OPERATIONAL FRAMEWORK ON DISABILITY INCLUSIVE DEVELOPMENT:
From Policy Adoption to Service Delivery

F. Program review, monitoring and Feedback report

A. Existing National Disability Policies such as BP 344, RA 9442

B. Translation of laws into Department Orders, Circulars or Issuances by the Executive Agency

C. Planning and Program Development by National Government Agencies and Local Government Units

D. Budget Deliberation and Allocation

Disability specific program

Consultation with Persons with Disabilities

Disability Data

Consultation with Persons with Disabilities

Mainstreamed Program

E. Implementation mechanism

Accessible Information

Direct Access by PWDs

PWDs

DPOs

Structure e.g. Facilities, Office

Include budget for *Administrative (1-3%) and **Operational costs (5-7%) for PWD access and participation

*Administrative costs may include Awareness training for staff, conversion of documents to accessible formats
**Operational costs may include physical accessibility, surveys, sign language interpreters (CBM; www.make-development-inclusive.org)
DPOs- Disabled Peoples Organizations

**Operational Framework of Disability Inclusive Development
in line with NCDA Mandate of Policy Development**

A. Existing National Disability Policy

The Operational framework on Disability Inclusive Development (DID) basically describe the process on how a specific policy is translated into programs and services. The objective of the framework is to provide guidance on disability inclusion from program development to implementation. The framework also includes inputs such as disability and consultations necessary in some stages of the process to ensure that persons with disabilities are involved from the beginning in all aspects of development. The participation of persons with disabilities is critical to inclusive development because anticipating their needs prior to actual program implementation results to effective service delivery for all.

The policy/law may contain budget provision which stipulates the need to appropriate funds and the source of funds in order to implement the policy (represented by broken arrow below the box on existing national policy). Examples of Disability policies with budget provision includes Republic Act No. 7277 otherwise known as "Magna Carta for Persons with Disabilities", on Section 47- Appropriations and R.A. 10070 (Section 4). Those sections mentioned are the basis for allocating budget for disability-related programs and activities. From the framework, the budget should include for administrative (1-3%) and Operational costs (5-7%) for PWD access and participation.

B. Translation of National Policy to Agency Issuances and Planning

The Disability policy is then translated into a Department Order (DO), Memorandum Circulars (MC) or issuances of the concerned executive agency. The executive issuances are important in implementing a national policy within the ambit of their mandates. RA 10070 or PDAO for instance was adopted in July 2009. The following year, the Department of Interior and Local Government (DILG) issued Memorandum Circular No. 2010 -103 on September 23, 2010 regarding the establishment of Persons with Disabilities Affairs Office (PDAO) in every province, city and municipality in pursuant to RA 10070. The purpose of the MC is to provide guidelines on the establishment of PDAO and designation of PWD Affairs Officers or Focal Person.

C. Planning

The issuance of MC or DO or a directive by an executive agencies is essential in the implementation of a particularly Disability policy because it provides them guidelines on how their respective offices can contribute to the execution of the Disability law based on their mandates. The concerned executive agency can initially start with the planning and development of programs in line with the provisions of the Disability policy. Once a National Government Agency (NGA) or Local Government Unit (LGU) begun with the planning or program development, it is important to have disability data and information and inputs from consultation with persons with disabilities as prescribed in the framework.

Disability Inclusive Planning

The Magna Carta for Persons with Disabilities (RA 7277) and its amendment, and the UN Convention on the Rights of Persons with Disabilities (UNCRPD) are basic policies and instruments that provide guidance to disability inclusive planning. RA 72777 stipulates that, "persons with disabilities have the same rights as other people to take their proper place in society. They should be able to live freely and as independently as possible. This must be the concern of everyone- the family, community and all government and non-government organizations. Persons with disabilities' rights must never be perceived as welfare services by the Government." RA 7277 includes specific provisions on rights and privileges of PWDs to Employment, Education, Health, Auxiliary Social Services, Telecommunications and Political and Civil Rights.

