disabilities in the international
development field. IDD will draw upon these lessons as we consider strategies for transfer of
technical assistance to field programs, and develop avenues for sharing information and
experiences both between our Model Partner Organizations and within the wider InterAction
circle.

Examples of Best Practice stories include the following summaries from Mercy Corps:

In Montenegro, Mercy Corps’ local NGO partner, Alter Modus, provides individual In
Kind Grants for self-employment of particularly vulnerable individuals/families.
Approximately 250 disabled individuals, 40% of whom are women, are recipients of
these grants.

Mercy Corps Serbia’s Community Revitalization through Democratic Action (CRDA)
Program is currently funding a project to facilitate mobility for people with disabilities in
the Prokuplje district of southern Serbia. The CRDA program will work with a Serbian NGO called Educational-Humanitarian Organization (EHO) to implement this project in southern Serbia. EHO is focusing on the inclusion and needs of the disabled community in and around Prokuplje.

Mercy Corps reached 2,600 people with special needs by working with local NGOs and citizens' groups to improve disabled citizens' knowledge about current legislation in Tajikistan, and build capacity to participate in decision-making.

Public Relations

Conferences

Association of Women’s Rights in Development (AWID) Forum – October 3 – 6, 2002
Cindy Lewis, IDD Project Specialist, represented MIUSA at this conference of more than 1,600 international participants, and coordinated a workshop entitled “Economic Empowerment for ALL Women: Creative Strategies for Marginalized Women.” Panelists Alicia Contreras, from Whirlwind Women (USA), Eileen Giron Batres, Asociacion Cooperativa del Grupo Independiente por Rehabilitacion (El Salvador) and Anne Frahn, Global Fund for Women (USA), and Cindy Lewis, MIUSA, discussed creative strategies for poverty reduction taken by women with disabilities and other "underrepresented" women in Asia, Latin America and Africa. Cindy Lewis presented the background, goals and strategies of the Building an Inclusive Development Community project, and facilitated an exchange of ideas and recommendations to make economic initiatives accessible and inclusive.

NGO Building Partnerships Meetings – October 11, Lusaka, Zambia; October 15, Harare, Zimbabwe; October 18, Bulawayo, Zimbabwe
With funding from private foundations, IDD staff members Susie Grimes and Karen Heinicke-Motsch conducted a field visit to Zimbabwe and Zambia to document microcredit programs conducted by and for women with disabilities. While in Zambia and Zimbabwe, IDD staff took the opportunity to convene three “Building Partnership” meetings, to facilitate dialogue between representatives of NGOs, governmental agencies and programs run by and for people with disabilities. Among the attendees were representatives from InterAction members the Heifer project and Mercy Corps International, USAID-Zambia, the Southern Africa Federation of the Disabled, the National Council of Disabled Persons of Zimbabwe, the Zimbabwe Women’s Bureau and national and local micro-finance institutions. Discussion at the meetings focused on barriers that prevent women and men with disabilities from participating in development projects, strategies for inclusion and opportunities for networking and potential partnerships. At the Harare meeting, Mr. Bruce Wharton, Counselor for Public Affairs of the U.S. Embassy in Zimbabwe, shared his insights regarding the impact of current economic and political situations on Zimbabwean citizens with disabilities. Mr. Wharton expressed his support for the Building Partnerships meetings and appreciation of the efforts of IDD in organizing the meeting. IDD is pleased to have initiated what appears to be the planting of seeds for collaboration among NGOs and DPOs in Southern Africa.

Microcredit Summit +5 – November 10-13, 2002
IDD Project Manager Susie Grimes, attended and presented a workshop at the Microcredit Summit. Leaders in the microcredit and micro-finance fields and several heads of state were in
attendance, discussing poverty alleviation strategies and empowerment of women in developing countries. IDD staff's presence and comments brought attention to the sorely neglected issues of people with disabilities at this important forum, within the context of the Microcredit Summit Campaign's goals to reach the "poorest of the poor". IDD's workshop provided information about the Building an Inclusive Development Community project and resources, examples of inclusionary programs and best practices, barriers for women with disabilities, illustrations from IDD's microcredit documentation field visit, and opportunities for discussion and networking.

