

## **Mobility International USA (MIUSA)**

### **Building an Inclusive Development Community: Gender Appropriate Technical Assistance to InterAction Member Agencies on Inclusion of People with Disabilities**

**USAID Cooperative Agreement Award No. GEW-A-00-01-00012-00**

#### **Performance Report**

**Project Sixth Quarter: January – March 2003**

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#### **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 sixth 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:

- Four Model Partner Organizations (MPOs) are implementing organization-specific action plans for inclusion.
- Each MPO has made significant progress implementing the organizational action plan.
- IDD staff developed a variety of strategies for transfer of technical assistance to the field.
- IDD published the first monthly e-newsletter designed to share strategies and successes between MPOs and IDD.
- MPOs have contributed both chapter content and “Best Practice” examples to IDD's upcoming *Building an Inclusive Development Community Manual*.
- IDD continues to receive requests for resources including information about disability and development topics as well as information related to accessibility issues.
- IDD has substantially updated and revised the project website, in preparation for the launch of a newly designed MIUSA website.
- IDD staff hosted a networking visit by Land Mine Survivors Network, an InterAction member agency.
- The project has joined the InterAction Diversity Listserv.
- MPO partners were invited to send up to four representatives from their organization

and field offices to a five-day event Gender, Disability and Development Institute, offered in conjunction with MIUSA's International Women's Institute on Leadership and Development in September 2003. A save-the-date flyer was sent to each MPO via e-mail in early April.

- IDD staff implemented a system to evaluate the technical assistance provided to Model Partner Organizations.

## **Model Partnerships**

### ***Action Plans***

The organizational action plans (Action Plans or action plans – doesn't matter to me as long as it's consistent) which IDD drafted and which the Model Partner Organizations (MPOs) reviewed have been finalized with Holt and Trickle Up. IDD is working closely with Mercy Corps and AFSC departments to finalize each department section before these two organizations endorse their full-agency action plans.

The organizational action plans reflect both commonalities and diversity between MPOs. Benchmarks shared by MPOs are related to organizational commitment, increased visibility of disability project goals, accessibility of materials, staffing, staff training, and promoting connections between disability groups and the organization. Program delivery benchmarks reflect the diverse nature of the development work of our MPOs, describing a wide range of planned activities and strategies. The summary of commonalities has been attached for your information.

IDD has designed and implemented a system for tracking the activities of each MPO related to Action Plans. Regular email and telephone conversations form part of this tracking system, as does IDD's E-newsletter. (Please see "Print and Internet Media in this report for details about the E-newsletter is discussed under. Initial reports from our MPOs indicate each MPO has implemented Action Plan strategies and made progress towards its benchmarks. Progress and examples of strategies of each MPO are discussed below.

### ***Church World Service***

Telephone interviews were conducted with key staff in the Elkhart, Indiana and the New York headquarters, to gather information about Church World Service (CWS), its mission and program scope and to assess the technical assistance needs for initial training. Based on information gathered through the interviews, IDD developed an agency-specific training curriculum, which was sent to CWS staff for review. The agenda was approved by CWS and provided to staff in preparation for the initial training. Training dates were set for April 11th and April 14<sup>th</sup> in Indiana and New York for staff working in overseas programs, domestic programs, human resources, public relations and fundraising.

CWS has already contributed a "best practice" example to IDD's soon to be published *Building an Inclusive Development Community Manual*. CWS's pamphlet on disaster and emergency preparedness lists resources and recommendations for planning for the needs of people with disabilities in disaster and emergency situations. People with disabilities were involved throughout the planning and development process of the pamphlet. This experience and the resource list have been incorporated as a best practice in the manual.

### ***Mercy Corps International***

IDD's face-to-face training and technical assistance to Mercy Corps is beginning to show results in field programs. In the fifth quarter report we noted that IDD provided technical assistance to Mercy Corps Eastern Russia field staff during face-to-face meeting. Mercy Corps reported in the sixth quarter that this technical assistance resulted in the Eastern Russia program working with local Disabled Peoples Organizations (DPOs). An initial workshop on conflict resolution was provided to local DPOs by Mercy Corps field staff using methods developed through years of post conflict work at Mercy Corps.

Mercy Corps' Serbia program recently received USAID funding for a major infrastructure project. As a direct result of IDD technical support the program has included accessibility criteria and guidelines in all new construction undertaken by the project.

