

A HOLISTIC APPROACH TO DISABILITY INCLUSION

THE RESPONSIBILITY OF ALL

The World Health Organization (WHO) estimates that 15 percent of the world's population lives with a disability. People with disabilities experience exclusion not only because of physical, cognitive, or sensory impairments, but also because of societal barriers that limit their meaningful

participation. Though people with disabilities often need dedicated services like assistive technology or rehabilitation, these services alone won't address the root causes of exclusion. Only breaking down barriers in environments, attitudes, and institutions will do that.

OUR APPROACH

World Vision applies a twin-track approach to meeting the needs of people with disabilities. First, we partner with technical experts to offer rehabilitation services. Second, we help break down societal barriers through our strong community and government relationships. We educate community members—and ourselves—about disability; facilitate service delivery and access to economic opportunities; collaborate with experts and people with disabilities; and advocate for disability rights. By embedding rehabilitation services within community development activities, we come alongside qualified service providers and build an enabling environment for disability inclusion.

OUR PRINCIPLES

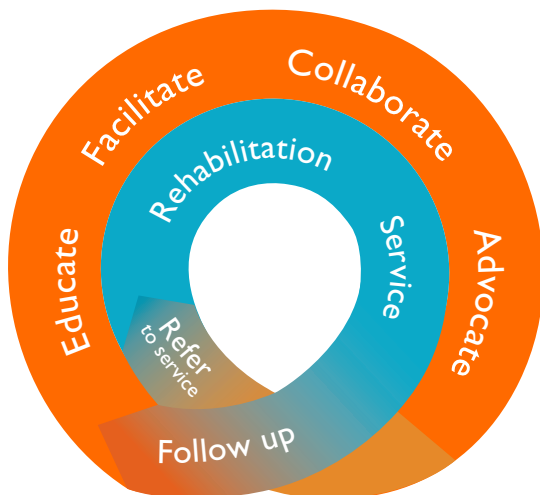
Our approach aligns with the U.N. Convention on the Rights of People with Disabilities (UNCPRD) and the U.N. Sustainable Development Goals.

RIGHTS-BASED SOCIAL MODEL APPROACHES: Our disability programs foster an environment in which people with disabilities are enabled to claim their rights and break down any barriers in society that prevent their participation.

DO NO HARM: We seek to *do no harm* by partnering with trained service providers to ensure that rehabilitation and assistive technologies result in the best possible outcomes.

“NOTHING ABOUT US, WITHOUT US”: Partnering with disabled people's organizations (DPOs), we make sure that people with disabilities can meaningfully participate in program activities, operations, and monitoring and evaluation processes.

INCLUSION: Recognizing the unique needs of marginalized groups, our programs aim to ensure meaningful inclusion for all.



OUR WORK

From 2014 to 2017 we partnered with USAID on two projects in six countries to put our principles into action. In El Salvador, India, Kenya, Nicaragua, and Romania, the Accelerating Core Competencies for Effective Wheelchair Service and Support (ACCESS) project built capacity for wheelchair service and helped ensure wheelchair users were included in society. This project provided wheelchair service to 7,319 people, and by the end of the program, 93 percent of the clients surveyed reported increased social inclusion. Through the TEAM project in Colombia, we worked with our partners to provide Training for rehabilitation services staff, increase access to Economic opportunities, expand the provision of Assistive technology, and deliver Medical/physical rehabilitation services. This project empowered 3,670 people with disabilities to become more independent and integrated into society.

93% *of wheelchair clients surveyed reported increased social inclusion*

These projects were successful in supporting disability inclusion because World Vision played a unique role in supporting rehabilitation services and inclusion efforts, addressing not only the functional limitations of people with disabilities but also the societal barriers they face. With our strong community relationships, government partners, and supportive donors, we're able to make our approach effective for both individuals and communities. Here's how we do this:

EDUCATING COMMUNITIES

Too often, people with disabilities and their families don't know about services that are available to them, why they should use them, or what good services look like. Communities and organizations also struggle to know what people with disabilities need most and how to include them in different areas of society.

We partner with local DPOs to train people with disabilities, their families and caregivers, and their communities on rights, service access, and how to be inclusive. And we make sure

government and community leaders know about the laws, policies, and referral mechanisms that make quality services accessible to the people who need them most.

Also with DPOs, we break down stigmas associated with disabilities by hosting community events for the International Day of Persons with Disabilities, wheelchair basketball and other sporting events, and awareness campaigns. In Romania, we empowered and equipped children to lead the way in including people with disabilities in annual community festivals and traditions. They volunteered to raise money to support people with disabilities, and began including their peers with disabilities in school and social activities.

