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EVALUATION REPORT



**UDF-GEO-09-333–Participatory Rights of Physically Disabled
Persons in Georgia**

Date: 30 December 2013

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Disclaimer

The views expressed in this report are those of the evaluators. They do not represent those of UNDEF or of any of the institutions referred to in the report.

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I. EXECUTIVE SUMMARY

(i) Background

The project ran from 01 May 2011 – 30 April 2013, with a total grant of USD 165,000. It was designed by the Qualification Center for Trainers (QCT), Georgia, and was implemented in Tbilisi, Georgia. It was implemented in partnership with the Center for the Protection of Rights of the Disabled at the Office of the Public Defender of Georgia, the Ministry of Education and Science of Georgia and the House for Social Therapy (association for people in need of special care). The target population consisted of persons with physical disabilities aged 14-25 years, their family members, personnel working with persons with physical disabilities, journalists, teachers, and students attending the faculties of Law, Education, and Social Science. As defined in the Project Document, the overall objective was to undertake an advocacy campaign in support of the UN Convention on the Rights of Persons with Disabilities (UNCRPD), which was signed by the government of Georgia in 2009, but was still to be ratified by the country's parliament. Accordingly, QCT's strategic approach aimed for five key outcomes:

- The population can access more and improved sources of information (publications, website, radio, TV, quality journalism) on the rights of the persons with disabilities and about any new developments in this field, which promote the realization of the rights of the persons with disabilities in practice;
- Governmental and other relevant institutions make use of the resources of trained QCT staff to train their workforce dealing with persons with disabilities;
- The creation of a “club”, which will serve as a place for meetings and gatherings for persons with disabilities;
- Persons with disabilities attain relevant skills and information, which on the one hand will help them to meet labour market standards and expectations, and on the other hand will ensure the protection of their right to work and employment (cf. article 27 of UNCRPD);
- The Georgian government is motivated to act in accordance with international standards, to meet UNCRPD requirements and to adopt relevant laws and sub-legislative acts.

(ii) Assessment of the project

The approach to provide information to the Georgian public about the purpose of UNCRPD was adequate to raise awareness and create pressure on the country's government to implement provisions protecting the rights of persons with disabilities. Capacity building and knowledge sharing activities complemented the grantee's baseline findings and served in the project's advocacy campaign to highlight shortcomings vis-à-vis UNCRPD provisions. Given the magnitude of persons with disabilities in need and the of lack access to professional training, it was appropriate to also include a pilot scheme for vocational education in the project's design. Coordination with inclusive secondary-level schools and the deaf people's union ensured targeted identification of “club” beneficiaries. It is therefore our view that the **overall design of the project was relevant** to advocate the outstanding ratification of UNCRPD and to help young persons with disabilities to overcome social and economic exclusion.

Activities were completed according to plan and in most cases the grantee exceeded the targeted outputs. The project's media productions (radio and TV broadcasts, information spots) and event programme significantly improved the availability of information and adequately promoted a change of the public's perception. Capacity building measures were particularly appreciated by professionals working with persons with physical disabilities. It is also due to the fact that a number of youngsters enjoyed first-time access to vocational training that evaluators conclude that **the project was effective**, as it successfully demonstrated the benefits of social and economic inclusion of physically disabled persons.

QCT committed significant levels of expenditure for the acquisition of relevant knowledge and mobilization of expertise (43.4% of the budget, for administrative and professional staff). This did not come as a surprise, as the UNDEF project was the grantee's first attempt to promote the rights of persons with disabilities. In view of the country's slow progress and given the low levels of public awareness, evaluators are of the opinion that the project, **while not particularly efficient, still represented a necessary first investment** to work in a comprehensive way towards a change of attitude vis-à-vis UNCRPD ratification and an improvement of the living conditions and employment prospects for a first group of beneficiaries.

Weaknesses in the design of outcome indicators limited the grantee's analysis of impact, which mostly reflected on developments external to the project's activities. While it is clearly a merit of the project that about 11% of the club graduates have found part- or full-time jobs, evaluators also gathered other evidence of the project's **potential impact**. Most importantly, former trainees continue to pro-actively address government stakeholders to raise awareness about issues they typically face. The beneficiaries' experience, however, also shows that more intervention will be needed to achieve lasting (1) change of the government's attitude vis-à-vis compliance with certain UNCRPD provisions and (2) protection of the project beneficiaries' right to work and employment (article 27 UNCRPD).

However, there are some **shortcomings that risk limiting the sustainability** of the project's outcome. The project holder created an expectation among its target group to continue playing a key role in providing access to vocational education, but failed to secure continued financial support. At the same time, the government's approach to UNCRPD implementation remains unclear. QCT attempted to drive change by lobbying members of the coordination council, a body assigned with the monitoring of two consecutive, almost identical, government Action Plans for UNCRPD implementation. However, its members met rarely and achieved little progress. Meanwhile Georgia's parliament appears to be getting close to the ratification of UNCRPD, but the accompanying legislative package to be decided upon is likely to include reservations delaying actual implementation to a later point of time.

(iii) Conclusions

- The fact that QCT's approach and methodology included the conduct of baseline research and the use of output indicators is highly commendable, as it enhanced the project's **relevance** and significantly facilitated the evaluators' favourable **assessment of the effectiveness** of the grantee's advocacy campaign. The grantee's reporting, however, often failed to clarify how the outcome of specific project activities contributed to the

achievement of the project's objectives.