In Tajikistan Mercy Corps is working with the national DPO to distribute food aid. In addition Mercy Corps has provided organizational strengthening support to the DPO, providing training in strategic planning and organizational development. The strategic planning has helped the organization to create a vision and a mission statement, as well as to involve the branches in the planning process. They also learned group facilitation techniques as part of the training.

These and other stories are being collected for the "Success Stories" publication, which will be produced in the coming year.

In March IDD staff joined Mercy Corps for a joint presentation at Pacific State University for the university's International Women's day Forum. Further information about this event is reported under "conferences".

Mercy Corps individual departments continue to work on the final version of the organizational action plan.

### ***Holt International Children's Services***

In February IDD hosted a visit from Holt China field staff. The visit focused on children's issues and especially school inclusion. IDD staff provided Holt with contact information for Chinese and international organizations working for school inclusion as well as a list of disabled peoples organizations in China. IDD also provided contact information and recommendations for local site visits to schools that include disabled children, and to other local disability related programs and services, as orientation resources for Holt field staff during staff visits to Holt headquarters.

IDD facilitated contact between an advocate for disabled children's services and Holt in order to arrange for the training of all staff in Holt's Social Services Department at the headquarters office.

In 2002 the IDD department hosted a visit from Holt Romania field staff. In this quarter we have received an update of developments as a result of this visit and a request for further information. More information about this collaboration in Romania is found under "Information Services".

In March we received word that Holt International had featured the partnership with MIUSA in the agency's publication "International News on Service to Children" which is a quarterly newsletter sent to all overseas staff and partner agencies. More information about this article is

found under the heading “Public Relations”. In addition, Holt’s website continues to feature stories and pictures of children with disabilities involved in their programs.

Holt’s CEO endorsement letter for disability inclusion has been incorporated as a Best Practice for the Governance section of the Building an Inclusive Development Community Manual.

### ***Trickle Up Program***

Trickle Up Program (TUP) reviewed the micro-finance chapter of the Building an Inclusive Development Community Manual for the IDD department and provided a short introduction as well as a Best Practice story. In addition, Trickle Up’s recent coordinator’s survey on participation of people with disabilities involved in TUP-supported programs is included as a Best Practice example in the Programs and Services section of the Manual.

Trickle Up Program completed a baseline survey of all of its partner organizations, to determine the extent to which people with disabilities are already included in the micro- enterprise programs TUP supports. A total of 115 surveys were sent to partner organizations in Africa, Asia and the Americas. Seventy-three organizations responded (64 %).

- Three of the 73 partner respondents work ONLY with people with disabilities
- Forty percent of survey respondents employ people or have volunteers with disabilities
- Thirty-two percent offer programs to target people with disabilities
- Sixty percent have selected entrepreneurs with disabilities over the last two years
- Forty-eight percent have selected entrepreneurs who are parents or caregivers of a person with a disability over the last two years.

The summary of survey results is attached. The survey provides TUP with baseline data to measure the impact of the partnership and the agency’s increased focus on disability inclusion over the coming years. In addition the results provide TUP with information about which partner organizations are leading in the inclusion of people with disabilities as entrepreneurs, volunteers, and staff. Identifying these lead organizations will allow TUP to build on the success by providing opportunities for partners to learn from each other.

TUP’s Africa Program Department reports that plans have been made for a one-week workshop in Uganda that will bring together partners from Ethiopia and Uganda to share strategies and ideas including strategies for inclusion. As part of this workshop, the national disabled people’s organization and parents’ organization have been invited to speak.

Trickle Up Program published a newsletter article that went out to all partner organizations that summarized the results of the survey and highlighted the partnership with MIUSA’s IDD Department. Further information about this article is found under “articles published”.

The development department of TUP reports on a number of advances this quarter:

- Thank you notes sent to donors feature an entrepreneur with a disability
- A poster sent to all partner organizations features a woman with a disability who is running a successful business
- TUP is featuring the partnership with MIUSA’s IDD Department and its commitment to inclusive development as part of the organizational description.

### ***American Friends Service Committee***

During this quarter, the American Friends Service Committee (AFSC) has actively worked to recruit people with disabilities for committee positions. AFSC committees are key policy and governance bodies within the organization. This recruitment priority is a direct result of IDD's initial training with AFSC in November and IDD's subsequent provision of a list of nominees with disabilities to AFSC. Feedback from AFSC speaks highly of the quality of the nominees. Additionally, AFSC reports the following progress during the quarter:

- Signage throughout AFSC headquarters has been changed to high contrast, raised letters with Braille
- A TTY (telecommunication device for people with communication disabilities) has been installed
- A closed loop system has been installed for communications access in the conference room
- The Affirmative Action office at AFSC has conducted two workshops for Human Resources personnel and an orientation for senior management based on IDD's initial training outline.

