

2023

COMMUNITY-BASED INCLUSIVE DEVELOPMENT (CBID) STANDARDS



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Acronyms

CBID	Community-Based Inclusive Development (CBID)
CBR	CBR Community Based Rehabilitation
HCAC	The Health Care Accreditation Council
OPD	Organization of Persons with Disabilities
ToR	Terms of Reference
UNCRPD	The United Nations Convention on the Rights of Persons with Disabilities
ISQuaEEA	International Society for Quality in Health Care External Evaluation Association
UNESCWA	United Nations Economic and Social Commission for Western Asia
NGO	Non- Governmental OrgCBID Community-Based Inclusive Development (CBID)anization
SDG	Sustainable Development Goals
UNRWA	United Nations Relief and Works Agency
WHO	World Health Organization

Introduction

This is the first edition of the Community-Based Inclusive Development (CBID) Standards. The standards are divided into 8 clusters, and each cluster includes standards related to a similar topic.

Community-Based Inclusive Development, formerly known as Community Based Rehabilitation, CBID strategy encourages inclusive, resilient, equitable communities where people with disabilities are empowered to exercise their rights. CBID uses 'bottom-up' and 'person-centered' approaches at community level, using participatory processes to include everyone^[1].

According to The Constitution of Jordan, the UNCRPD^[2], and the Law on the Rights of Persons with Disabilities Act No. (20) for the year 2017 in Jordan, persons with disabilities have the right to equal access to opportunities, services, and social interactions. To ensure the effective implementation of CBID programs, a set of standards has been developed as a guide to promote inclusive development ^{[3],[4]}.

The Higher Council for the Rights of Persons with Disabilities (HCD) serves as the central governing body responsible for formulating policies related to persons with disabilities, overseeing their execution, and offering support to executive entities for effective implementation of their programs and initiatives^[5]. In compliance with the Law No. 20 of 2017, the CBID program standards are developed in coordination with Health Care Accreditation Council (HCAC), and through a participatory approach to ensure the inclusion of persons with disabilities in all aspects of community life and the achievement of equal opportunities. The participatory approach in the standards development aims to engage all relevant stakeholders in the standards development and give them the opportunity to input to standards. Representatives from various organizations and different sectors such as the government entities, NGO, academic institutions, private sectors, and Organizations of Persons with Disabilities (OPDs) had participated in the standards technical meetings and review workshop and provided their feedback on the standards based on their expertise and knowledge. This involvement will help later in the standards implementation process to make the intended improvement.

The key clusters of the CBID program standards include Rights of Persons with Disabilities, Governance and Management, CBID Program Providers, CBID program Interventions, Empowerment and Advocacy, Documentation and Filing, Barrier-Free Environments and Measurements and Improvement. Implementing the CBID program standards requires collaboration among various stakeholders, including government agencies, community organizations, CBID program providers, public and private sector service providers, and persons with disabilities themselves and their families. By following these standards, organizations can build strong foundations for CBID programs, enhancing their effectiveness and ensuring that persons with disabilities access their rights and receive the support and services they need to thrive.

^[1] definition of CBID used by UNESCWA

^[2] UNCRPD Convention

^[3] Law on the Rights of Persons with Disabilities Act Law No. (20) for the Year 2017

^[4] Convention on the Rights of Persons with Disabilities and Optional Protocol. 2007

^[5] About - HCD



What are standards and how are they developed?

The CBID standards have been developed through a participatory approach involving the formation of a dedicated technical committee and hiring subject matter experts, to ensure that the standards reflect the best practices and address the specific needs of CBID programs. The development process commenced with a comprehensive situational analysis, which involved studying the best CBID laws, policies, and practices on the national, regional, and international level, in addition to key findings of the onsite visits.

Subject matter experts, possessing deep knowledge and expertise, played a vital role in the standards development process and an international expert was selected based on experience to assess the standards objectively and to determine their validity and international acceptability. The technical committee reviewed and refined the standards, incorporating feedback and suggestions from diverse stakeholders. This collaborative approach ensured that the CBID standards addressed the multi-dimensional aspects of inclusive development.

How are the standards classified?

Standards are classified as critical, core, and stretch. The guiding definitions are as follows:

Critical (9 standards)

Critical standards are those standards that address laws and regulations or, if not met, may cause serious harm to persons with disabilities and their families or have negative impact on the CBID program outcomes.

Core (23 standards)

Core standards are the standards addressing processes and procedures. However, partially met compliance with these standards must not pose a threat of harm to persons with disabilities and their families or impact the CBID program sustainability.

Stretch (7 standards)

Stretch standards are standards that are important, but not easy to implement due to time or resource constraints, or a need for culture change to ensure the sustainability of the CBID program interventions.

What are measurable elements?

The measurable elements list the requirements to be in full compliance with the standard. Listing the measurable elements is intended to provide greater clarity to the standards.



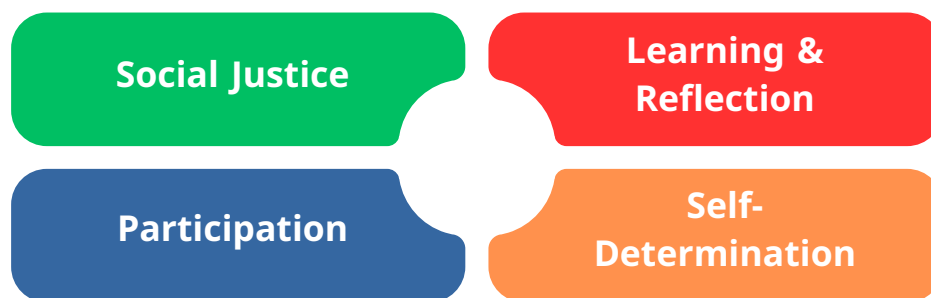
What are the framework and key principles of a CBID program?

The CBID program is a multisectoral approach aiming for an inclusive society. The goal of the CBID program is to improve the quality of life and inclusion of persons with disabilities and their families in all aspects of society, though ensuring their access to health and rehabilitation services, education, employment, and community participation on an equal basis with others, based on a framework of ^[6]:

1. A rights-based approach based on the UNCRPD.
2. Inclusion and participation of persons with disabilities and their families at all levels.
3. Empowerment of persons with disabilities and their families.
4. Creating a barrier-free accessible environment.
5. Partnerships and networking among the key stakeholders.

