

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 Seventh Quarter: April – June 2003

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:

- Each Model Partner Organization (MPO) has an organizational action plan which identifies benchmarks and strategies designed to increase the participation of people with disabilities within the agency and in its programs.
- Each MPO continues to make progress in implementing its action plan.
- IDD staff and key MPO program personnel are making significant progress in designing and implementing strategies that facilitate planning for and implementing disability inclusiveness in MPO field programs. These field transfer strategies are increasingly the focus of the project and involve both field staff and HQ personnel input.
- IDD continues to publish a regular e-newsletter designed to share strategies, successes and relevant information between MPOs and IDD.
- IDD experienced an increase of over 20% in requests for resources including information about disability and development topics as well as information related to capacity building and accessibility issues.
- MIUSA's new website is launched and includes updated and revised information on the IDD pages.

- IDD staff members attended the InterAction Forum. At the Forum IDD employed a concerted strategy for raising disability issues in workshop and plenary sessions and mounted an exhibit that highlighted the *Building an Inclusive Development Community* project.
- IDD has made significant progress in plans for the Gender, Disability and Development Institute to be held September 29 – October 3, 2003.
- IDD is developing an on line request form for information.
- IDD has incorporated a quarterly evaluation of information services as a routine component of the work plan.
- The *Building an Inclusive Development Community* manual is produced as a draft for review in time for the InterAction Forum.
- IDD promotes a disability inclusive development model through participation in international conferences and through articles published in print media.

Model Partnerships

In order to facilitate communication and technical support concerning the implementation of Model Partner Organization (MPO) action plans and to provide a means of sharing information and resources surrounding new issues, IDD instituted a monthly check-in with each partner organization.

The InterAction Forum in May provided partners with an opportunity to get to know each other. IDD organized an informal lunch meeting in which partners were able to share information about their programs and discuss implementation strategies employed in the *Building an Inclusive Development Community* project.

An increased focus on incorporating strategies for the inclusion of people with disabilities, especially women and girls with disabilities, in MPO field programs is reflected in the following summaries of partner organization progress.

The information detailed under individual MPO subheadings reflects progress as reported by partners to IDD and includes information regarding requests for assistance received from partners. These requests form part of the summary statistical information discussed in the Information Services section of this report.

Church World Service

Initial face-to-face training was held in both Elkhart, Indiana and in New York with key management and department staff at Church World Service (CWS). Twenty-seven staff members from the human resources department, public relations department and program development department participated in training in Elkhart, Indiana on the 11th of April. The format and content of the training were both well received as reflected in the evaluation results. Eighty five percent of participants in the morning orientation session rated the training as either “above average” or “excellent”. Specific comments included: “never thought of the poverty-disability link before, well done” and “you are enthusiastic, proud that CWS will be involved”. One hundred percent of participants in the afternoon action planning session rated the session as “above average” or

“excellent”. Specific comments included: “good interaction” and “very good, informative and motivating, the simulations and exercises as well as the planning was well structured and helpful”.

Forty staff members from the emergency response program (both domestic and overseas), economic and social development program, and regional program officers as well as management staff participated in the training on April 14th in New York. Of particular note was the full day participation in the sessions of the CEO of Church World Service, John McCullough. Again, the training format and content were well received as reflected in the evaluations. Ninety one percent of the participants in the morning orientation session rated the session as “above average” or “excellent”. Comments included: “good articulation of the project”, and “excellent approach”. One hundred percent of the participants in the afternoon action planning session rated the session as “above average” or “excellent”. Specific comments included: “well done, very useful process”, “appreciate the efficiency of the training-to-planning model” and “appreciated the quality of the dialogue and group thinking”.

As in previous face-to-face training with our MPOs, Church World Service staff developed department-specific benchmarks and strategies for the *Building an Inclusive Development Community* project. IDD developed an agency-wide as well as department-specific action plan based on the benchmarks and strategies identified during the face-to-face training sessions. The draft action plan has been reviewed by the Human Resource Department at Church World Service. Follow-up with other departments will take place in the 8th quarter (see attached action plan).

As our fifth and final MPO on the *Building an Inclusive Development Community* project, CWS has joined the project with enthusiasm. The concrete action planning done by CWS is an indication that the organization will experience few difficulties in progressing at pace with the other project partners.

Since MIUSA’s face-to-face technical assistance CWS has made progress in implementing action plans focused on emergency response efforts in Iraq as Church World Service headquarter and field staff make use of information and contacts in the region provided by IDD in order to plan for an inclusive emergency response effort.