- Given the extent to which the grantee managed to elaborate more and improved sources of information on the rights of the persons with disabilities, there is little doubt that the project **effectively contributed to a change of the public's perception**. It is, however, also a fact that despite this promotional effort and the provision of vocational training, 89% of the former club trainees are still facing unemployment.

- Continued lobbying of government structures, policy makers and more piloting of vocational training will be needed to ensure full implementation of the rights of persons living with disabilities. To overcome the currently **limited effect and sustainability of the project's outcome** QCT's future efforts should focus on (1) a re-launch of its public relations activity, which could be achieved with relatively little effort and at relatively limited expense; and (2) a review of its strategic approach towards the donor community to secure future funding.

(iv) Recommendations

- In accordance with our **observations on impact, we recommend to UNDEF** to emphasize vis-à-vis applicants not only the importance of generating comparative data (baseline vs. outcome), but to also provide guidance about its effective use. **We encourage the grantee** to cover project achievements systematically, as this will enable QCT to improve its current assessment in qualitative terms and thus enhance the organizations' strategic objectives. This may also help to attract new donors and implementing partners for an expansion of the original project. We therefore also **suggest that UNDEF considers** that applications including solid outcome survey approaches will be given preference.

- **Based on our comments on sustainability, we recommend to the grantee** to re-activate the QCT website, and to use it for continued dissemination of the project's main outputs. In addition, we recommend to exploit the website to measure impact of the grantee's continued activity on public awareness and to identify remaining and new needs to be addressed. We also suggest to:

- Continue awareness raising of the public, organising a series of round tables, with representatives from government authorities (i.e. members of the coordination council), the Public Defender's office, the business community and the media;
- Use findings based on advanced monitoring indicators in future project proposals, in order to provide donors with better evidence of QCT's ability to facilitate its beneficiaries with access to society and labour market;
- Intensify cooperation with the business sector to identify labour market needs. By offering the added value of a skilled workforce, QCT may also find new ways to attract co-funding for its future vocational education offer from potential private sector partners;
- Deepen the cooperation with the Ministry of Education and Science, which in 2014 intends to pilot inclusive vocational education within 6 of Georgia's 18 vocational training centres, thus ensuring coordination, complementary activities, and a maximum of synergy.

II. INTRODUCTION AND DEVELOPMENT CONTEXT

i. The project and evaluation objectives

This report contains the evaluation of the project entitled “Participatory Rights of Physically Disabled Persons in Georgia”. The project ran from 01 May 2011 – 30 April 2013, with a total grant of USD 165,000 (out of which UNDEF retained USD 16,500 for monitoring and evaluation).

The project was designed by the Qualification Center for Trainers (QCT), Georgia, and was implemented in Tbilisi, the capital of Georgia. It was implemented in partnership with the Center for the Protection of Rights of the Disabled at the Office of the Public Defender of Georgia, the Ministry of Education and Science of Georgia and the House for Social Therapy (association for people in need of special care). As defined in the Project Document, the overall objective was to undertake an advocacy campaign in support of the UN Convention on the Rights of Persons with Disabilities (UNCRPD), which was signed by the government of Georgia in 2009, but was still to be ratified by the country's parliament. The target population consisted of persons with physical disabilities aged 14-25 years, their family members, personnel working with persons with physical disabilities, journalists, teachers, and university students attending the faculties of Law, Education, and Social Science.

UNDEF and Transtec have agreed on a framework governing the evaluation process, set out in the Operational Manual. According to the manual, the objective of the evaluation is to “undertake in-depth analysis of UNDEF-funded projects to gain a better understanding of what constitutes a successful project which will in turn help UNDEF devise future project strategies. Evaluations also assist stakeholders to determine whether projects have been implemented in accordance with the project document and whether anticipated project outputs have been achieved”.

(ii) Evaluation methodology

The evaluation was conducted by an international expert, working with a national expert, under the terms of the framework agreement between UNDEF and Transtec. In accordance with the agreed process, the evaluation aimed to answer questions across the Development Assistance Committee (DAC) criteria of *relevance, effectiveness, efficiency, impact, and sustainability*, as well as the additional criterion of *UNDEF value added* (see Annex 1).

The evaluation took place from August – November 2013 with the fieldwork in Georgia conducted from 07 - 11 October 2013. The evaluators reviewed available project documentation and contextual / background materials on reform issues surrounding the rights of persons with physical disabilities (Annex 2). Initial and final interviews were held at QCT's Tbilisi office, involving QCT's Director, Project Coordinator, Project Officer, and other staff. Other meetings focused on interviews and exchanges with the project's resource persons (experts), implementing partners, public sector stakeholders and with representatives of the target groups, to confirm the project beneficiaries' experiences and to obtain updates of their most recent activities. These interviews and group meetings were carried out in Tbilisi and Dusheti, involving 13 project staff and contractors, 15 stakeholders,

and 31 project beneficiaries, comprising of persons with disabilities, some of their family members, persons working with persons with physical disabilities, journalists, teachers, and university students.