The UNCRPD, on the other hand, has guiding principles in the promotion and protection of rights of persons with disabilities which are enumerated as follows:

 (a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
(b) Non-discrimination;
(c) Full and effective participation and inclusion in society
(d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
(e) Equality of opportunity;
(f) Accessibility;
(g) Equality between men and women;
(h) Respect for the evolving capacities of children with disabilities and respect for the right of children to preserve their identities

Pointers for Disability Inclusive Planning:

(1) Availability of Disability data and information

Data and information will always be a good input to planning particularly if we want to ensure that persons with disabilities are avail and enjoy their rights on an equal basis with others. This is to avoid inaccurate assumptions leading to poor planning. Every government agency particularly direct service provider is responsible for the establishment of a database from which information on services delivered to persons with disabilities can be generated. In setting baselines, it is important to identify the source of data, collection, analysis, reporting and use of data. [1] Potential sources of data include the statistical reports (census and surveys), and administrative data like PWD registry, school enrolment, data on employment, accomplishment reports and others. Information can also be gathered from consultation with persons with disabilities or Disabled Peoples Organizations (DPOs) or through Disability related researches

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[1] Ten Steps to a Results-Based Monitoring and Evaluation System, WORLD BANK

(2) Use of politically correct terminologies and disability sensitive language

The use of politically correct and disability sensitive language reflects the respect for inherent rights and dignity of persons with disability. The perspective of a person or an agency will always influence the development of programs and services. The use of term "special people" to refer to persons with disabilities is already a form of exclusion as it connotes that they are different from others, needing special treatment. This may be an excuse for planners to ignore their needs as being special is expensive. The politically correct and universal term is simply persons with disabilities or PWDs. Moreover, use "Person first" approach in describing persons of different types of disabilities such as child with autism instead of autistic child; impaired individual instead of person with visual impairment

(3) Use of Rights-based context in addressing the needs of persons with disabilities

With a rights based approach, persons with disabilities are seen as actors in society, actors inherently entitled to rights, to participate in society on an equal basis with others, to have access to an education, to food and water, and to enjoy all the rights every other person has. They are included in the decision process, their needs are taken into account, not only the needs that the providing country or institution believes exist. They are not reduced to their impairment, and left to be passive recipients of help, the way the old medical approach to disability would. They are not reduced to helpless figures to be saved, the way the old charity approach would. [2]

(4) Emphasis on the abilities and evolving capacities of persons with disabilities rather than inabilities.

Persons with disabilities should not be perceived as helpless and merely recipients of service. Rather, they should be considered as potential partners in making programs and service work. Moreover, we cannot make assumptions of their preferences or what they want to achieve or accomplish by judging from the impairment. For example, outright disregard of the right of women with disabilities to access reproductive health services; Respect for capacities of children with disabilities to participate in decisions making

(5) Availability of resources for Disability-support services to guarantee full participation

The availability of disability support services are critical to persons with disabilities. At the level of program development, it should be anticipated that the users are diverse in their ability to access services. Thus, support services such as sign language interpretation, accessible information and technology should be available persons with various disabilities to facilitate full access and participation on an equal basis with others.

(6) Concept of Universal design and Accessibility

Universal Design means that the design of products, environments, programs and services to be usable by all people, to the greatest extent possible, without the need for adaptation or

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[2] https://europa.eu/eyd2015/en/lightfortheworld

specialized design)[3]. Accessibility includes access to built-environment, information and communication technology.

D. Budget Deliberation: Mainstreamed or Disability-specific Program

Once a program has been developed, the budget requirement is deliberated to ensure that funds will be available in order to implement the list of activities under the proposed program or project. This stage of the process is crucial in deciding whether the proposed program or activities for persons with disabilities will be mainstreamed in the regular program or a separate disability program will be funded. If the government agency decides for a mainstreamed program which already included persons with disabilities as expected beneficiaries, the framework presents the need to include budget for administrative and operational costs in anticipation for disability-related expenses such as Disability sensitivity training of staff in handling persons with disabilities; hiring of sign language interpreters; conversion of documents to Braille formats or accessible formats; and installation of accessibility features or adaptive technology. In most regular programs of the government, the cost for disability-related expenses is not included in the budget.