In addition the Emergency Response Program requested and received assistance from IDD in identifying a New York City area contact for producing program brochures and information in alternative formats.

Mercy Corps International

All Mercy Corps departments are using the agency’s action plan for the *Building an Inclusive Development* project as a planning document (see attached Mercy Corps action plan). Specific progress this quarter comes predominately from the field and includes:

- Georgia field staff members identify participants for the Women’s Institute on Leadership and Development and the Gender, Disability and Development Institute to be held in late September/early October in Oregon.

- Material Aid department makes use of IDD supplied information and contact person in the field in order to plan an inclusive emergency response effort in Iraq.
- The Uzbekistan office requests information from IDD about disabled people's organizations in Uzbekistan as the office moves forward on planning for inclusive programs in the country.
- IDD posts updated information on internships available through Mercy Corps at the request of the Central Asia office, which seeks to recruit an intern with a disability.
- Georgia, Serbia, Tajikistan and Iraq have been identified by Mercy Corps as priority countries for technical support in the transfer of an inclusive development model to the field.
- Mercy Corps asks IDD to send images of people with disabilities engaged in civil society activities. These images will be included in an upcoming civil society video.

Holt International Children's Services

Holt International Children's Services hired a new CEO, David Cousineau, who assumed leadership in May. IDD and Holt International staff provided a joint orientation concerning the *Building an Inclusive Development Community* project and Holt's commitment and progress towards the goals established in the action plan (see attached Holt action plan). David Cousineau endorsed a continued commitment to the goals of the project and the partnership with Mobility International USA (MIUSA). Progress this quarter comes from both the field and from headquarters and includes the following:

- Holt has identified two candidates for the Women's Institute on Leadership and Disability to be held in late September/early October. Candidates are from Romania and Ecuador.
- Both of the planned construction projects funded by Holt International Children's Services in India have incorporated accessibility features as a point of discussion with the projects' architects. One newly completed construction project is accessible to people with disabilities. The second building is still some months away from groundbreaking. The plan, however, incorporates accessibility features.
- Romania staff report that the office is working with local Disabled Peoples' Organizations (contacts supplied by IDD) in order to facilitate staff training for the Romania office.
- The Vietnam partner reports that it has made contact with local Disabled People's Organizations and has begun meeting together in order to identify common priorities.
- At Holt headquarters two volunteers with disabilities are now part of the team.
- Holt has incorporated a strategy of face-to-face orientation to the *Building an Inclusive Development Community* project for field and partner organization staff that visit headquarters. This orientation includes both local site visits for observation and exchange as well as face-to-face meeting with IDD staff in which IDD provides information and technical support specific to the country of origin and the sector of work of Holt staff and partners. Face-to-face

orientation was provided to visiting staff/partners from India and Uganda during the seventh quarter. For more information, see the Visits section of this report.

- Holt provides an orientation for social services staff and other interested staff members concerning resources and support services available to parents of children with disabilities. The workshop facilitator was arranged through IDD.

Trickle Up Program

Trickle Up Program reports progress towards the goals of the organizational action plan during the quarter and shows a proactive strategy for ensuring that the action plan continues to be an integral part of the organizational strategy (see attached Trickle Up action plan).

Progress in the Program Departments include:

- Africa and Bangladesh program staff report that local partners have made contact with disabled people's organizations (contact information provided by IDD). A joint training organized in May between Uganda and Ethiopia included leaders of the disability movement in Uganda as participants in and resource people for the training. The Bangladesh partner reported involvement of people with disabilities and family members of people with disabilities in the Trickle Up's baseline survey and now reports an organized effort to increase the number of people with disabilities included in its microfinance program.
- Trickle Up encourages its interns going to Honduras, Nicaragua, and Nepal to make contact with disability organizations in their country of assignment. (IDD provides contact information).

Management Progress:

- Progress reports on the action plan form part of the monthly department meetings with staff.
- Trickle Up identifies a key country on each of the three continents in which it works as priorities for field transfer of its commitment to the inclusion of people with disabilities.
- The Trickle Up budget process for 2004, which began in June, takes into account the priorities identified in the *Building an Inclusive Development Community* action plan.

American Friends Service Committee

This quarter saw an increase in program and field staff involvement in the *Building an Inclusive Development Community* project. Progress includes the following:

- AFSC nominates a participant from Gaza to the Women's Institute on Leadership and Disability to be held in late September/early October.
- AFSC tentatively identifies four staff to participate in the Gender, Disability and Development Institute to be held in conjunction with the Women's Institute on Leadership and Disability.
- An intern with a disability joined headquarters staff with responsibility to support program work in Vietnam.
- AFSC's regional response team makes use of IDD-supplied information and a contact person in the field in order to plan an inclusive emergency

response effort in Iraq.