(iii) Development context

It is commonly claimed that it is due to Soviet legacy that various segments of the Georgian society base their attitude towards persons with disabilities on discriminatory perceptions. This has led to almost total social exclusion, preventing physically challenged people from claiming access and obtaining their legitimate stake in modern Georgian society¹. In contrast to the UNCRPD's approach, disability in Georgia is still not seen as a matter of social integration, but as a medical issue only.² A lack of appropriate infrastructure causes accessibility issues in all areas of public life.³ Inclusive education has not been introduced at the level of vocational and higher education yet⁴, and in the absence of legal requirements and tax benefit incentives for businesses, accessible workplaces and employment are hard to find for persons with disabilities⁵. There are also negative impacts on family members of persons with disabilities, e.g. misinformation has led to the widely spread belief that for genetic reasons one should avoid to engage in partnership with siblings of disabled people.⁶

The Georgian government recognizes the need to change this situation at all levels. Its main counter-argument is, however, the lack of financial means required for immediate adjustment in all areas of life. This approach is documented e.g. in the recent draft law on the "Elimination of all Forms of Discrimination", in which the need to promote equality and fight against all kinds of negative discrimination is recognized (articles 1 to 3). When it comes to disability, a reservation concerning the law's *ratione temporis* states that for discrimination based on disability the law will enter into force by the year 2018 only (article 23). Civil society representatives believe that, if political will existed, public funds could have been used in a better way to start introducing necessary changes step by step. They try to promote their vision through participation in the high level State Coordination Council on Issues of Persons with Disabilities under the Prime Minister of Georgia.⁷

Formally, the government expressed its political will to treat people with disabilities in accordance with international standards. On 10 July 2009 Georgia signed the UN Convention on the Rights of Persons with Disabilities (UNCRPD) and its Optional Protocol. In June 2013 parliament debated its ratification and decided to return it to the government, asking the latter to re-submit Convention and Protocol together with a package of all legislative changes required to properly implement the Convention. On 1 November 2013 the President of Georgia re-submitted Convention, Protocol and the package of draft legislative amendments⁸, which are currently pending issues on the parliamentary agenda.

¹ See also Sarah Phillips, "There Are No Invalids in the USSR!": A Missing Soviet Chapter in the New Disability History, in: Disability Studies Quarterly, Vol. 29, № 3, 2009, <http://dsq-sds.org/article/view/936/1111> (article referred to in QCT's Situation Analysis: Rights of Disabled People in Georgia).

² QCT, Situation Analysis, 2011, sections 2 and 3, p.8-10

³ QCT, Situation Analysis, 2011, section 5.3, p.13-14

⁴ QCT, Situation Analysis, 2011, section 7, p.17-19

⁵ QCT, Situation Analysis, 2011, introduction, p.3, and section 8, p. 20-21

⁶ QCT, Situation Analysis, 2011, section 9, p.21

⁷ See Resolution № 231 of the government of Georgia, 15 December 2009.

⁸ See Resolution №1/286 of the President of Georgia, 1 November 2013.

III. PROJECT STRATEGY

(i) Project strategy and approach

The overall objective of the “Participatory Rights of Physically Disabled Persons in Georgia” project, as defined in the Project Document (UDF-GEO-09-333) in March 2011, was to undertake an advocacy campaign in support of the UN Convention on the Rights of Persons with Disabilities (UNCPRD). Signed by the government of Georgia in 2009, it was still to be ratified by the country’s parliament. More specifically, the project aimed to raise the public’s awareness, introduce examples of best practice, create a club for the physically challenged, and provide training for physically disabled persons aged 14-25 years.

Accordingly, QCT’s strategic approach aimed for five key outcomes:

- The population can access more and improved sources of information (publications, website, radio, TV, quality journalism) on the rights of the persons with disabilities and about any new developments in this field, which promote the realization of the rights of the persons with disabilities in practice;
- Governmental and other relevant institutions make use of the resources of trained QCT staff to train their workforce dealing with persons with disabilities;
- The creation of a club, which will serve as a place for meetings and gatherings for persons with disabilities;
- Persons with disabilities attain relevant skills and information, which on the one hand will help them to meet labour market standards and expectations, and on the other hand will ensure the protection of their right to work and employment (cf. article 27 of UNCPRD);
- The Georgian government is motivated to act in accordance with international standards, to meet UNCPRD requirements and to adopt relevant laws and sub-legislative acts.

At the project’s outset, the government was not yet legally bound by UNCPRD. The grantee saw a need to achieve a change in the public’s opinion, to lobby the government towards ratification and implementation of the provisions of the UN convention. According to the grantee’s initial analysis, there were no legislation or sub-legislative acts in place to secure the rights of persons with disabilities and no programmes existed to support their specific education and labour needs. Instead, persons with physical disabilities were not actively involved in the country’s social and political life and therefore unable to practice, advocate and/or defend their rights foreseen by UNCPRD.

The original mission of the QCT, which was established in 2005 and officially registered as NGO in December 2008, is the promotion of human rights among civil servants and other representatives of public and private sector organizations. Its human rights training programmes since then obtained funding by a series of international donors, including GTZ, USAID and EQUITAS. Following the government’s signature of UNCPRD, QCT in 2010 took the strategic decision to expand its focus onto the rights of people living with disabilities. In accordance with the new strategic focus, QCT’s staff began to monitor the issues that the physically challenged have to cope with in Georgia, and started to hire new key personnel with extensive experience in the promotion of disability rights.

(ii) Logical framework

The Project Document translates QCT's programmatic approach into a structured plan of project activities and intended outcomes, including the achievement of the project's overall and specific objectives. The framework below aims to capture the project logic systematically, also attempting to eliminate confusion between activities, intended outcomes and impacts, which evaluators at times observed in the Project Document's result framework.