On the other hand, in a disability specific program, the overarching goal is not to address their needs in isolation but rather to provide equitable opportunity for development and effective participation. In the framework, it reiterates the need for government agency to seriously consult with persons with disabilities to ensure their full access and appreciation of the program.

E. Implementation Mechanism

In either mainstreamed or disability-specific program, the implementation mechanism should be given serious consideration. Foremost, information about government programs should be available in accessible formats for access of persons with disabilities. Government websites should be made accessible to persons with visual impairment, video presentation should have sub-title for the deaf. It is best to consult persons with disabilities, as of the potential service users in deciding for possible implementation mechanism.

As shown in the framework, the implementation mechanism could be in the form of direct access by persons with disabilities such as legal assistance from Public Attorney's Office (PAO) or through an office like Persons with Disabilities Affairs Office (PDAO) or designated Focal person on Disability concerns. Disability specific program can be done by direct access mechanism or through a structure like PDAO or Focal person on Disability Affairs to handle their specific needs of persons with disabilities and ensure their full access to government programs or services.

Mainstreamed program can work by direct access but disability support services should be available like live assistance by Disability-trained and sensitized staff or availability of sign language interpreters among others. On the other hand, the presence of PDAO or Disability structure in the local government unit will be helpful in promoting disability inclusion in all programs and in the effective delivery of services.

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[3] U.N. Convention on the Rights of Persons with Disabilities

F. Monitoring and Feedback

In the framework, persons with disabilities either as individual or group should provide feedback on the program implementation regardless if he or she was able to avail of the program. The feedback should be an input either to enhance program implementation or policy amendment or passage of a new law.

G. Tools for Monitoring and Assessment of Policy Development/Program Implementations (Annex 1):

1. Results-Based Monitoring and Evaluation (RBME)

2. Tier 1 and 2 on Data Collection

3. Evaluation Questionnaire for Training/Activity

4. Accomplishment Report forms

ANNEX 2.

"PHILIPPINE RESULTS-BASED MONITORING AND EVALUATION FRAMEWORK ON DISABILITY "

Proclamation No. 688, issued by President Benigno S. Aquino III on November 22, 2013 declares the period from 2013 to 2022 as the Philippine Decade of Make the Right Real for Persons with Disabilities. This supports the 3rd Asian and the Pacific Decade of Persons with Disabilities, which was adopted by the Philippine Government on November 2, 2012 during the final review of the 2nd Asian and the Pacific Decade of Disabled Persons (2003-2012) held in Incheon, South Korea.

The said Proclamation directed the National Council on Disability Affairs (NCDA) to lead the formulation of a Decade Plan of Action on Disability. It also instructed government agencies, instrumentalities and local government units to implement programs for the development of persons with disabilities in accordance with the Incheon Strategy on disability inclusive development.

Since January 2013, the NCDA, in coordination with the other government agencies, has intensified its campaign on disability inclusive development, this time using a whole of government approach.

One major initiative was the drafting of a national framework on Results Based Monitoring and Evaluation on Disability with support from the Australian Aid's Public Sector Linkages Program (AusAid - PSLP) through Queensland University of Technology, Brisbane.

This framework was drafted through a series of training workshops, write-shops and consultations with the vision of achieving the country's goal of inclusive growth and poverty reduction and the sectoral goal of disability inclusive development.

The Framework

This framework intends to monitor and evaluate the country's progress in achieving the following goals:

(1) ACCESS TO PHYSICAL, AND SOCIAL ENVIRONMENT AND INFORMATION AND COMMUNICATION TECHNOLOGY;

(2) ACCESS TO SOCIAL PROTECTION AND OTHER SERVICES;

(3) ECONOMIC EMPOWERMENT;

(4) PARTICIPATION IN GOVERNANCE AND DECISION MAKING; and

(5) ACCESS TO JUSTICE.