The key principles of a CBID program, when applied in partnership with various sectors of the community such as organizations of persons with disabilities, national and local governmental entities, non-governmental organizations, and donors, collectively promotes a culture of CBID and plays an integral role in empowering persons with disabilities^[7].

Key Principles



[Source: Community-based Inclusive Development Principles and Practice - Asia-Pacific Development Center on Disability.]

The key principles of a CBID program include^[8]:

1. Social protection, which involves respecting and valuing diversity, and ensuring the inherent dignity, individual autonomy, and rights of persons with disabilities.
2. Self-determination, ensuring that persons with disabilities are aware of the available choices and have opportunities for open discussions.
3. Participation. Emphasizing the full and effective participation and inclusion in society of persons with disabilities and identifying and addressing barriers of participation.
4. Learning and reflection: Encouraging decision-making, and collaborative community efforts.

^[6] Regional Strategic Framework on Community-Based Rehabilitation (CBR) in the South-East Asia Region 2012–2017 – WHO.

^[7] Community-based Inclusive Development Principles and Practice - Asia-Pacific Development Center on Disability.

^[8] Community-based Inclusive Development Principles and Practice - Asia-Pacific Development Center on Disability.

Organization of this Manual

This manual follows the structure of the CBID program standards. They are divided into 8 clusters as follows:

Cluster 1: Rights of Persons with Disabilities

Cluster 2: Governance and Management

Cluster 3: CBID Program Providers

Cluster 4: CBID Program Interventions

Cluster 5: Empowerment, Advocacy, and Collaboration and Coordination

5.1 Empowerment and Advocacy

5.2 Collaboration and Coordination

Cluster 6: Documentation

Cluster 7: Barrier-free environments

Cluster 8: Measurements and Improvement

Eligible Organizations

Standards apply to entities willing to develop and implement a successful sustainable CBID program in any location.

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Cluster 1: Rights of Persons with Disabilities

Introduction

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), promotes, protects, and ensures the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities on an equal basis with others and supports the guiding principles of CBID ^[9]. In line with the UNCRPD, United Nation Sustainable Development Goals (SDG), and Law on the Rights of Persons with Disabilities Act No. (20) for the year 2017 in Jordan affirms the rights of persons with disabilities and non-discrimination in all civil, political, social, economic, and cultural fields ^{[10],[11]}.

The Rights of Persons with Disabilities cluster outlines the standards of the rights of persons with disabilities within the context of the CBID program. The CBID program is dedicated to upholding and promoting the rights of persons with disabilities, ensuring their full participation, inclusion, and equal opportunities. These standards guarantee the protection of the inherent dignity and autonomy of persons with disabilities, while also addressing issues such as non-discrimination, accessibility, privacy, and the prevention of abuse or neglect. Additionally, this section emphasizes the significance of having a robust system in place for addressing cases of abuse, violence, or neglect, ensuring that proper reporting procedures are followed, awareness is raised among program providers, and victims receive the necessary assistance such as psychosocial support and other relevant referral services^[12].

Required Documents:

1. Statement and rights of persons with disabilities.
2. Process of managing cases of abuse, violence, or neglect.
3. Process for feedback collection.

Number of standards:

Total Number of Standards	3
Critical Standards	2
Core Standards	1
Stretch Standards	0

^[9] Convention on the Rights of Persons with Disabilities and Optional Protocol. 2007

^[10] Law on the Rights of Persons with Disabilities Act Law No. (20) for the Year 2017

^[11] United Nation Sustainable Development Goals 2030 - 2015

^[12] Convention on the Rights of Persons with Disabilities and Optional Protocol. 2007

1.1 The CBID program implements an inclusive and rights-based approach to support the rights and full inclusion of persons with disabilities which, at its minimum, ensures that:^{[13],[14]}

Critical

Measurable Elements:

1. There is a statement that underpins and guides the CBID program which defines the rights of persons with disabilities in line with the relevant laws and regulations and covers the following elements:

- a. Respect for their inherent dignity and individual autonomy, including the freedom to make one's own choices.
- b. Non-discrimination based on disability or its causes.
- c. Acceptance of persons with disabilities as a part of human diversity and humanity.
- d. Equal opportunities.
- e. Full and effective participation and inclusion in society.
- f. Equality between men and women.
- g. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.
- h. The right to receive interventions in accessible environments.
- i. Security, personal privacy, and confidentiality.
- j. Informed consent by the person with disability or his/ her legal designate toward every action, procedure or legal measure ensuring they understand the content, result and impact.

2. All the CBID program providers are trained on the rights of persons with disabilities and reflect them in their work.

3. Procedures are in place to ensure that the rights are explained and made aware to persons with disabilities and their families and that interventions are delivered respecting their rights and dignity

^[13] The Law of Persons with Disability Number 20 for 2017

^[14] Home, U. N. "Convention on the Rights of Persons with Disabilities. 2006.

1.2 The CBID program has a process for managing cases of abuse or neglect in accordance with the national laws and regulations ^[15].

Critical

Measurable Elements:

- 1.Procedures are in place and followed to report detected cases of abuse, violence, or neglect to the authorities in accordance with the laws and regulations ^[16].
- 2.All CBID program staff members, including managers and providers, are aware of the procedure of managing cases of abuse, violence, or neglect.
- 3.Victims of abuse, violence or neglect are provided with access to psychosocial and other referral services as appropriate.
- 4.All the records of cases of abuse or neglect are maintained with confidentiality observed.

1.3 The CBID program has a process for collecting and responding to feedback to ensure the satisfaction of persons with disabilities, their families, and relevant stakeholders and to guide the improvement of the CBID program.

Core

Measurable Elements:

- 1.There is a process for collecting feedback from persons with disabilities, their families and the relevant stakeholders which includes reference to the Code of Ethics.
- 2.Feedback is collected through different methods including feedback boxes, social media platforms, interviews, satisfaction questionnaires and surveys.
- 3.Feedback collection methods are accessible to all persons with disabilities, their families, and relevant stakeholders.
- 4.A procedure is in place for acting for improvement based on the collected feedback, as needed.
- 5.Persons with disabilities, their families and the relevant stakeholders are made aware of the methods for providing feedback.

^[15] The Law of Persons with Disability Number 20 for 2017

^[16] The Jordanian Law for Protection from Domestic Violence number 15 for 2017.