- AFSC's partner in the Gaza Strip makes progress in the inclusion of students who are blind in University and requests information in order to carry out plans for the future (see information requests in this report).
- AFSC identifies the following priorities for IDD technical assistance in order to facilitate agency-wide participation in the *Building an Inclusive Development Community* project: training of International Program staff and regional desk staff as well as training for staff in the Emergency Material Assistance Program. Additionally AFSC identifies priorities for technical assistance at headquarters involving personnel responsible for the nominations processes within the AFSC and Communications staff.

InterAction

IDD staff continued to develop plans with the Diversity Manager at InterAction to offer a joint training for InterAction member agencies on the east coast that incorporates disability as an integral part of the diversity agenda.

MIUSA's IDD department attended the InterAction Forum, using the Forum as a platform for promoting an inclusive development agenda and taking the opportunity to make new and strengthen existing contacts with representatives from InterAction and its member organizations. Further information about the Forum is found in the Conferences and Courses section of this report.

IDD and InterAction staff discussed the possibility of conducting a face-to-face training on disability and development for InterAction staff in Washington DC.

Technical Assistance Curriculum and Materials

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

Four copies of a review draft of this unique resource were produced in time for the InterAction Forum in May. IDD staff took the opportunity to promote the manual within the InterAction community and with Oxfam Publishing, which hosted an exhibition booth at the Forum. Review drafts were distributed and final edits, based on reviewer comments, were incorporated in June. The manual will be published in July 2003. IDD looks forward to sharing this practical tool with development agencies and others interested in disability and development issues. The manual is a compendium of useful information, discussion of issues, tips and strategies, examples of good inclusive development practice, and lists of resources for inclusion of women and men with disabilities. It is a publication that brings together voices from all over the world and includes voices from both the disability community and the development community. IDD is proud of this resource and acknowledges with gratitude support from the Office of Women in Development at USAID, which made the publication possible.

Checklist for Inclusion

IDD's instrument for organizational self-assessment on the inclusion of people with

disabilities, especially women and girls with disabilities, in policy, management, planning systems, program implementation, and evaluation has been finalized. The assessment is included in the *Building an Inclusive Development Community* manual, and is also available as a stand-alone tool, to be used by organizations seeking a user-friendly guide for internally evaluating their inclusiveness.

Information Services

IDD responds to requests for information which we receive through the Internet, print, telephone, and face-to-face meetings. In order to facilitate the request process through the Internet, IDD developed a website based information request form. This form will speed the request and response process and provide users who have Internet access with an easily accessible format for making information requests. The online request form is currently being tested. IDD plans to launch it on the website in the next quarter.

The information service evaluation system, which was tested during the previous quarter, has been integrated into the IDD department. The results of the seventh quarter evaluation are discussed under information services evaluation.

Information Requests

Information requests increased in the seventh quarter by twenty two and a half percent over the previous quarter. The requests came in predominately from overseas (82.5 percent). About 34% of overseas requests originated from disabled people's organizations or individuals with disabilities, and about 14% were received from international development organizations.

Examples of requests coming in from overseas included:

- ▶ AFSC's Gaza partner requested information on organizations in North America or Europe to:
 - Host an intern for a 3-6 month period on the use of assistive technology in the classroom;
 - b) Accept a candidate for certification program as an assistive technology trainer (as in Britain).
 - c) Accept a student in a post-graduate degree program (Masters) in special education needs (for the visually impaired such as in New York).
 - In addition the organization requested information about establishing relationships with north-based organizations providing resources and technology for Braille printing presses and digital talking libraries.
 - Finally, the organization requested information on teacher training and curriculum reform.

IDD responded with the following information:

- Contacts from the World Blind Union in or near the Gaza Strip.
- Contact information for US-based university centers with a focus on disability and education --Boston University (Association on Higher Education And Disability (AHEAD)) and George Washington University (HEATH).

- Resources from AHEAD including general inclusive education resources, journal articles on technology and disability, publications on strategies to integrate students who are blind and visually impaired and other related information.
- Contact information for an expert working in Israel training teachers of students who are blind or low vision.
- Information on a project supported by Christoffel Blindenmission (CBM) that provides services for visually impaired people (i.e. kindergarten, school, vocational training, printing press).
- Contact information for organizations working in the field of inclusive education in south countries.