Project Activities & Interventions	Intended outcomes	Medium Term Impacts	Long Term Development Objectives
<p><u>1. Advocacy Campaign</u> Raising awareness about the UN Convention on the Rights of Persons with Disabilities (UNCRPD), e.g.:</p> <ul style="list-style-type: none"> (a) Enquiries to governmental structures (b) Meetings & events with Ministries, NGOs (c) Website, content development, UNCRPD flyer (d) Radio and TV programme broadcasts; quality newspaper articles 	<p>The population can access more and improved sources of information on the rights of the persons with disabilities and about any new developments in this field, which promote the realization of the rights of the persons with disabilities in practice, e.g.:</p> <ul style="list-style-type: none"> - Meetings and 2 promotional events - Website on UNCRPD, project event and training activities - Thematic information programmes (3 on radio, 5 on TV, and 2 videos) broadcasted nationwide - 4 newspaper articles published 	<p>The public expects governmental structures to change attitude and consider ratification of UNCRPD</p>	
<p><u>2. Capacity Building & Knowledge Sharing</u></p> <p>Needs Assessment</p> <p>Study visit and report, best practice report</p> <p>Training of doctors, teachers, students and journalists</p>	<p>Situation Analysis Report for Georgia</p> <p>Capacity of QCT's staff built; 2 reports published on UNCRPD ratification challenges / achievements to date (best practice examples: Germany and UK)</p> <p>QCT trained professionals on work with persons with disabilities (4 seminars)</p>	<p>Improved knowledge and skills among the workforce of governmental and other relevant institutions</p>	<p>The government adopts relevant laws and sub-legislative acts to meet UNCRPD requirements, and acts in accordance with international standards</p>
<p><u>3. Training & Qualification for Persons with Physical Disabilities</u></p> <p>Creation of a club for young persons with disabilities, including:</p> <ul style="list-style-type: none"> (a) Adaptation of facilities and purchase of equipment (b) Hiring operational staff and qualified trainers (c) Selection of beneficiaries (d) Vocational training for 3 groups of beneficiaries 	<p>Launched and operated a place where persons with disabilities could meet and socialise / network, attain relevant skills and obtain information.</p> <p>Conduct of human rights training for beneficiaries aged 14-25 years. Individual work-plans developed and training conducted for 3 groups. Topics covered:</p> <ul style="list-style-type: none"> - Call center operator, basic IT engineering - English language, basic IT engineering - Hair stylist, massage therapist 	<p>Project beneficiaries meet labour market standards and expectations, and the protection of their right to work and employment (article 27 UNCRPD) is ensured</p>	

IV. EVALUATION FINDINGS

(i) Relevance

Baseline Situation

The project's initial assessment of the baseline situation was mainly informed by data provided by the office of the Public Defender of Georgia⁹ and by QCT's related research and observations with regards to the extent to which the provision of fundamental rights, services, and professional training is lacking to ensure equal living conditions and thus participatory rights for people with disabilities in Georgia. This led the grantee to the conclusion that (a) despite previous attempts by several key actors to raise awareness about the rights of persons with disabilities, absence of political will prevented the achievement of significant progress; and that (b) it was therefore necessary to involve local NGOs and international organisations to urge the government to accept the necessity to address the existing issues, which excluded an important number of people with disabilities from equal participation in the political and social life of the country. Given the magnitude of persons in need, and on the basis of results of scientific research, the grantee also decided to offer vocational training, focusing on persons aged 14 to 25 years¹⁰.

The project response

In order to contribute constructively to improved living and working conditions for Georgia's persons with disabilities, the grantee's project design aimed for a comprehensive approach. Expanding beyond the lobbying of policy makers and the training of professionals working with people with disabilities, it was QCT's expectation that the piloting of a "club" where young persons with disabilities can (i) discuss among themselves issues affecting their rights and well-being with psychologists and social workers, and where they can (ii) participate in vocational training measures, would ultimately lead to a commitment for continued financing

Baseline findings

- UNCRPD has not been ratified by Georgia. Legislation or sub-legislative acts regulating the rights of persons with disabilities are not in place to ensure their active participation in social and political life.
- Currently, 885 persons benefit from existing day-care centre programmes. However, there are 128,511 persons with disabilities in Georgia, with services particularly unavailable for socially vulnerable people.
- With almost no access to professional education, employment is a problematic issue. Between 2009 and 2011, only 8 students with disabilities were admitted to Georgia's vocational training institutions.
- The public is unaware of the number of persons with disabilities, their rights, living conditions and problems they face. Therefore, Georgians show no support and do not perceive them as equal members of society.

⁹ Report of the Public Defender of Georgia, issued during the second half of 2009, section on the rights of persons with disabilities, p. 250f. Note the information box above contains later data, provided in the grantee's final narrative report.

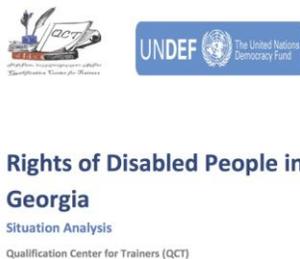
¹⁰ According to an assessment of the Association of Psychologists and Psychiatrists of Georgia, referred to by the grantee in the UNDEF project document, this age group tended to be the more vulnerable.

by a relevant government institution. Accordingly, evaluators found various examples of relevant project design, addressing the baseline aspects and involving a variety of relevant stakeholders:

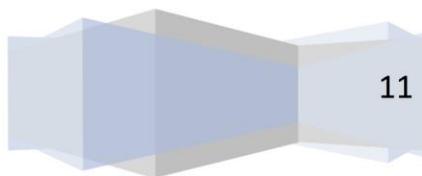
1. Advocacy Campaign

The purpose of the *exchange of written correspondence* with representatives of various government structures was threefold. The principal aim was to lobby the government to undertake action necessary towards the ratification of UNCRPD, and to request the QCT's inclusion as a stakeholder in future meetings and consultations concerning issues of relevance to persons with disabilities. Secondly, the feedback obtained was meant to further inform the grantee's research for the Situation Analysis Report. Thirdly, QCT offered to certain stakeholders¹¹ to enter into direct consultations, in order to jointly identify the future beneficiaries of the project's training and qualification component (i.e. the "club").