Cluster 2: Governance and Management

Introduction

Governance on the national level, along with district level management and local government involvement, are essential elements for the CBID program. National level governance guides the priorities and planning through formulation of policies for the CBID program and collaborating between various ministries to ensure effective and sustainable CBID program. Also, district level governance is responsible for coordinating the referral services between the multi-sectors to support the CBID program, while community level governance defines the objectives of the CBID programs and evaluates the program and its manager's performance. To ensure the successful implementation of the CBID program, having a qualified program manager is also essential. The program team should possess the necessary education, training, and experience in CBID^[17].

By establishing a well-defined governance and management structure on all levels and forming a CBID community committee, implementing a robust financial management system, and implementing the program in line with the code of ethics, the CBID program aims to promote social inclusion, equal opportunities, and empowerment of persons with disabilities.

Required Documents:

1. Entity valid license
2. Documents related to governance roles and responsibilities.
3. Documents of CBID community committee decisions and actions
4. Training resources
5. CBID program managers' job description
6. Financial resources supporting documents.
7. Code of Ethics.

Number of standards:

Total Number of Standards	6
Critical Standards	2
Core Standards	4
Stretch Standards	0

^[17] Report of Proceedings of the NAD-CGN Round Tables Re-thinking CBR/CBID - 2022

2.1 The CBID program is implemented by an authorized entity according to the relevant and applicable laws and regulations.

Critical

Measurable Elements:

- 1.The entity has a valid license from relevant authorities and operates according to the applicable laws and regulations and the governance structure approved in the country.
- 2.The entity has a bylaw that defines the scope of work and objectives.
- 3.The entity has a defined organizational structure.
- 4.The entity collaborates with the relevant stakeholders to facilitate the provision of CBID program.

2.2 A defined governance structure of the CBID program is in place.

Critical

Measurable Elements:

- 1.There is a governance structure that defines the arrangement of lines of authorities, job titles, flow of information and communication channels for CBID program.
- 2.The national level governance structure is described in writing, with defined roles and responsibilities that includes at least:
 - a. Formulating policies and legislation for the CBID program.
 - b. Ensuring the participation or representation of persons with disabilities.
 - c. Creating networks of co-ordination and collaboration between various ministries that are needed to ensure effective and sustainable CBID programs.
 - d. Allocating resources to support the CBID program.
- 3.There is a written description of the district level governance, and its responsibility in coordinating referral services between the multi-sectors to support the CBID program.
- 4.The community level governance structure is described in writing, with defined roles and responsibilities that include at least:
 - a. Collaborating and networking with stakeholders at the community level.
 - b. Ensuring the implementation of the CBID program interventions.
 - c. Ongoing supervision and evaluation of the CBID program.
- 5.There is evidence that governance at all levels implements the roles and responsibilities.

Guidance

Policies and support on the national level, along with district level management and local involvement, are essential elements of CBID programs. A National level coordinating body ensures the multi-sectoral collaboration needed for an effective CBID program. The mechanism for coordination may vary depending on the approach preferred by government. There may be, for example, a national coordinating committee consisting of representatives from the various ministries; or one ministry may take responsibility for coordinating support for the CBID program, which is often done by the Ministry of Health, Ministry of Social development, or other ministry such as Ministry of education or labor^[18].

Collaboration among all sectors to support the CBID program is essential, particularly at the district level where referral services are provided. As for the district level management, committees or coordinators are formed at each administrative level. Experience has shown that the district level is a key point for coordination of support to communities. It is, therefore, particularly important to have district committees responsible for the CBID program^[19].

And as the CBID program belongs to the community, members of the community must be involved in the planning, implementation, and evaluation of CBID programs through forming a CBID program community committee^[20].

^[18] Background Discussion Paper for a Round Table on the Future of Community Based Rehabilitation / Community Based Inclusive Development - 2021

^[19] Report of Proceedings of the NAD-CGN Round Tables Re-thinking CBR/CBID - 2022

^[20] Report of Proceedings of the NAD-CGN Round Tables Re-thinking CBR/CBID - 2022

2.3 The CBID program is implemented by an authorized entity according to the relevant and applicable laws and regulations.

Core

Measurable Elements:

1. There is a CBID community committee with defined Terms of Reference (ToR) including: committee objectives, membership and main roles and responsibilities.
2. The membership of the CBID committee includes at least:
 - a. Representatives of the education sector
 - b. Representatives of the health sector
 - c. Representatives of the labor sector
 - d. Representatives of social development
 - e. Representatives of municipalities.
 - f. Organizations of persons with disabilities
 - g. Persons with disabilities families
 - h. Respected members of the community such as local leaders, human rights, and justice representatives.
 - i. Persons with disabilities and/ or their legal representatives.
3. The ToR of the CBID community committee defines the roles and responsibilities, that include at least:
 - a. Responding to the identified community needs, considering persons with disabilities needs.
 - b. Raising awareness according to identified community needs.
 - c. Working with the sectors that provide support services to create and coordinate the required services and make referrals as needed.
 - d. Working within the community to promote the inclusion of persons with disabilities in all aspects of society including educational institutions, training centers, workplaces, transport systems, leisure and social activities, places of worship.
4. The CBID committee related decisions and actions are documented and disseminated to relevant entities.

2.4 The CBID program is led by a qualified program manager.

Core

Measurable Elements:

1. The CBID program manager is qualified by education and/ or training and experience in CBID.
2. The CBID program manager receives a training that includes at least:
 - a. The CBID concept
 - b. Disability and a rights-based approach to all CBID interventions
3. The CBID program manager has competencies in the following topics at least:
 - c. Community engagement, participation, and collaboration with diverse stakeholders.
 - d. Program management.
 - e. Leadership skills
 - f. Communication skills.
4. The CBID program manager roles and responsibilities are defined in a documented job description by the responsible individual, and includes at least:
 - a. Managing CBID program through planning, implementation, monitoring, evaluation, and learning.
 - b. Ensure the development of required policies and procedures for the CBID program.
 - c. Ensure the resources required to implement the CBID program and its interventions are allocated.
 - d. Ensuring that the CBID program providers are trained in the necessary skills to deliver.
 - e. Creating partnerships and collaborations within the served community.
 - f. Submitting reports of the CBID program and its activities, as needed, to relevant entities, for example: stakeholders, funders, and regulatory bodies.
 - g. Ensuring referral system through coordinating with the relevant entities.
5. There is evidence that the CBID program manager implements the defined roles and responsibilities.