AFSC's Affirmative Action policy has been incorporated as a Best Practice example in the Governance section of the *Building an Inclusive Development Community Manual*.

### ***InterAction***

Mary McClymont, President of InterAction and Kenneth Giunta, Vice President of InterAction have written and signed the Forward to the *Building an Inclusive Development Community Manual*.

IDD staff met via conference call with InterAction's Susan Kindervatter and the new Diversity Manager, Dawn Cooper, to discuss potential collaboration and training for InterAction staff and organizations on the inclusion of people with disabilities as part of the diversity agenda.

IDD has joined the InterAction Diversity Listserv and intends to make use of the Listserv as a forum for promoting the inclusion of people with disabilities, especially women with disabilities, as part of member agencies' diversity agenda.

MIUSA Board member Diedre Davis of Washington, D.C. attended the USAID meeting called to discuss plans for emergency assistance and infrastructure rebuilding in Iraq after the war. Incorporation of a disability lens at the inception of response planning will lay the groundwork for an inclusive response to humanitarian needs and for rebuilding a society inclusive of people with disabilities in Iraq.

### **Technical Assistance Curriculum and Materials**

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

The Manual is a toolkit for development agencies, staff, 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 Manual is in the final stages of production, with layout close to completion, photographs selected and a printer contracted.

IDD looks forward to sharing this unique resource with fellow InterAction member organizations at the InterAction Forum in May 2003.

### ***Checklist for Inclusion***

The *Checklist for Inclusion* is a user-friendly instrument developed by IDD for self-assessment by organizations on inclusion of people with disabilities, especially women and girls with disabilities in policy, management, planning systems, program implementation and evaluation. The checklist is currently in layout and will be published along with the Manual. IDD looks forward to sharing this tool with fellow InterAction members and other organizations concerned about disability and development.

## **Information Services**

### ***Information Requests***

IDD responded to a total of sixty-two inquiries this quarter. These included requests from MPOs and other InterAction member agencies and their field partners, for technical assistance, information and resources for overseas office staff and referrals to disabled people's organizations. Following are examples:

- MPO Holt International requested an in-service to inform staff members visiting from Holt's office in Beijing, China, about strategies for inclusive education that have potential for implementation in China. MIUSA provided referrals to potential site visits on inclusive education in Oregon, and contact information for Inclusion International and other international organizations concerned with educational opportunities for people with disabilities.
- Close To You, Holt International's partner organization in Iasi, Romania, has been active in contacting and meeting with local DPOs as a result of technical assistance from IDD in 2002 and Holt's partnership with MIUSA. This quarter, Close to You, in partnership with Club 21, a local disability organization, requested referral to resources for equipment for sport activities. IDD provided Close to You with two key contacts for donations of sports wheelchairs to Romania.
- IDD prepared contact lists of national disability organizations in Ecuador and Romania, requested by Holt International for use by staff and partner organizations in those countries.
- MPO Trickle Up requested advice and technical assistance for revising their complex, database-driven website to be more accessible to people with disabilities. IDD staff responded with in-depth technical information and links to nationally-recognized organizations on website accessibility. IDD encouraged Trickle Up to consider a fully inclusive website, rather than separate accessible and inaccessible sites.
- InterAction referred Northwest Medical Teams, an InterAction member organization, to IDD by for technical assistance for implementing guidelines on inclusion mandated in InterAction's Private Voluntary Organization Standards. IDD provided materials including MIUSA's Human Resources Toolbox and information sheets, and best

practice examples from IDD's MPOs, including a survey to collect data on participation of people with disabilities in field programs, a CEO letter of commitment to inclusion and an affirmative action plan emphasizing the inclusion of people with disabilities.

- Partners of the Americas (POA), an InterAction member organization, requested referral to resources to assist the Lions Club of Mona, Jamaica a POA partner organization, in their efforts to promote development of a Resource Center for students with disabilities at the University of the West Indies, Kingston, Jamaica. IDD referred the Lions Club to funding resources and key US disability organizations with expertise in inclusive post-secondary education.
- IDD provided an in-service on inclusion of women and men with disabilities to a visiting group of educational administration professionals from Kyrgyzstan, sponsored by the World Affairs Council of Oregon, Community Connections. The World Affairs Council offered the following feedback:

“The entire group was astounded by the possibilities that [the concepts presented by IDD] offer to disabled children and adults...The group left Portland with many new ideas and goals supported by a true desire to affect their schools and communities on the local level. Upon their return to Bishkek our visitors met with Minister of Education Ishengul Boldjurova to share their experiences, and we have high hopes that this meeting will motivate the government to implement changes in Kyrgyzstan's education system.”