Meetings and events were conducted on the basis of a similar rationale. The objective of the project's first meetings with stakeholders from Tbilisi City Hall, the Ministry of Education and Science, and the Ministry of Labour, Health and Social Affairs was to clarify the project's objective and to obtain more substantial information for the Situation Analysis Report, the presentation of which became, together with the award of training certificates to the first group of club trainees, the main purpose of the second meeting, which was held at the grantee's club. During the third and final event, which involved the participation of government representatives and NGOs, the beneficiaries of the project's training and qualification component were given opportunity to reflect about the UNCRPD provisions in the light of the challenges they face everyday. The same occasion served also for the presentation of the best practice report and its dissemination.



As part of the grantee's advocacy campaign, the mission of the project's *radio and TV spots* was to increase the sources and quality of information about the currently existing shortcomings vis-à-vis the rights of the persons with disabilities and to promote the realization of progress in this field.



The Situation Analysis Report, which complemented the initial assessment of the baseline

2. Capacity Building and Knowledge Sharing

The main objective of the *Situation Analysis Report* was to complement the initial findings of the baseline analysis, which reportedly struggled with a poor availability of data about the situation of persons with disabilities, who live in Georgia. Aiming to identify the systemic issues people with physical disabilities face in the field and analysing the vision of human rights organizations and CSOs vis-à-vis the direction of state policy, the report covered a range of key issues, such

¹¹ According to correspondence presented to evaluators, joint identification of future trainees was suggested to the Deputy Minister of Labor, Health and Social Issues; the Deputy Minister of Education and Science; the Deputy Mayor of Tbilisi; the Deputy Minister of Regional Development and Infrastructure; and the Director of the Social Services Agency under the Ministry of Health, Labor and Social Affairs.

as:

- The definition of disability and conditions for granting disability status;
- Accessibility of the physical environment;
- State programmes and services for persons with disabilities;
- Education and employment;
- Perception by and attitudes of the Georgian society.

The *study visit* and, subsequently, the elaboration of *reports on the study visit and on German and British best practice* were activities designed to raise the capacity of QCT's staff and to generally improve access to relevant information. More specifically, the objective was to (1) enhance the knowledge of four of the grantee's project staff in preparation for activities linked to the operation of the club, thus ensuring the inclusion of relevant experience to improve the employment prospects of its future trainees; and (2) to prepare quality reference material for wider dissemination, as well as for the professionals the grantee selected to be trained by the project.

Different means were applied to ensure a targeted identification of participants in the *best practices training for professionals* (doctors, teachers, students and journalists), e.g. students and journalists were invited to apply via jobs.ge, a popular Georgian employment opportunities website, while teachers and medical doctors followed the grantee's invitation letter addressed to the Director of the State Care Agency under the Ministry of Health, Labour and Social Affairs.

3. Training and Qualification for Persons with Physical Disabilities

For the purpose of *identification of future club trainees aged 14 to 25 years*, QCT requested and obtained several lists of persons with disabilities from different government authorities and some of Tbilisi's ten inclusive secondary-level schools. As the lists of the Ministry of Health, Labour and Social Affairs were less precise (e.g. in terms of the age and type of disability), the grantee decided to base its selection for two groups of participants on information provided by the inclusive secondary-level schools and for a third group on the recommendations made by a deaf people's union. Upon first contact, candidates were also asked to introduce QCT to other persons with physical disabilities, if they should know about eligible candidates not captured by these lists.

Once contact was established, project staff visited all candidates and their families to explain the project and the expected benefits they can expect if they decide to participate. As part of an integrated needs assessment process, the project's social worker and psychologist both conducted personal interviews, in order to obtain more information about the potential beneficiaries, and to give them opportunity to indicate their professional development interests. Parents were also assured of the existence of adapted transport facilities, as well as nutritional and hygienic arrangements.

The training options offered to candidates were based on a list of non-adapted training programmes for 19 professions, as maintained by the Center for Vocational Education and Training under the Ministry of Education. Considering adaptability issues, as well as financial and material resources available to the project, the choice was reduced to 10 professions. In response to a requirement expressed by the second group of beneficiaries, an English language course option was added and maintained for the third group of trainees. Further

options added upon request of the deaf people's union included hair styling and massage therapy training.

(ii) Effectiveness

The final narrative report describes a generally successful project. While evaluators noted variations at the level of the initially planned output indicators, their assessment is that the project in most cases largely exceeded the targeted outputs.

1. Advocacy Campaign



Project beneficiaries meet the chair of the parliament's committee for health and social issues to lobby for their rights

As foreseen in the project document the grantee *contacted government agencies in writing*, in order to (a) introduce the project and to (b) enquire the state of progress towards UNCRPD ratification and actions undertaken to solve issues persons with physical disabilities face. However, there was little response on the part of the government. Only one of the initially addressed eight stakeholders provided substantial feedback¹². According to the grantee, three *meetings with representatives* of Tbilisi City Hall, the Ministry of Education and Science, and the Ministry of Labour, Health and

Social Affairs, which QCT mainly managed to arrange with the help of personal contacts of its own staff, were far more effective in contributing to the collection of substantial information for the Situation Analysis Report.