► Daysi Moncada of Los Pipitos, a parent's organization in Nicaragua that manages programs for children with disabilities and organizes parent groups throughout the country wrote seeking to explore possibilities for collaboration. IDD provided contact information for MPO's working in Nicaragua, and encouraged the organization to explore collaborative possibilities.

Of the 22% of information requests that were domestic in origin, about 71% were received from international development organizations, and most often concerned inclusion of people with disabilities in field programs. For example:

► Relief International -Schools Online (RISOL) contact IDD for information about including people with disabilities in its new work in Tajikistan. RISOL was interested in contacts with disability organizations as well as technical assistance contacts in the region. IDD responded with the following information:

- Disability organizations based in Tajikistan
- A contact for technical assistance based in Tajikistan.

Information Services Evaluation

Average response time for information requests for the quarter was six days, well under the 14-day turn around time IDD established as its goal. Evaluations are grouped into two categories: general respondents and MPO/InterAction member respondents. Fifty percent of general respondents during the quarter represented disability organizations, twenty percent represented international development organizations, and 30 percent were unknown or miscellaneous respondents. Of the general respondents to the second quarter evaluation of IDD information services, eighty percent rated the service as either very helpful or helpful. Feedback has been predominately positive as reflected in comments received from a contact in Pakistan who says, " Thank you so much for creating linkages".

Of the MPO and InterAction member respondents to the seventh quarter evaluation, one hundred percent rated the information services as either "above average" or "excellent". Comments include: "...it has always been a pleasure to work with the reps from MIUSA. You are well organized and provide timely responses to all inquiries. I have also hosted guests for your organization so have long been impressed with the work you

are doing there”.

Public Relations

Articles

IDD was successful in publishing articles and information about the project’s services in a number of print and Internet publications in the seventh quarter including the following:

- The International Development and Disability Consortium (IDDC) posted a description of the *Building an Inclusive Development Community* manual on its website under "Latest News on Disability and Development". The information was posted at <http://www.iddc.org.uk/latest/latest.shtml>
- The Association for Women’s Rights in Development (AWID) published the highlights of the Ninth International Forum on Women’s Rights in Development, held in October of 2002 in Mexico. The publication included an article covering a workshop co-facilitated by IDD staff titled, *Economic Empowerment for ALL Women: Creative Strategies for Women with Disabilities and other Marginalized Women*. (See attached copy of article).
- The American Association of University Women (AAUW) published the 2002 Symposium Report, *Global Voices: International Perspectives for Gender Equity*. The report included an article with contributions from IDD staff titled *Education for People with Disabilities: Double Discrimination for Women*. (See attached copy of article).
- The June 23rd Monday Developments, InterAction’s bi-weekly newsletter, included an article written by IDD staff members titled *Including People with Disabilities in Iraq’s Reconstruction*. (See attached copy of article).
- The March/April 2003 issue of Profiles in Diversity Journal featured an article titled *Windows on the Future* written by IDD staff discussing disability as a diversity issue. (See attached copy of article).

Visits

IDD hosted visitors from Holt International Children’s Services field partners from Uganda and India.

- Dr. Navarange, a field partner from India and recipient of Holt International’s Bertha Holt Award in 2003 attended an information-sharing meeting with IDD in April after visiting early intervention programs recommended by IDD. During the meeting IDD provided information on early intervention and contacts for disabled people’s organizations and development organizations focusing on disability issues in India for Dr. Navarange and Dean Hale from Holt International headquarters.
- Ms. Jolly Nyeko, Chairperson of Action for Children in Uganda and Bruce Dahl from Holt International headquarters attended an information-sharing meeting with IDD in April. IDD provided information on disability organizations – including parents organizations, and development organizations with a focus on children – including children with disabilities in Uganda and neighboring

countries. In addition IDD shared technical materials related to children with disabilities and accessibility issues.

Conferences and Courses

InterAction Forum: Washington, D.C. May 19-21, 2003

The *Building an Inclusive Development Community* project and IDD services were well represented at the 2003 InterAction Forum. IDD mounted an exhibit highlighting USAID's sponsorship of the project and IDD's partnerships with our MPOs. Feedback regarding the exhibit was favorable and resulted in inquiries from many organizations about how to collaborate with IDD and the project. In addition to the IDD exhibit, staff members employed a strategy that assured that a question related to the inclusion of people with disabilities was posed at each of the workshops and at plenary sessions.

IDD was especially pleased with the response of the Norwegian Minister for International Development, Ms. Hilde Frafjord Johnson, who addressed the need for more international development agencies to include people with disabilities in their efforts to reach the Millennium Development Goals.