American Association of University Women (AAUW): International Perspectives for Gender Equity — November 15-17, 2002
IDD responded to AAUW's invitation to present a workshop at this Biennial Symposium in Washington, D.C. IDD Project Manager Susie Grimes presented information on inclusive international development models and community programs, the Building an Inclusive Development Community project and resources, the worldwide disabled women's empowerment movement and MIDSA's leadership programs for women with disabilities.

World Bank Conference on Disability and Development — December 2-4, 2002
IDD Project Coordinator Karen Heinicke-Motsch represented IDD at this groundbreaking event. The conference, held at World Bank Headquarters, focused on the relationship between disability and poverty and the challenge of mainstreaming disability in the World Bank's poverty alleviation efforts. World Bank senior staff articulated a strong and new commitment to inclusion of people with disabilities in economic development initiatives. Disabled peoples' organizations from both the US and abroad, and international development agencies already working in the field of disability were strongly represented at the conference.

In addition to participating in the conference, IDD staffed a shared kiosk with Whirlwind Women, another international development and disability organization. The kiosk provided a venue for showcasing MIUSA's award-winning video "Loud Proud and Passionate" as well as the opportunity to share information about IDD's publications and services, and our cooperation with and support from USAID to increase the participation of people with disabilities in InterAction member agencies organizations and programs.

Information Services

During this period, IDD provided information and referrals to development organizations and disabled people's organizations, created new information sheets to streamline the Information and Referral system and improved and expanded the project website.

Information Requests

Referral to contacts for possible networking between development agencies and disability organizations were among the most frequent inquiries this period. Following are a few sample inquiries and IDD responses:

- The International Reading Association requested referrals to organizations in Central Asia and Eastern Europe that support inclusion of students with disabilities in schools. IDD provided a list of organizations working toward disability-inclusive education in Central Asia and Eastern Europe.
• A Kenyan development organization requested referrals to resources for technical and financial assistance to more effectively include and assist people with disabilities. IDD provided contact information for a variety of Kenyan disability organizations and funding organizations with relevant interests.

• The Trickle Up Program requested referral to disability organizations in areas in which they conduct field programs. IDD provided lists of disability organizations and other key contacts in Nepal, Cambodia, and Nicaragua.

• Both the American Friends Service Committee and the Trickle Up Program requested information and resources for effective outreach to women with disabilities for their Boards of Directors. IDD provided each with referrals to qualified women with disabilities who would bring relevant expertise to the organization.

• A disability organization in Uzbekistan sought referrals to resources of information, professional development and capacity building to expand and enhance services to women and children with disabilities. IDD facilitated an introduction of this organization to the Mercy Corps field office in Uzbekistan.

Information Sheets

IDD developed new “Information Sheets” this period, streamlining responses to specific, frequently requested information. Examples of new Information Sheets include:

• Resources on Internet accessibility for people with disabilities
• Resources for refugees who are people with disabilities
• Organizations by and for people with hearing impairments
• A Guide to IDD’s resources and services
• Key strategies for inclusion
• Material aid for mobility: directory of resource organizations for securing wheelchairs and other mobility equipment
• Microcredit resources and organizations
• Global statistics on women, children and people with disabilities
• Statistics on use, need and availability of wheelchairs in developing countries
• Country specific resource sheets for Bosnia, India, Indonesia, the Philippines and Uzbekistan, listing organizations led by and for people with disabilities and international development organizations working in the country.