### ***Information Services Evaluation***

Our MPOs pilot tested a new IDD evaluation questionnaire this quarter, designed to solicit feedback from users of our Information Services. The questionnaire asks users to rate and comment on timeliness and expertise of IDD technical assistance and information services.

Written feedback from our MPOs included the following comments:

“We have received valuable support from MIUSA. What we need now is repetition so that the issue remains fresh in people's minds, especially the program, HR and RD departments.” Mercy Corps International

“...overall, I feel like Mercy Corps has benefited greatly from the MPO program thus far...and, of course, you are an organization we hope to work with for years to come.” –Mercy Corps

IDD will begin next quarter to distribute the evaluation questionnaire to all users of IDD's technical assistance and information services. IDD will use evaluation responses to guide ongoing improvements to content, strategies and efficiency of the services.

### **Public Relations**

### ***Landmine Survivors Network Visit:***

In February IDD hosted a visit by Fellow InterAction member, Landmine Survivor Network. Agency representatives working on human rights and disability issues and IDD staff shared information, publications and strategies useful to IDD and Landmine Survivor Network projects. In addition, opportunities for future collaboration were discussed.

### ***Sphere Project Book Review***

IDD staff was asked to review the draft of the second edition of the “Humanitarian Charter and Minimum Standards in Disaster Response”, a publication of the Sphere Project. The Sphere Project is a program of the Steering Committee for Humanitarian Response (SCHR) and InterAction with VOICE, ICRC, and ICVA, the aim of which is to improve the quality of assistance provided to people affected by disasters, and to enhance the accountability of the humanitarian system in disaster response. In this new edition (unlike the first edition) the Sphere Project will address the needs and participation of people with disabilities in each aspect of disaster assistance. IDD will contribute feedback, suggestions and referrals to other resources for practical and effective strategies for inclusion.

### ***Articles***

- *International News on Services to Children*, a publication of Holt International, features an article on Holt’s partnership with MIUSA in the Building an Inclusive Development Community project. The article communicates Holt’s commitment to the inclusion of children with disabilities in adoption and foster services in the countries where they work, and articulates Holt’s plans for transferring what they have learned in IDD trainings to their field offices and partners. A list of IDD resources is included in the article. (October 2002)
- *Coordinator News*, a publication of Trickle Up Program (TUP), details results of TUP’s recent survey on inclusion of people with disabilities in partner agencies and programs. The three-page article describes the Building an Inclusive Development Community project and TUP’s role as a Model Partner Organization. (February 2003)
- IDD’s article, “Disability: An Integral Part of Diversity” will be published in the May 2003 issue of *Diversity Journal*, a publication targeted toward corporate and international development organization executives.
- *Monday Developments*, a semi-monthly publication of InterAction, will publish an article on the Building an Inclusive Development Community project and IDD services soon.
- IDD submitted photographs and excerpts from *Building an Inclusive Development Community* materials to the InterAction First Annual Photography Contest of the InterAction Multiyear Global Partnership for Effective Assistance. The winners of the contest will be announced at the annual InterAction Forum in Washington, DC in May.
- IDD submitted a summary of *Building an Inclusive Development Community* project and the *Manual on Including People with Disabilities in International Development Programs* for publication in "Latest News on Disability and Development", issued by

the International Development and Disability Consortium's (IDDC).

## ***Conferences***

IDD has begun preparations for the **InterAction Forum** in May. IDD will have an exhibition booth at the Forum that will highlight women with disabilities in development, the USAID-supported Building an Inclusive Development Community project, and MIUSA publications of interest to InterAction members. The project especially looks forward to the debut of the *Building an Inclusive Development Community Manual*.