2.5 There is a comprehensive financial management system of the CBID program.

Core

Measurable Elements:

1. There is a finance policy in place describing the financial management system, and allocated budget, funds available to implement the CBID program, and sustainability outlook.
2. The financial management systems are in place performed by qualified individuals by education and/ or training.
3. The finance team staff operate in line with defined roles and responsibilities outlined in the financial management system.
4. All the supporting documents related to financial resources are documented. For example: financial reports, invoices.

2.6 There is a comprehensive financial management system of the CBID program.

Core

Measurable Elements:

1. The code of ethics defines the ethics and values for the CBID program as outlined and emphasizes a rights-based approach.
2. The Code of Ethics is agreed with each provider and signed copies are available.
3. The Code of Ethics is provided to persons with disabilities who are beneficiaries of the program.
4. Ensuring compliance with the code of ethics is documented within the CBID management team roles.
5. Any violation and breach of the code of ethics is investigated, managed, and documented.

Cluster 3: CBID Program Providers

Introduction

CBID program providers have direct contact with persons with disabilities and their families and play a vital role in supporting them to access services and to be included. CBID program providers deal with the context and environment persons with disabilities are living in and in which they are receiving interventions. They play an important role in helping the inclusion of persons with disabilities by working to advocate and educate to remove barriers that challenge the inclusion and empowerment of persons with disabilities.

CBID program providers also conduct home visits to help identify and support persons with disabilities and their families and provide information on the rights of persons with disabilities as outlined in local and international law and conventions. They also provide education, specialized intervention and awareness and counseling interventions, and offer information to persons with disabilities about how to maximize their potential to take care of themselves, to communicate, or to move around^[21].

CBID program providers who deliver services, care, intervention and/or support for persons with disabilities, and their families or refer them to services include volunteers, CBID workers and managers, special education providers, general providers, specialized healthcare providers, including physiotherapists, occupational therapists, speech therapists, social workers and assistive technology providers.

Within the livelihood sector providers include vocational training providers, financial services, and social protection services. There are also a range of providers addressing the empowerment of persons with disabilities including organizations of persons with disabilities, the social sector includes stakeholders addressing personal assistance, as well as access to sports, cultural and arts.

The process for identifying CBID program providers is crucial in ensuring that the right skills and competencies are considered in accordance with the assigned responsibilities. Once selected, CBID program providers need to undergo an orientation and training on disability rights-based approaches, relevant laws and regulations, and essential interpersonal and communication skills. Also, CBID program providers undergo performance evaluations aligned with their task descriptions, and are recognized and rewarded based on their performance, achievements, and contributions^[22].

Required Documents:

1. Process for selecting the CBID program providers.
2. Documents related to orientation of the providers.
3. Documents related to training of the providers.
4. Specialized provider's roles and responsibilities.
5. General provider's roles and responsibilities.
6. Documents related to provider's performance evaluation.
7. Personnel files of providers.
8. Documents related to recognition and motivation of providers.

^[21] Review of the UNRWA supported CBRCs in Jordan 2015.

^[22] Review of the UNRWA supported CBRCs in Jordan 2015.

Number of Standards

Total Number of Standards	6
Critical Standards	2
Core Standards	4
Stretch Standards	0

3.1 There is a process for selecting CBID program providers.

Core

Measurable Elements:

1. Selecting the providers is based on them meeting defined criteria based on the required skills, attitude and competencies considering the assigned responsibilities.
2. The process of providers' selection is made available to the public.
3. All documents related to selecting the providers are maintained.

3.2 An orientation is provided to all CBID program providers.

Core

Measurable Elements:

1. CBID providers demonstrate, at least, an understanding of the CBID concept, disability, and right-based approach of persons with disability, relevant laws and regulations, and interpersonal and communication skills.
2. CBID providers receive orientation on their accountabilities and as described in their task description.
3. Orientation provided to CBID program providers is documented in their personnel file.

3.3 CBID providers receive training to maintain and develop their knowledge and competencies.

Core

Measurable Elements:

1. The CBID program providers demonstrate an understanding of:
 - a. CBID concept including inclusion.
 - b. Disability and right-based approach of persons with disability.
 - c. Counselling of persons with disabilities and families, emotional support, psychosocial support
 - d. Referral systems and networks.
 - e. Teamwork and communication skills.
 - f. Report writing skills.
2. There is a process to receive CBID program providers' input on any required additional training.
3. There is a process of ongoing skills development.
4. The received training of CBID program providers is documented.

Guidance

Two groups of people are involved in intervention provision: the counseling and awareness services providers and the professionals who provide specialized services.

Counseling and awareness services providers need to learn the skills used in training persons with disabilities and to receive training on the rights of persons with disabilities. They also require training on their role in facilitating contact of persons with disabilities and their families with the community leaders and specialized service providers^[23].

Professionals who provide specialized services in the health, education, social and vocational sectors also need training on the rights of persons with disabilities and their families. They may also need training in how to communicate with persons who have different types of impairments such as hearing, seeing, mobility, understanding or behaving. These aspects of training should be included in the basic training of professionals^[24].

^[23] Universal Training Volunteer Level – Working as a CBID Volunteer

^[24] Universal Training Volunteer Level – Working as a CBID Volunteer

3.4 CBID program specialized services are provided by qualified specialized providers.

Critical

Measurable Elements:

1. CBID program specialized providers are qualified by education and training and experience and in line with laws and regulations, as applicable.
2. The CBID program specialized providers' roles and responsibilities are defined in a documented task description, and includes at least:
 - a. Assessing the persons with disabilities condition and referring them for further diagnosis.
 - b. Based on assessment results, implementing the interventions plan and objectives.
 - c. Providing education, counseling, and support to the persons with disabilities and their families
 - d. Monitoring plan progress including follow up of any interventions.
 - e. Documenting all the interventions implemented.
 - f. Reporting the interventions, as needed, to the CBID program manager.
 - g. Carrying out home visits and following-up on teams working in the field.
3. CBID program specialized providers reports document all processes.