Information Services Evaluation

IDD completed a draft evaluation questionnaire, designed to solicit feedback from users of IDD’s Information Services. We will pilot-test the questionnaire with our MPOs in the next quarter. Recommendations emerging from the questionnaire will be used to enhance information and referral services and technical assistance materials.
Informal feedback from users has been positive and enthusiastic, as reflected in this response to information provided to Mercy Corps:

*Thanks so much for your quick response to my request and for the helpful additional suggestions. This is the kind of thing that makes a difference, I think! Our Indonesia team will be delighted!!! By the way, we have been connecting more and more of our teams to the local DPOs you have connected us with--most recently Tajikistan, Uzbekistan, Kyrgyzstan, Serbia and Bosnia. Thank you!!!*

**Public Relations**

IDD staff developed and implemented a comprehensive public relations plan this period with input from our MPOs, to increase visibility of the *Building an Inclusive Development Community* project services, materials and announcements, and to disseminate outcomes, lessons learned, recommendations and “best practices”. The PR plan targets print and Internet-based media and conferences reaching disability and international development audiences.

**Print and Internet Media**

This period IDD identified key publications, defined priority topics and established a timeline and workplan for a print and Internet campaign, to increase visibility of the *Building an Inclusive Development Community* project and IDD’s services, resources and publications. Project activities over the next three quarters will provide a wealth of material for articles and opportunities for press releases, including publication of the *Building an Inclusive Development Community* Manual, collection of Best Practice examples of inclusive development practice and policy, accomplishments and “success stories” by our MPOs in meeting benchmarks for improved inclusion, transfer of technical assistance to field programs and the launch of the redesigned IDD website. Target publications and Internet media include:

- InterAction’s *Monday Developments*
- MIUSA’s *Global Impact* Newsletter
- Newsletters and websites of our Model Partner Organizations
- Association of Women In Development’s *Friday File*
- Commission on the Advancement of Women E-news
- *Disability World* E-Zine
- International Watch E-list
- d-WILD list (International listserve for women with disabilities)

*Paraplegia News*

International Disability and Development Commission Website Resource page

- Ecumenical Disability Advocates Network
- Global Fund for Women Newsletter
- Disability Awareness in Action Newsletter
- Initiative for Social Action and Renewal in Eurasia *Give and Take*
- American Association of People with Disabilities Newsletter
**IDD Website**

The IDD web pages continue to be among the most visited on the MIUSA website, which averages of 1000 visits per week. Additions, improvements and expansions to the IDD website this period included:

- New resources and links to development organizations, disability organizations and sources of information
- New topic specific information sheets, including key international funding organizations, disability inclusive micro-enterprise resources, resources for appropriate assistive technology and universal design
- Expanded online searchable databases and enhanced keyword search capability
- Updated project descriptions

IDD staff are also working with our website consultant to redesign the website, for a fresh look and a more user-friendly format. New features will include “Frequently Asked Questions”, project progress reports, and a streamlined publications page. We expect to launch the “new and improved” website during the next quarter.

**Conclusion**

IDD staff has updated the project work plans for Year Two project components, including discussion and planning for transfer of technical assistance to the field, tracking MPO follow on activities, networking between MPOs, public relations activities, resource and information technology development, evaluation activities, action plan implementation and technical assistance sessions.

**Appendices**

AFSC Evaluation Summary
Manual flyer
EVALUATION SUMMARY

On a scale of 1 (low) to 5 (high) ratings ranged between 3 – 5, and are broken down as follows:

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COMMENTS

Comments on the session were positive and favorable. Participants described the session as being: warm, helpful, interactive, participatory, amazing, eye/mind opening, interesting, clear, motivating, useful, enjoyable, enlightening, educational, informative. Some participants mentioned that the HR Toolbox is an excellent resource. Some other participants mentioned that they would like to have similar sessions, and that the “action plan” was a great way to illustrate specific tools that people can do to strengthen AFSC’s integration of disability issues.

SUGGESTIONS

Suggestions included comments such as: “the effectiveness of the session is something to see over time”; in the preparatory steps MIUSA should talk with all IP staff and others so they can be able to strengthen the workshops.