**The Gender, Disability and Development Institute**, in conjunction with the International Women's Institute on Leadership and Disability will be held September 17-October 5, 2003 in Eugene, Oregon USA. MPO's have been invited to send up to four representatives from their organization and field offices to a five-day Gender, Disability and Development Institute, offered in conjunction with MIUSA's *International Women's Institute on Leadership and Development* in September and October 2003. A save-the-date flyer was sent to each MPO via e-mail in early April. MPO staff will participate in workshops with women with disabilities from Asia, Europe, Africa and Latin America on international development issues. MPOs will also network with each other to share their experiences, best practices, and challenges implementing their action plan. IDD staff and MPO partners will use this opportunity to conduct evaluation activities for the *Building an Inclusive Development Agenda* project, and will discuss ideas and explore collaborations for the next phase of the project, which focuses on field transfer. This Institute is being held in conjunction with MIUSA's International Women's Institute on Leadership and Disability. MPOs have been helpful in recruiting and in some cases sponsoring women with disabilities to attend the Institute.

## **Portland's International Women's Day**

On International Women's Day Saturday, March 8, 2003 at Portland State University, IDD and MPO Mercy Corps collaborated to conduct a workshop entitled "Challenges in Striving for Gender-Equity: The Reality of International Humanitarian Work. Co-facilitators from both organizations incorporated disability perspectives into a discussion and simulation exercises on gender-focused humanitarian work. A culturally diverse group of international and Portland-based women attended the workshop, and asked thoughtful questions on how to be more inclusive of women with disabilities. IDD provided resource materials to workshop participants, and disseminated information about the *Building an Inclusive Development Community* project throughout the conference.

## ***Print and Internet Media***

### **March 2003 E-Newsletter**

- The first IDD e-newsletter was sent in March 2003 to all MPO partners and their staff. The e-newsletter will be a regular publication from the IDD team updating MPO staff on new resources, services, and success stories resulting from the USAID project. The March e-newsletter introduced MPOs to the newsletter, recognized Church World Service as the 5<sup>th</sup> MPO selected to participate in the project, highlighted the upcoming publication of the *Building an Inclusive Development Community Manual*, and notified MPOs of the Gender, Development and Disability Institute and InterAction Forum conferences.

## IDD Website

The MIUSA website has been redesigned with a new look and structure. Functionality has been added to the site including a search box, easy to access links to online databases that include international development and disability organizations, and improved navigation to the IDD publications and projects. The new design will be launched on May 1, 2003.

As part of the website redesign, IDD revised information sheets for easy viewing and download. New and updated info sheets were added including:

- Frequently Asked Questions (FAQs)
- Key World Disability Organizations
- Key US Disability Organizations
- Adaptive Equipment & Appropriate Assistive Technology Resources
- Accessibility Standards and Universal Design
- Key International Funding Organizations
- Further Readings on Disability and Development
- Key Strategies to Include Women with Disabilities in Economic Development Projects

Significant revisions were made to the main IDD menu to improve navigation and to highlight the USAID project. The USAID Technical Assistance Grant is now prominently featured and includes its own menu with easy to navigate sub-pages including *About the Project*, *Model Partner Organizations: Training and Technical Assistance*, *Frequently Asked Questions*, *About InterAction and the PVO Standards*, and ***Building an Inclusive Development Community Manual highlights***. Each page includes in-depth information, resources, links, and contact information related to the technical assistance grant.

During the first quarter of 2003, the IDD main page ([www.miusa.org/intldev/](http://www.miusa.org/intldev/)) showed frequent use by visitors accessing this valuable online resource center. Similar to past quarters, approximately 70% of the visitors were from the United States, while 12% were international visitors and the remainder were of unknown origin. Visits to various IDD pages on the website averaged 253/month, a 22% increase from the same quarter the previous year (2002 Q1).

### ***Key Personnel Change:***

In March, Susie Grimes left her position as Program Manager of the International Development and Disability Department. Karen Heinicke-Motsch, who joined the IDD team in August of 2002 as Program Coordinator, succeeds her. Karen brings to the position almost 20 years of experience in international development and disability with field experience in South East Asia and the Pacific as well as in Latin America. In addition, Cerise Roth Vinson joins us as part time Administrative Director. She holds a Masters Degree in International Development and has experience in the Middle East.

## Conclusion

As the project develops we are encouraged by the diversity of strategies employed by our Model Partner Organizations and pleased to note the progress taking place both at US headquarters offices and, increasingly, in the field. IDD is experiencing an increase in demand

for its services via internet, telephone, and face-to-face consultation. The project is creating opportunities for organizations (MPOs and other InterAction members) to explore what it means to become inclusive of women and men with disabilities in their programs and structures in diverse environments. IDD's technical assistance, resource materials, and worldwide network have been instrumental in the implementation of a variety of programs and activities around the world which reflect a growing realization that disability is a development issue.

### **Appendices**

Organizational Action Plan Commonalities

Holt newsletter article

Trickle Up newsletter article