With our record of effective community development, we promote connections between local leaders, churches, and governments to help everyone change the way they think about inclusion. We also give local service providers and health workers opportunities to share best practices and educate others both regionally and nationally. In the process, we continually learn and adapt our programs to unique needs and local contexts.

By educating communities, we build inclusive, enabling environments that offer high-quality services. Our solutions promote sustainability because they're locally owned, created with input from people with disabilities, and championed by local governments. This means that transformation continues long after our projects end.

The TEAM project trained 1,093 healthcare professionals and 57 regional rehabilitation specialists to improve their services and care for people with disabilities.

The ACCESS project trained 911 rehabilitation professionals on WHO wheelchair service training package courses. Each of 43 service centers that received mentorship showed increased service capacity by the program's end.

COLLABORATING WITH TECHNICAL EXPERTS AND GOVERNMENTS

Our goal is to work with donors and peer organizations to promote disability inclusion. We partner with technical experts who provide high-quality rehabilitation, assistive technology, and other specialized services for people with disabilities, since we don't have that expertise. In remote areas that lack services, we bring in these experts to help communities build capacity and train others for excellence.

Our partners include university hospitals and internationally recognized experts such as UCP Wheels for Humanity and Motivation Charitable Trust. Together, our projects have provided healthcare and rehabilitation professionals with technical trainings, internships and mentorships, online courses, discussion forums, and telemedicine services. We also help in-country manufacturers of assistive technology to reach international standards of excellence.

Where appropriate, we also work with local, regional, and national governments to make sure services engage existing healthcare or social protection systems. In Nicaragua, we joined government-led service centers to ensure strong government buy-in for appropriate wheelchair service. Thanks to this partnership, the Ministry of Health developed plans to expand appropriate wheelchair service in rehabilitation centers.

FACILITATING SERVICE DELIVERY AND ACCESS TO ECONOMIC OPPORTUNITIES

In places where access to services is limited, we equip communities to make services available through outreach events. Our staff and community volunteers secure venues for rehabilitation services, find warehouses to store wheelchairs and other devices, and help families reach service events or travel to service centers. Volunteers come together to provide meals for those serving people with disabilities during outreach events. At service events in Kenya and Colombia, we brought in other service providers to help with registration for disability certification and school placement screenings. Through these strong partnerships we're able to gather community support and manage logistics, enabling rehabilitation professionals to focus on providing high-quality services.



TEAM strengthened or helped establish 119 family-owned small businesses including grocery shops, cocoa cultivation, and raising and selling livestock. Nearly 9 out of 10 small business owners increased their household income by an average of 28 percent.

We partner with local organizations that have the expertise to support people with disabilities in finding jobs and becoming financially stable. In Colombia, these partners trained employers on including people with disabilities in the hiring process and the workforce. At the same time, we offered technical trainings and equipped people with disabilities for specific job opportunities, enabling them to succeed at their work. Through trainings and advocacy, 12 people with disabilities were employed as administrators, accountants, call center operators, and customer service representatives. Together with our partners, we also empowered people with disabilities, or their families, to form and strengthen small businesses. The partners co-designed business plans with families, training them in financial management, delivering seed capital, and making sure the businesses were improving the quality of life for their family member with a disability.

ADVOCATING FOR DISABILITY RIGHTS

Citizen Voice and Action (CVA) is our proven social accountability method. Through CVA, we empower people with disabilities to hold local governments accountable to laws and policies about inclusion and services. In both USAID projects highlighted, community members formed CVA groups, in collaboration with the government and service providers, to make sure the government was meeting their inclusion commitments. In El Salvador, four new municipal laws on disability inclusion were drafted thanks to CVA efforts.

With World Vision's size and established presence, we can maintain relationships with national governments in a way

that smaller technical organizations might not be able to. This allows us to advocate for strong policies and action that align with UNCRPD commitments. In Romania, using CVA findings, we advocated at the national level to decrease the waiting time for a government-funded wheelchair from five years to three years. In Kenya, we spearheaded the creation of the Wheelchair Taskforce, including people from the Ministry of Labor and Social Affairs, DPOs, service providers, and technical organizations. The Taskforce helped revise the country's Draft National Disability Policy.

INCLUSION: THE RESPONSIBILITY OF ALL



Meeting the needs of people with disabilities takes all of us: DPOs, rehabilitation specialists, governments, donors, and community development organizations like World Vision. That's why we've identified these key ways to make a difference for the most vulnerable: educating communities, collaborating for impact, facilitating service delivery and access to economic opportunities, and advocating for disability rights. Only through this holistic approach can we all become truly inclusive.

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World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. We serve all people, regardless of religion, race, ethnicity, or gender.