(6) DATA AND KNOWLEDGE MANAGEMENT;

(7) DISABILITY INCLUSIVE POLICIES AND INSTITUTIONAL COLLABORATION;

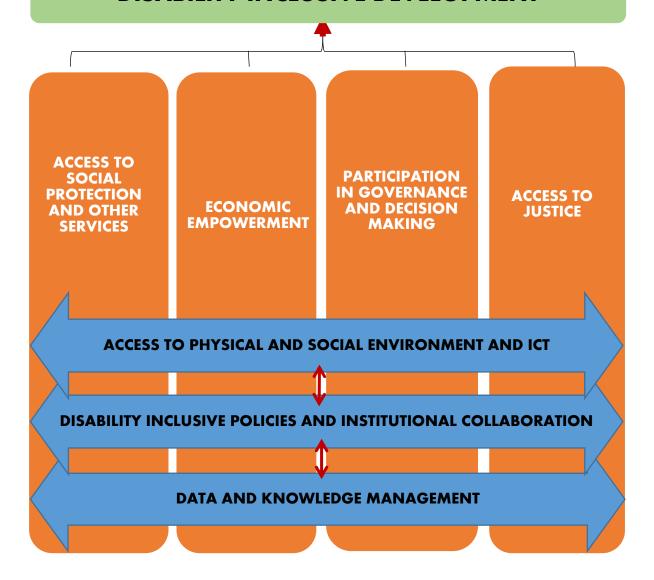Each goal consists of a set of indicators, current initiatives and strategies to achieve outcomes.

It is envisioned that enhancing the capabilities of persons with disabilities and removing barriers to the physical and social environment, as well as to information and communication technology, will enhance their access to social protection and other services; economic empowerment; participation in governance and decision making; and access to justice.

This Framework also puts basic importance to data and knowledge management that will pave the way to an informed disability inclusive policies as well as effective institutional collaboration.

The concerted efforts to improve policies, programs and services for persons with disabilities will help build an inclusive society.

INCLUSIVE GROWTH and POVERTY REDUCTION

DISABILITY INCLUSIVE DEVELOPMENT

ACCESS TO SOCIAL PROTECTION AND OTHER SERVICES

ECONOMIC EMPOWERMENT

PARTICIPATION IN GOVERNANCE AND DECISION MAKING

ACCESS TO JUSTICE

ACCESS TO PHYSICAL AND SOCIAL ENVIRONMENT AND ICT

DISABILITY INCLUSIVE POLICIES AND INSTITUTIONAL COLLABORATION

DATA AND KNOWLEDGE MANAGEMENT

The seven goals:

1	Access to physical and social environment and ICT
2	Access to social protection and other services
3	Economic empowerment
4	Participation in governance and decision making
5	Access to justice
6	Data and knowledge management
7	Disability inclusive policies and institutional collaboration

1 Access to physical and social environment and Information and Communication Technology (ICT)

Disability results from an interaction with non-inclusive environment which includes physical and social barriers that hinder persons with disabilities' active participation in social, political, cultural and economic activities in their respective communities.

Access to built-environment, transportation, information and communication technology should be enhanced for persons with disabilities to become active participants in inclusive development.

Negative attitudes and perception towards persons with disabilities should also be eliminated through increased awareness and sensitivity on their needs to live independently in a community free from discrimination and respective of their rights as citizens.