3.5 CBID program awareness and counseling services are provided by qualified providers.

Core

Measurable Elements:

1. CBID program providers of awareness and counseling services are qualified by education and/ or training and experience.
2. The CBID program providers of awareness and counseling services roles and responsibilities are defined in a documented job description, and includes at least:
 - a. Raising the awareness level on the disabilities and the rights of persons with disabilities in the community
 - b. Collecting data related to persons with disabilities using the required forms and as needed.
 - c. Reporting identified disabilities in the community served to the manager of the CBID program.
 - d. Educating and training the persons with disabilities and their families on life skills and independence.
 - e. Reporting all interventions and referrals performed
 - f. Carrying out home visits.
3. There is evidence that the CBID program providers of awareness and counseling services implement the defined roles and responsibilities.

3.6 There is a process for provider's performance evaluation.

Core

Measurable Elements:

- 1.The CBID program providers have their performance evaluated in line with their task description at agreed intervals.
- 2.Ongoing feedback is provided to CBID program providers to improve his/her performance, and as needed.
- 3.Performance evaluation is documented in the personnel file.

3.7 A personnel file is maintained for each CBID program provider.

Core

Measurable Elements:

- 1.There is a personnel file for each CBID program provider.
- 2.Personnel files, where applicable, includes at least:
 - a. Copies of licenses, certifications, training, and work experience.
 - b. Signed current task description.
 - c. Signed Code of Ethics.
 - d. Copies of performance evaluation.
- 3.Personnel files are kept confidential and securely stored with authorized access.

3.8 CBID program provider's recognition and motivation is ensured.

Stretch

Measurable Elements:

- 1.There is a process to recognize and reward CBID program providers based on their performance, achievements, and contributions to the CBID program.
- 2.Normal and informal recognition approaches are used. For example: regular in-service training, annual award for the best providers and certificates of appreciation.
- 3.Approaches are implemented to receive feedback and insights from CBID program providers.

Cluster 4: CBID Program Interventions

Introduction

CBID programs support persons with disabilities by raising awareness of the rights of persons with disabilities and promoting their inclusion in all aspects of community life. CBID is about supporting persons with disabilities to access standard services on an equal basis with others by advocating for their rights and including them in all areas of society and to access specialist services to meet their needs. Key activities of the CBID program include providing information, awareness and counseling for persons with disabilities, their families and community members on disability and disability rights, providing support and education as well as referring persons with disabilities and their families to specialized services including physiotherapy, occupational therapy and speech therapy ^[25] as well as provision of assistive devices, psychosocial support, access to education, employment and training, access to justice, political participation, inclusion in sports and cultural activities.

The CBID program interventions are designed based on a needs assessment, ensuring that the specific requirements of persons with disabilities are addressed effectively. Additionally, the CBID program emphasizes coordination and referral services to ensure the provision of interventions and community awareness about disability. Effective follow-up procedures are implemented to monitor progress, address challenges, and evaluate outcomes. The CBID program interventions standards focus on the key interventions and processes involved in providing services and support to the persons with disabilities and their families within the served community.

Required Documents:

1. Documents related to community needs assessment results.
2. Documents related to CBID program interventions.
3. Documents related to referral services.
4. Documents related to community awareness.
5. Documents related Counseling services.
6. Home visits documents.
7. Follow up documents.

Number of Standards

Total Number of Standards	6
Critical Standards	2
Core Standards	4
Stretch Standards	0

^[25] Transition from CBR to CBID - CBR Africa Network 2020.

4.1 The CBID program has a participatory process for community needs assessment.

Critical

Measurable Elements:

1. A needs assessment is carried out involving a range of stakeholders including persons with disabilities to assess the needs of persons with disabilities in the target area. Information includes at least:
 - a. Number, types and degree of disabilities
 - b. The available resources and services in the community (community assets)
2. Standardized tools are used to collect information, for example: questionnaires, surveys, and focus groups.
3. CBID program priorities and interventions are developed based on the identified needs, and in consultation with the participants of the needs assessment.
4. Individuals conducting the community needs assessment are trained in how to use the tools and the required information to be collected.
5. Mapping for the services in the target area is conducted, based on the results of needs assessment.
6. Results related to the community needs assessment are maintained.

Guidance

The CBID program goal is the inclusion and empowerment of persons with disabilities in all aspects of their lives, thus the needs should be identified at all levels. Community needs assessment information can be gathered through interviews, direct observation done by CBID program providers and reviewing available data and documents. Applying multiple methods for gathering information and involving professionals in the assessment is more effective in accurately identifying the needs. After the needs are identified they should be prioritized according to their importance^[26].

Information collected for the community needs assessment include^[27]:

- Population: number of persons with disabilities, age, gender, types of impairment.
- Health: available local health services.
- Education: number of children with disabilities attending school.
- Economics: sources of income, average daily wage.
- Government: laws and policies, level of interest in disability, accessibility regulations.
- Culture: practices and attitudes towards disabilities.

^[26] CBR Guidelines Introductory Booklet – WHO 2010.

^[27] CBR Guidelines Introductory Booklet – WHO 2010.

4.2 The CBID program has defined key interventions to be implemented according to the needs identified in the community served.

Core

Measurable Elements:

- 1.The interventions are defined based on the needs assessment for the persons with disabilities in the served community.
- 2.The CBID program interventions are provided on entities and home-based level and as applicable.
- 3.Persons with disabilities, their families and the community are involved in decision making related to the program's interventions.
- 4.There are networking and collaboration meetings and activities between relevant stakeholders to facilitate the provision of interventions.

Note: The CBID program interventions can be provided on institutional and home-based level and as applicable, or via referral. Interventions provided in the CBID program^[28], include at least:

- a. Social. For example: community awareness,
- b. Health. For example: physiotherapy, occupational therapy, and speech and language therapy.
- c. Empowerment. For example: counseling
- d. Education
- e. Livelihood

4.3 The CBID program has a process for referral to ensure the provision of interventions to persons with disabilities.

Critical

Measurable Elements:

- 1.Referral to interventions/ services is performed based on the mapping of services in the target area. Please refer to 4.1
- 2.Referral to interventions/ services is based on the needs of persons with disabilities.
- 3.The CBID program provides information and assistance to access referral services to persons with disabilities and their families. This may include information on location, possible benefits and risks, and potential costs.
- 4.Any challenges encountered by the persons with disabilities and their families are reported and acted upon.
- 5.Follow-up on referrals made are provided and documented to ensure ongoing support, for example: rehabilitation services that need to be continued at home, review of assistive devices to check if they are still appropriate and being used.
- 6.CBID program providers responsible for referral of persons with disabilities are trained in their tasks related to the referral processes. Please refer to Cluster 3.
- 7.Respective documentation for referral is maintained. Data is kept confidential.