The grantee used the completion of the vocational training by the first group of persons with disabilities as an opportunity to organize an award ceremony for the young beneficiaries, in the presence of representatives of NGOs, the Ministry of Health, Labour and Social affairs, the Office of the Public Defender, and the Parliamentary Committee for Health and Social Issues. The meeting, which was held at the beneficiaries' club, saw happy graduates demonstrating enhanced self-esteem in front of a prominent audience, which in the following was presented with the main findings of QCT's Situation Analysis Report. Graduates from various groups of club trainees offered further evidence of improved knowledge about their rights during visits to the British Embassy and to the Chairman of the Parliamentary Committee for Health and Social Issues, where they discussed specific UNCRPD articles and the challenges they face in their everyday life.

¹²Each of the eight (planned: five) government structures was contacted twice. Planned were three letters. Only the Deputy Minister of Regional Development and Infrastructure furnished information about measure taken to enhance the accessibility of public infrastructure, as provided by the Municipal Development Fund's Executive Director. Given the low response levels, the grantee dropped the third series of letters and redirected the focus on media advocacy initiatives addressing the wider public.

When a Georgian NGO applied to the country's constitutional court concerning the legal capacity of persons with disabilities and the topic became a matter of public discussion, the grantee saw an opportunity to draw more of the public's attention to the still pending UNCRPD ratification. Gathering journalists and representatives from both the government and NGO sector, QCT spontaneously organized a *promotional event* to present the findings and disseminated numerous copies of the project's situational analysis and best practice reports. As planned, a final conference was held at the time of the project's completion, attended by the club's beneficiaries and their families. They expressed their appreciation for the opportunity to acquire new professional skills, while socialising among and making friends with other persons facing issues similar to theirs.



Flyer used by beneficiaries to lobby for and inform about their rights

Media coverage included the above promotional events, but most importantly the grantee both produced and contributed to three (planned: one) thematic radio and five (planned: one) TV programmes, as well as two (planned: one) information videos, which were broadcasted nationwide. All of the project's audio-visual outputs evaluators were presented with transported crisp messages. Therefore, evaluators found these appropriate to effectively increase awareness among the wider population of the challenges people with disabilities meet in the course of their daily lives. Evaluators were, however, unable to examine the website the grantee claims to have put in place to communicate the project's purpose, activities and achievements.

Given the extent to which the grantee managed to elaborate more and improved sources of information on the rights of the persons with disabilities, evaluators assume that the project effectively contributed to a change of the public's perception, thus prompting an expectation that governmental structures will change attitude and consider the ratification of UNCRPD.

2. Capacity Building and Knowledge Sharing

The grantee completed and published as planned two *reports*, on the rights on persons with disabilities in Georgia (the Situational Analysis Report) and related international best practices from Germany and the UK. Experience and notes from a *study visit* by four members (as planned) of project staff to Germany were transformed into an additional report publication. Furthermore, the grantee published a four-page flyer to promote UNCRPD, presenting the club trainees' selection of the UN convention's most important provisions, together with images illustrating issues the youngsters typically have run into. Consequently, the final distribution figures, mainly achieved in the course of meetings and events, differ from the project's initial dissemination targets (160 copies for each of the two planned reports): With more than 100 disseminated Georgian language copies, the German-British best practices publication is the report, which attracted the highest levels of interest among representatives of government structures, NGOs and other interested parties, followed by the Situational Analysis Report (disseminated in both English and Georgian), and the study

visit report (disseminated in Georgian), of which approximately 70 copies were collected by interested stakeholders each. However, with reportedly 500 distributed copies the flyer informing about UNCRPD appears to be project's most successful publication.

Among the eager users of the project's publications were *four groups of professionals*, who participated in the project's capacity building measure between May and July 2012. The grantee's pertinent approach to the identification of trainees ensured an extent of outreach that was mostly according to plan (15 participants per group): 15 doctors, 15 teachers, 20 students and 13 journalists participated in four *training courses on the rights of and successful ways of working with persons with physical disabilities*.

In view of the results of the grantee's activities promoting internal and external capacity building, evaluators are of the view that the project has improved the knowledge and skills among the workforce of governmental and other relevant institutions working with persons with physical disabilities.

3. Training and Qualification for Persons with Physical Disabilities

To ensure improved employment prospects for persons with physical disabilities, the project plan foresaw the conduct of *vocational training for three groups* of 12 to 15 young people, aged 14 to 25 years. Following the successful completion of the above-described assessment of candidate trainees the project's club facility ran a training and qualification component for three rounds, involving as planned the participation of altogether 38 youngsters. Each trainee benefited from human rights training and vocational training, conducted on the basis of individual work-plans, which were developed and implemented by professional tutors. The three training periods lasted for three months each, and ran for three days a week (2 x 2 hour morning or afternoon sessions, depending on the trainees' other obligations), and included a lunch or snack break.