Outcome one: Improved physical accessibility

Time Frame: 2016-2017

Indicators:

1. Percentage of accessible road networks (national and local roads, e.g. provincial, municipal, city and barangay roads) based on universal design
2. Proportion of accessible government buildings and related structures including private buildings for public use
3. Proportion of accessible domestic and international airports, building terminals and transport terminals covering land, sea and air
4. Proportion of accessible land, sea and air transportation

Outcome two: **Enhanced accessibility to information and communication technology**

Time Frame: 2016-2017

Indicators:

1. Proportion of national TV stations providing sign language interpreters and captioning in primetime news program
2. **Proportion of accessible government websites in compliance with international standards on web accessibility**
3. Proportion of public libraries providing information materials into accessible formats (audio, video, braille etc)

Outcome three: **Increased awareness and sensitivity of the community and society on disability**

Time Frame: 2016-2017

Indicators:

1. Proportion of community members who have at least basic awareness of disability-related issues and concerns
2. Proportion of community members who have positive attitude toward disability
3. **Proportion of barangay communities with programs on disability**
4. Proportion of barangays with support organizations formed in the community

2 Access to basic services and social protection

Basic services are designed to provide meaningful opportunities for the effective participation of individuals in their communities. There are individuals, including persons with disabilities, who have difficulties in accessing basic services on health, education, social welfare, housing, as well as disaster risk reduction and management, among others. Persons with disabilities should also be provided with support services to achieve personal development and enable them to live independently in their community.

On the other hand, social protection constitutes policies and programs that seek to reduce poverty and vulnerability to risks and enhance the social status and rights of the marginalized through labour market interventions, social welfare, social insurance and safety nets. Persons with disabilities are not spared of the effects of economic, social and environmental shocks that social protection initiatives must address.

Thus, national and local government agencies should ensure that persons with disabilities have access to these services and allocate resources for its implementation and sustainability. This goal aims to spell out the challenges in basic services and social protection that the country should recognize and act on concretely.

Outcome four: Inclusive learning environment for students with disabilities

Time Frame: 2016-2017

Indicators:

1. **Percentage of enrolment of children with disability in primary and secondary education**
2. **Retention rate of children with disabilities in primary and secondary education**
3. **Completion rate of children with disabilities in primary and secondary education**
4. **Proportion of primary and secondary students with disabilities enrolled in regular classes**
5. **Proportion of Higher Education Institutes with support services for students and learners with disability**
6. Proportion of teaching and administrative staff trained on inclusive education
7. Proportion of Teaching Education Institution offering Inclusive Education units/courses in the undergraduate programs
8. Proportion of schools and educational facilities using universal design
9. Proportion of schools with appropriate educational materials for all learners
10. Proportion of children who have hearing impairment receiving instructions in sign language (to include proportion of skilled sign language teachers)
11. Proportion of students with visual impairment that have educational materials in formats that are readily accessible.
12. Proportion of students with intellectual disabilities, development disabilities, hearing impairment, visual impairment, autism and other disabilities who are using assistive devices, adopted curricula, and appropriate learning materials
13. **Proportion of elementary and secondary schools that have support service units for students with disabilities**

14. **Proportion of students with disabilities who have availed of government and private scholarships.**

Outcome five: **Improved access to health services**

Time Frame: 2016-2017

Indicators:

1. Proportion of persons with disabilities who are using government supported healthcare programs and services
2. Proportion of persons with disabilities provided/availing of disability specific health services. (e.g. rehabilitation, assistive devices, peer counselling, home care etc.)
3. Number of respite facilities for elderly and people with severe disabilities
4. Proportion of Local Government Units with policies, programs, and services that enhance access of persons with disabilities to sexual and reproductive health services

Outcome six: **Better access to social protection initiatives**

Time Frame: 2016-2017

Indicators:

1. Proportion of persons with disabilities with Philhealth coverage
2. Proportion of persons with disabilities in the informal work sector with SSS or similar insurance coverage
3. Proportion of persons with disabilities covered by social assistance programs i.e. CCT, social pension
4. **Number of Occupationally Disabled Workers provided with rehabilitation services**
5. Proportion of disaster-affected persons with disabilities that are covered by emergency employment initiatives.

Outcome seven **Improved access* to appropriate and decent housing****

* access to housing means giving opportunity to families with Persons with disabilities to own housing units

** appropriate and decent housing means the dwelling unit passes minimum standard requirements for housing, e.g., sturdy materials, safe and secure environment, availability of potable water, electricity