^[28] CBR Matrix (WHO 2010)

4.4 The CBID program has a process for community awareness and promoting disability.

Core

Measurable Elements:

1. Awareness activities are conducted based on the rights of persons with disabilities to inclusion, their and their family's needs in community.
2. Persons with disabilities and relevant stakeholders are given the opportunity to participate in the implementation of the awareness activities.
3. Evidence-based practices are followed in the development of awareness activities content and any promotional material.
4. Awareness activities are provided in a language and format suitable for the community served and appropriate to the local culture and preferences.
5. Effective ways are used to teach and create awareness about disability in the community. For example, group discussions, flashcards, storytelling and songs, posters, success stories, films, and radio.
6. The provided awareness activities are documented and maintained.

4.5 The CBID program has a process to guide procedures for home visits and any interventions agreed.

Core

Measurable Elements:

1. There is a procedure that describes the CBID program home-based interventions and identifies the providers conducting the visits.
2. Interventions provided through home visits consider the cultural variations and comply to the Code of Ethics.
3. Interventions provided through home visits are documented and maintained observing confidentiality, and link with follow-up required. (see 4.6 below)

4.6 A process for follow up on the interventions provided under the CBID program.

Core

Measurable Elements:

1. A follow up procedure is implemented to ensure that interventions include elements, as following: needs assessment, goal setting, intervention implementation, education and counseling, progress monitoring, and outcome evaluation.
2. Follow up takes place to identify successes or any challenges and barriers impacting the interventions and achievement of the planned outcomes identified.
3. Follow up reports are reviewed by the CBID manager and community committee and acted upon, in line with agreed processes.
4. All documentation related to follow up are maintained and kept confidential.

Cluster 5: Empowerment, Advocacy, and Collaboration and Coordination

Introduction

The CBID program plays a crucial role in empowering persons with disabilities by promoting their inclusion in society and addressing the challenges they face. Through the CBID program, persons with disabilities and their families are supported to identify and remove barriers, access essential interventions, and work collectively towards addressing common issues. This can be done by raising awareness, providing information, building capacity, and encouraging participation of persons with disabilities and their families, which can lead to achieving the goal of empowering persons with disabilities^[29].

One of the key components in the CBID program is having an empowerment plan for the persons with disabilities, their families, organizations, and the community to help remove barriers and create opportunities for participation and decision-making. The CBID program supports the participation of persons with disabilities and their families. Through promoting and supporting the development or strengthening of self-help groups, parents' groups, and organizations of persons with disabilities, and working with persons with disabilities organizations to plan and implement the CBID program, and ensure the inclusion of persons with disabilities in all areas of society.^[30]

Required Documents:

1. Empowerment and advocacy plan of persons with disabilities and their families.
2. Documents related to raising awareness and capacity building activities.
3. Documents related to community empowerment plan and activities.
4. Documents related to self-help group activities.
5. Documentation related to collaboration and partnership with the persons with disabilities organizations such as a memorandum of understanding.
6. Documents related to resources for promoting the inclusion of persons with disabilities.
7. Inclusion success stories.

Number of standards:

Total Number of Standards	6
Critical Standards	1
Core Standards	4
Stretch Standards	1

^[29] CBR Guidelines Empowerment Component – World Health Organization.

^[30] CBR Guidelines Empowerment Component – World Health Organization.

5.1 Empowerment and Advocacy

5.1 The CBID program has an empowerment and advocacy plan for persons with disabilities and their families to ensure their participation and their active involvement in decision-making processes^[31].

Core

Measurable Elements:

1. There is an empowerment and advocacy plan for persons with disabilities and their families. The plan is developed in partnership with persons with disabilities and their organizations and includes:
 - a. Raising awareness activities to persons with disabilities and their families regarding disability and the rights of persons with disabilities.
 - b. Providing information to persons with disabilities and their families to promote access to their rights.
 - c. Training/ capacity building activities to empower persons with disabilities and their families and organizations to become self-advocates for their rights and needs.
 - d. Ensuring persons with disabilities participation in community meetings, decision-making processes, and local government initiatives.
2. Relevant individuals and organizations responsible for the formulation and implementation of the empowerment and advocacy plan are identified and their roles and responsibilities are determined.
3. There is a process to increase the level of participation in empowerment and advocacy - related activities. Any challenges encountered are acted upon.
4. All activities conducted regarding raising awareness and capacity building of persons with disabilities, are documented, and maintained.

^[31] CBR Guidelines Empowerment Component – World Health Organization

5.2 The CBID program has an empowerment and advocacy plan for the community^[32].

Core

Measurable Elements:

1. There is a plan for community empowerment and advocacy developed in partnership with persons with disabilities and their organizations. The plan addresses collaboration with relevant community stakeholders in various aspects including at least:
 - a. Awareness and education activities to educate the community about different types of disabilities, the rights of persons with disabilities, and to challenge myths and stereotypes.
 - b. Use of social media and local media outlets to share stories of individuals with disabilities, highlighting their rights, achievements, and challenges.
2. Relevant individuals responsible for the implementation of the community empowerment plan are identified, and their roles and responsibilities are determined.
3. There is a process to increase the level of community stakeholders' participation in empowerment-related activities. Any challenges encountered are addressed and acted upon.
4. Respective documentation related to community empowerment activities is maintained.

Note: Community stakeholders may include persons with disabilities, family members, self-help groups, persons with disabilities organizations, community members, media organizations, teachers, NGOs, CSOs, service providers, local authorities, local leaders, religious leaders, decision- and policymakers. Universities and academia.

^[32] CBR Guidelines Empowerment Component – World Health Organization.