Evaluators meet QCT club graduate Irakli Seperteladze (right) at his workplace, an IT training center for persons with disabilities

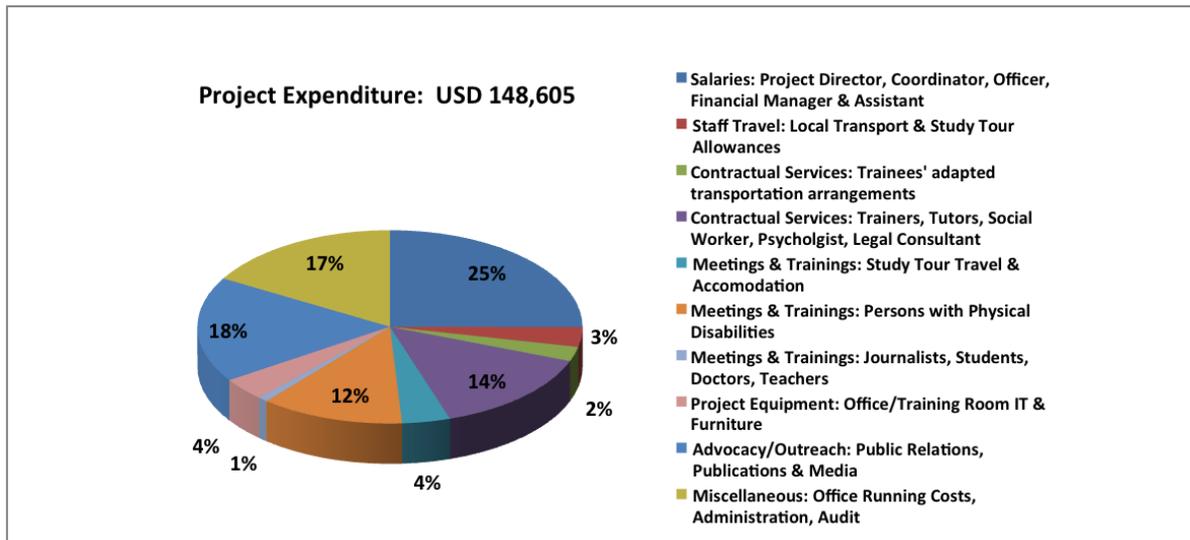
In accordance with the trainees' choice from the grantee's menu of professional options, the participants were trained in call centre operation and basic IT engineering (group 1), English language skills and basic IT engineering (group 2), and hair styling and massage therapy. Certificates were issued, once trainees had completed the programme. Most remarkably, one club graduate has been working as IT trainer since, while another has been enjoying employment with the revenue service. In addition, two former trainees found temporary jobs within a newspaper archiving project (cf. section on impact).

Compared to the magnitude of persons with disabilities in Georgia, to whom vocational education and training is currently unavailable, the scope of the present project was indeed modest. The fact that beneficiaries trained by the QCT club have found employment nevertheless represents an effective contribution of the project to the improvement of living

and working conditions for persons with disabilities, as it underlines the need for vocational training institutions in Georgia that ensure social inclusion, both by addressing the needs of the physical disabled and those of the labour market.

(iii) Efficiency¹³

In addition to the project’s media and awareness raising campaign, which achieved an impressive output (c.f. section on effectiveness) by expending just about 17.6% of the project’s budget, activities (a) informing young persons with physical disabilities about their rights guaranteed by UNCRPD and (b) measures supporting the improvement of their employment perspectives in accordance with their professional interests represented the project’s principal focus. Accordingly, 28% of the budget was reserved for expenditure related to the hiring of external professional expertise (12%, for tutors, social worker psychologist and others), the implementation of the vocational training programme for the project’s beneficiaries (14%) and the assurance of transportation to and from the training according to their special needs (2%). Breaking the amount spent for these activities (USD 42,619)¹⁴ over the reported total number of 38 trainees provides an average cost of approximately USD 1,121.55 per beneficiary¹⁵. For the awareness-raising seminars for journalists, students, doctors and teachers, a total expense of USD 1,200 was committed (0.8% of the budget). Considering that 63 participants have reportedly benefitted from these four seminars, a low average of approximately USD 19.05 per seminar participant was spent to ensure enhanced knowledge and skills among the workforce of governmental and other relevant institutions working with persons with physical disabilities.



Spending USD 37,200 for salaries of administrative staff (QCT’s Director, Coordinator and others), the project’s nominal staff costs amount to 25% of the total budget. Adding the

¹³ Quantitative assessments made in this section are based on the total amount of project expenditure, which excludes the budget amount reserved for evaluation by UNDEF.

¹⁴ Expenditure budgeted for project management (i.e. salaries of administrative staff) is not included in these percentages/amounts.

¹⁵ Note that the net average cost per individual beneficiary, i.e. excluding salaries of professional/teaching staff and transportation, amounts to USD 472.18

expenses for the study visit (5.9% for the project's Director, Coordinator, Officer and Legal Consultant) and the staff training (0.5%, for an event sharing the findings of the study visit) the level of human resources expenditure for this group of staff reaches a relatively high budget share of 31.4 %. With 16.7% and 3.8% respectively, the grantee's budget allocations for running and administrative costs, as well as for equipment (IT & furniture) were acceptable.

In view of the living conditions and social problems the project's beneficiaries face, evaluators are of the opinion that the project, while not particularly efficient, represented a necessary first investment to work in a comprehensive way towards a change of attitude of government structures vis-à-vis UNCRPD ratification and an improvement of the situation and employment prospects of young persons with physical disabilities.