“People with disabilities are the poorest of the poor. If we take on the solidarity challenge, then we have to include them in education. People with disabilities are a clear priority in the Education Sector. The US needs pushing in this area. The World Bank is taking it more seriously and they have staff to work specifically on issues of disability and development. There is no separate target for people with disabilities in the Millennium Development Goals, therefore, it is even more important that issues of people with disabilities be mainstreamed.”

IDD was pleased to have the opportunity to meet with the Cognizant Technical Officer, Mr. Ed Lijewski, on the final day of the Forum and provide him with an update on the project as well as discuss issues and ideas related to promoting an inclusive development model in line with the USAID Disability Policy.

International Collaboration in the Area and Disability and Development Brainstorming Meeting sponsored by the World Bank

IDD participated in a World Bank-hosted meeting of key international disability organizations and international development agencies in Helsinki, Finland from May 29 – 30, 2003. The meeting was called as an immediate follow-up to the WHO- sponsored Community Based Rehabilitation conference, and involved many of the same organizations. The sessions focused on initiating a dialogue and developing strategies to increase the knowledge and participation of people with disabilities in poverty reduction measures.

Participants included the major international disability organizations as well as the major international development organizations that have focused on disability issues. This meeting laid the foundation for future collaboration with the World Bank on strategies for inclusion of people with disabilities in the development arena. IDD's participation in the meeting provided the opportunity to strategize with key players in the international

development and disabilities communities, as well as the chance to bring international visibility to the *Building an Inclusive Development Community* project and USAID's role in the project.

Key strategies identified by participants for moving forward with the disability and development agenda at the meeting included: empowerment and capacity building for disabled people's organizations, target access issues (including physical access, information access and access to goods and services), and actively promoting the inclusion of people with disabilities in the broader policy level agenda.

Global Perspectives on Disability Course

IDD participated as facilitators on the Global Perspectives on Disability course at the University of Oregon. The course was offered during the spring semester both as an undergraduate and graduate level course. Course topics included: gender and disability, the global influence of ADA and other disability law models, disability inclusion in international development, economic empowerment and independence, and disability as an integral part of diversity.

E-newsletter

The second e-newsletter was sent in April 2003 to MPO partners. This edition highlighted the forthcoming Checklist for Inclusion, an introduction to the IDD staff, new tools developed by IDD including a list of the key organizations led by and for people with disabilities worldwide, information on project evaluations, and solicitation of MPO plans, events, and successes for field transfer and training (see attached).

IDD Website

The new MIUSA website was launched in the seventh quarter and includes a number of new features which improve the functionality of the site (see attached press release). One feature which visitors are finding of particular use is the search box which provides visitors with easy access to topic-specific information on the website. All IDD pages were updated in preparation for the May launch. In addition to the updates detailed in the previous report, IDD began work on an updated electronic version of the *Human Resources Toolbox*, which is a downloadable from the website. These updates will be completed and launched on the website in the coming quarter.

During this seventh quarter of the project, the IDD web pages averaged 360 visits per month, a thirty percent increase over the previous quarter. International visitors to the MIUSA website increased overall by ten percent over the previous quarter and the average length of time spent on the website increased by eighteen percent.

Conclusion

The *Building an Inclusive Development Community* project has increased its profile through press and other public relations opportunities. IDD is pleased to have the fifth

and final Model Partner Organization, Church World Service, on board. Each of the project partners continues to progress in the implementation of strategies outlined in the action plans. Partners are increasingly focused on field transfer of the project goals and IDD expects continued growth and development in this area. The range of sectors and regions involved reflects the diverse work and international presence of our Model Partners. This quarter brings news of progress from the Gaza Strip, Bangladesh, Georgia, Serbia Uganda, Tajikistan, Iraq, and India. Progress has been made in a range of sectors: infrastructure accessibility, curriculum accessibility, collaboration between disabled people's organizations and community development organizations, inclusive emergency response planning and material aid, and action towards the empowerment of women with disabilities. IDD continues to experience an increase in demand for its services via Internet, telephone and through face-to-face consultation. IDD continues to develop and streamline the systems to improve upon and monitor the quality of its work. The *Building an Inclusive Development Community* project has gained momentum and experience. IDD, together with its partners and thanks to the support of USAID, remains enthusiastic and committed to contributing towards the shaping of an international development agenda that is inclusive of women and men with disabilities.

Appendices

MPO Action Plans

AWID article

AAUW article

Profiles in Diversity Journal article

Global Perspectives on Disability course flyer

E-Newsletter

Website press release