5.3 The CBID program supports the participation of persons with disabilities and their families^[33].

Critical

Measurable Elements:

1. Self-help groups including persons with disabilities and their families are formed or strengthened to advocate for their rights in the community served.
2. Self-help group has defined goals, including at least:
 - a. Raise awareness.
 - b. Enhance the capability of the persons with disabilities and their families and provide various opportunities for them to share problems, information, and experiences.
 - c. Improve service provision by reflecting the needs of persons with disabilities through their contributions.
 - d. Promote leaders with disabilities.
 - e. Build partnerships with community members.
3. Self-help groups are educated on at least: disability concept, rights of persons with disabilities, and community counseling skills.
4. All the self-help group related activities to achieve the defined goals are documented.

5.4 The CBID program has a process to promote the inclusion of persons with disabilities^[34].

Stretch

Measurable Elements:

1. The CBID program promotes the inclusion of persons with disabilities within the community through various aspects that include the following at least:
 - a. Creation of accessible environments including buildings, transport systems, schools, communication systems and the built environment
 - b. Education and advocacy with community organizations, schools, sports clubs, places of worship, justice systems, media outlets, cultural groups, and political participation to create inclusive activities and programs that welcome individuals with disabilities.
 - c. Advocacy and awareness raising to local businesses to promote inclusive hiring practices and accessible premises.
 - d. Access to vocational training programs that prepare persons with disabilities for various job opportunities.
2. Success stories related to inclusion are maintained and disseminated within the persons with disabilities, their families, and communities.
3. Any challenges related to inclusion are addressed and acted upon.

^[33] CBR Guidelines Empowerment Component – World Health Organization

^[34] CBR Guidelines Empowerment Component – World Health Organization.

5.2 Collaboration and Coordination

5.5 Effective Collaboration, Coordination and partnership is ensured in CBID program to ensure the involvement of all community members and creates sustainability.

Core

Measurable Elements:

- 1.The CBID program ensures the involvement of all relevant stakeholders in the planning, implementation, monitoring, and evaluation of CBID program activities and initiatives.
- 2.Regular meetings are conducted to facilitate communication and coordination among stakeholders involved in the CBID program.
- 3.Process is implemented for sharing data, reports, and updates among stakeholders regarding the CBID program.
- 4.Partnership and collaboration with various organizations from different sectors to use resources, expertise, and knowledge is ensured for an effective and sustainable CBID program.
- 5.Respective documentation related to collaboration and coordination with relevant stakeholders is available and maintained.

5.5.1 The CBID program creates partnership channels with persons with disabilities organizations^[35].

Core

Measurable Elements:

- 1.There is a process to work with persons with disabilities organizations to plan and implement the CBID program.
- 2.The CBID program benefits from the persons with disabilities organizations knowledge, skills, and resources to unify efforts and reach all persons with disabilities and their families in communities.
- 3.Respective documentation related to collaboration and partnership with the persons with disabilities organizations are maintained.

^[35] CBR Guidelines Empowerment Component – World Health Organization

Cluster 6: Documentation

Introduction

In order to ensure the success of the CBID program, there is a need to have a well-established documentation system and a process for information collection and dissemination with relevant stakeholders. This documentation process serves multiple purposes, including transparency, accountability, and the provision of valuable insights for program improvement. Also, it is crucial to address the security and confidentiality of CBID program information. Authorized access to data is carefully regulated, ensuring that only authorized individuals or entities can access it.^[36]

Required Documents:

1. Standardized forms used for documentation.
2. Documents related to information collection and dissemination process
3. Confidentiality of information supporting documents

Number of standards:

Total Number of Standards	3
Critical Standards	0
Core Standards	3
Stretch Standards	0

6.1 The CBID program has a comprehensive documentation system.

Core

Measurable Elements:

1. Documented operating guidelines describe the main operations of the CBID program including review processes.
2. Standardized forms are used for the documentation of the CBID program interventions.
3. Relevant individuals are aware of the operating guidelines content and the forms approved for documentation.

^[36] CBR Guidelines Introductory Booklet – WHO.

6.2 A process for information collection and dissemination is in place.

Core

Measurable Elements:

1. The CBID program has defined information to be collected, including at least:
 - a. The results of the community needs assessment
 - b. The recommended interventions
 - c. The interventions provided to the persons with disabilities at institutions, through home visits and other locations.
 - d. Information related to referrals
 - e. Information related to community committee meetings, recommendations, decisions and reports.
 - f. Information related to recruitment, orientation and training of CBID program providers
 - g. Information related to community awareness activities and empowerment
 - h. Information related to relevant stakeholders
2. Information is disseminated to relevant stakeholders using defined means of communication, for example: meetings, committees, billboards.
3. All relevant individuals are aware of the information to be collected and disseminated.

6.3 The CBID program information is kept confidential and secure.

Core

Measurable Elements:

1. Authorized persons to access information/ data are identified.
2. Paper and electronic information are kept in secure areas and protected from loss.
3. All CBID program providers who have access to information (general information or persons with disabilities information) are aware of their responsibility in maintaining information confidentiality.

Cluster 7: Barrier-free environments

Introduction

To enable persons with disabilities to live independently and participate fully in all aspects of life in line with their rights, appropriate measures must be taken to ensure that persons with disabilities are included in society and have access to the physical environment, information, technologies and systems, and other facilities and services on an equal basis with others. These measures ensure a barrier-free environment which enables persons with disabilities to access services, and participate fully within the community. Measures of identification and elimination of challenges and barriers should be taken and any needed modification should be done to reduce these barriers^{[37],[38]}.

This cluster addresses actions and measures that are needed to ensure the accessibility of persons with disabilities and their families to society. Furthermore, the standards ensure the availability of reasonable accommodations, accessible formats, and assistive technologies to promote the accessibility of persons with disabilities and their families and remove any accessibility limitations.

Required Documents:

1. Documents related to accessibility measures.
2. Documents related to reasonable accommodations.
3. Documents related to accessible formats.
4. Documents related to assistive technologies.

Number of standards:

Total Number of Standards	6
Critical Standards	1
Core Standards	1
Stretch Standards	4

^[37] The Law of Persons with Disability Number 20 for 2017

^[38] Convention on the Rights of Persons with Disabilities and Optional Protocol. 2007

7.1 All the CBID program interventions are made accessible to meet the needs of persons with disabilities and their families^[39].

Critical

Measurable Elements:

1. Accessibility measures, in accordance with the building's safety codes, are put in place. These measures include:
 - a. Ramps
 - b. Wide external and internal doorways
 - c. Accessible toilets
 - d. Functioning elevators, as needed
 - e. Barrier-free access to safety exits, with proper explanatory signage.
2. Persons with disabilities and their families are provided with information and directions on the relevant available measures and how to access the buildings and premises of interventions provision.
3. Relevant CBID program providers are trained on the accessibility measures to accommodate the needs of persons with disabilities.
4. Accessibility measures are periodically maintained.

7.2 The CBID program advocates for the inclusion of persons with disabilities across all sectors of society^[40].

Stretch

Measurable Elements:

1. The CBID program is working with community stakeholders across all sectors to promote a rights-based approach to disability and encourage inclusion of persons with disabilities considering:
 - a. Environmental access (e.g., pathway to buildings, entrance signage, internal signage, parking lots, wheelchairs and stretchers, handrails, Adequate lighting)
 - b. Information and communication systems
 - c. Attitudes and behaviour
2. Persons with disabilities and their families are provided with information and directions on the relevant available measures to promote accessibility.
3. Relevant CBID program providers are made aware of the accessibility measures.

^[39] The Law of Persons with Disability Number 20 for 2017

^[40] The Law of Persons with Disability Number 20 for 2017

7.3 Reasonable accommodation for persons with disabilities and their families are maintained where the CBID program interventions are provided^[41].

Stretch

Measurable Elements:

1. Reasonable accommodations are put in place, including at least:
 - a. Sign language interpretation, captioning and other communication needs are provided.
 - b. Spending enough time with persons with disabilities.
 - c. Providing services in an accessible environment e.g., ground floor
2. Persons with disabilities and their families are provided with information and directions on the relevant available accommodations where interventions are provided.
3. Relevant CBID program providers are made aware of the reasonable accommodation required for the persons with disabilities.

7.4 Documents with accessible formats are made available for the persons with disabilities and their families to meet their needs^[42].

Stretch

Measurable Elements:

1. Accessible formats for documents to meet the needs of persons with disabilities and their families are put in place, including at least:
 - a. The use of simplified, easy-to-understand documents.
 - b. The use of documents in large print, in text files on a disk, or in Braille for persons with visual disabilities.
2. Persons with disabilities and their families are provided with information on the relevant available accessible formats.
3. Relevant CBID program providers are made aware of the accessible formats required for the persons with disabilities.

^[41] The Law of Persons with Disability Number 20 for 2017

^[42] The Law of Persons with Disability Number 20 for 2017

7.5 Assistive technologies are used to promote the accessibility of persons with disabilities and their families.

Stretch

Measurable Elements:

1. Assistive technologies to meet the needs of persons with disabilities are provided, including at least:
 - a. Assistive devices.
 - b. Computers.
 - c. Software for font size increasing and voice orders.
 - d. Braille printers, and screen controllers.
 - e. The use of telephone and video relay services
 - f. Computer screen-reading software
2. Persons with disabilities and their families are provided with information on the relevant technologies.
3. Relevant CBID program providers are made aware of the assistive technologies.
4. All required inspection, testing, and periodic maintenance is performed for used technologies to keep it functioning.
5. All upgrades of technologies are implemented, and relative staff members are trained on using them.

7.6 The CBID program identifies and works on limitations of accessibility.

Core

Measurable Elements:

1. Barriers and limitations faced by the persons with disabilities and their families to access locations of CBID program interventions provision are identified.
2. A range of strategies is implemented to improve the accessibility of the persons with disabilities to services or interventions they need.
3. The CBID program collaborates and partners with relevant stakeholders to overcome or minimize barriers and limitations and get their support to make the program and its interventions more accessible.

Cluster 8: Measurements and Improvement

Introduction

Evaluation of the CBID program involves the assessment and analysis of goals achievement and performance at different times of the program implementation. It helps determine whether the outcomes outlined in the program plan are met and leads to a decision to continue, change program implementation, and can also provide important evidence that the CBID program is a good strategy for equalization of opportunities and social inclusion of persons with disabilities^[43].

The CBID program assesses its interventions, gathers feedback from beneficiaries, providers, and stakeholders, and evaluates resource management. Measurements are collected to monitor implementation, including the number of persons with disabilities served, providers involved, interventions conducted, community awareness activities, and empowerment initiatives. The evaluation results are documented, discussed, and shared with the CBID program community committee. The evaluation results and lessons learned serve as valuable tools for enhancing the CBID program, ensuring its continued success in creating a more inclusive and supportive environment^[44].

Required Documents:

1. Evaluation results documents
2. Measures taken to ensure sustainability.

Number of standards:

Total Number of Standards	2
Critical Standards	0
Core Standards	1
Stretch Standards	1

^[43] CBR Guidelines Introductory Booklet – WHO.

^[44] CBR Guidelines Introductory Booklet – WHO.

8.1 Measurements are used to evaluate the effectiveness of the CBID program in meeting its objectives.

Core

Measurable Elements:

1. There is a process for improving the interventions conducted under the CBID, which includes the following measurements at least:
 - a. Numbers of persons with disabilities in the target area.
 - b. Number of persons with disabilities and their families benefiting from the CBID program.
 - c. Number of persons with disabilities and their families participating in the CBID program activities.
 - d. Number of trainings attended by CBID program providers.
 - e. Number of training courses attended by community representatives.
 - f. Number of persons with disabilities who have educational, vocational, and political inclusion.
 - g. Number of collaborations with the relevant sectors.
 - h. Number of projects implemented in the target area by the community committee.
 - i. Number of referrals made under the CBID program.
2. Data related to measurements are reviewed, discussed, and disseminated to relevant entities.
3. Measurement results are used for improvement.

8.2 Measurements are put in place to ensure CBID program sustainability.

Stretch

Measurable Elements:

1. CBID program sustainability is ensured by measurement, which include at least:
 - a. Building and strengthening the networking and collaboration with relevant stakeholders
 - b. Creating self-development and social entrepreneurship projects
 - c. Empowering the participation and involvement of persons with disabilities.
 - d. Promoting social cooperation responsibility in the community.
 - e. Building the capacity of CBID program providers.
2. The CBID program ensures the inclusion the persons with disabilities participation within the stakeholder's local communities.
3. Local committees are established to enhance the implementation of the CBID program.
4. All measures taken to ensure sustainability are documented and disseminated to relevant entities.

2023

COMMUNITY-BASED INCLUSIVE DEVELOPMENT (CBID) STANDARDS