(iv) Impact

Weaknesses in the grantee's design of outcome indicators limit the analysis of impact. In order to assess the potential impact of projects, and to identify remaining (and new) needs it is necessary to define indicators, which are more elaborate than a simple listing of outputs and their quantities. This is also the reason, why the grantee's reporting to UNDEF often failed to clarify how specific activities and outputs contributed to the achievement of the project's objective.

Quantitative and qualitative indicators that QCT could have possibly used, include:

- Extent to which the public's awareness has improved: number of project website visits; monthly number and type of enquiries received (in person, by phone/email) by website visitors; monthly number and type of enquiries received (in person, by phone/email) in periods following the publication of newspaper articles and the broadcasting of information programmes via radio, TV and internet;
- Extent to which the work of professionals with persons with physical disabilities has improved: concrete examples or case studies, based on interview feedback from teachers, doctors, journalists, government and NGO representatives, how their participation in the project's seminars, events and the study of the project's best practice and study visit publications has changed or improved their work;
- Quality of the training provided to physically disabled persons: inviting current employers of previous QCT club trainees to speak at QCT events about their experience of with their new employees. What works well, what needs improvement?

However, on the basis of interviews held with 13 project staff and contractors, and 19 young project beneficiaries, evaluators have independently formed the view that the project generated first positive effects. Selected anecdotes are provided below¹⁶. They are grouped along the key issues identified at the outset of the project (= baseline, cf. section on relevance), in order to demonstrate how the project contributed towards increased awareness and improved living conditions for a first group of young persons with physical disabilities. These examples demonstrate that the grantee was successful in providing a response to the baseline situation.

¹⁶ In line with current development practice, an effort was made to identify recent anecdotes or to obtain, where possible, details of relevance complementing the grantee's available report documentation, to conduct an independent assessment of impact.

Day care and other relevant services are unavailable for the vast majority of persons with disabilities in Georgia

The Georgian society is unaware of the rights, living conditions and problems of persons with disabilities, and does not perceive them as equal members of society.

Many beneficiaries described their appreciation for the effects of participation as QCT club trainees to evaluators as an important contribution towards the creation of a new, enabling environment. **Maia Lomidze** highlighted that meeting and working in groups not only helped her to overcome daily monotony and social isolation, but also provided all club trainees with more self-confidence to mingle with other people in the public. **Lana Maziashvili** agreed: “Now that I have completed a vocational training course, I feel I am an equal participant of the society.” Other club trainees displayed ownership, stressing that they were given training options and that their professional interests were considered. “Young people with disabilities usually find themselves stuck at home, once they have completed their basic school education”, said **Sandro Labauri**, and he continues: “I am optimistic that the training improved my future chances of engagement in a gainful activity, which will also contribute meaningfully to the society”.

After they got to know each other in the QCT club, **Irakli Seperteladze, Sandro Labauri, and Maia Lomidze** have launched an initiative, together with family member and another physically challenged friend. Using Facebook, they are assembling a group of supporters lobbying Tbilisi City Hall to provide public transportation adapted to the needs of persons with disabilities. The lack of accessibility to adapted public transport was an issue also identified by and advocated for in some of the project’s meetings and publications. The objective of the initiative is to collect signatures for a petition to be submitted at City Hall. They have jointly worked on the draft memorandum, in cooperation with NGOs and other persons with disabilities. During their interviews, evaluators learned that Tbilisi City Hall in a first meeting has expressed its willingness to cooperate with the group of young activists.

The above demonstrates that the grantee managed to bring about change, since (1) the beneficiaries of the QCT club training display clear signs of increased self-esteem and empowerment, which in turn encouraged them (2) to pro-actively participate in the country’s political and social life, pushing for their rights and raise awareness among public stakeholders about issues the physically challenged typically face. However, when it comes to the government structures’ attitude vis-à-vis compliance with certain UNCRPD provisions, the beneficiaries’ experience shows that more intervention will be needed to promote and achieve the protection of the project beneficiaries’ right to work and employment (article 27 UNCRPD):

**With almost no access to professional education,
employment is a problematic issue**

The fact that club trainee **Mariam Devidze** is deaf doesn't prevent her from being an artist: while meeting the evaluators she demonstrated her artistic skills by completing a portrait just within minutes. The Academy of Arts, however, did not accept her application on the grounds of her disability, and the Ministry of Education continues to fail ensuring sign language interpretation within institutions of higher education. "We know our rights", says her deaf colleague **Ketevan Lobzhanidze**, "but the government doesn't honor its obligations. The public sector must recognize signing as an official language. We are normal human beings, we require recognition of our language and not medical treatment." Although **Sandro Labauri** passed the university entrance exam and was admitted to study international relations, he considers himself "just lucky". His wheel chair allows him to freely move around on the university campus, but he says: "You have to know that there are only two universities in Georgia, which are accessible to wheel chair users", and: "Adapted transportation is not available. Without the help of my family and friends I would be unable to follow my studies".

Khatia Agoshashvili, a participant of the first group of trainees, graduated from the club's courses in call center operation and IT engineering. Thereafter she replied to a job advert of the Ministry of Finance's revenue service, which specifically invited applications by persons with disabilities. She says her QCT/UNDEF training certificate was a decisive factor for her employment and highlights that the skills and knowledge she gained greatly assist her present database work. Two former club trainees of the same group, **Teona Beltadze and Maia Lomidze**, both obtained temporary contracts of 3 months, in the framework of a project securing the content of vintage copies of local newspaper "Iveria". One of the grantee's TV programmes featured in the show "Vacancy", which introduced the needs and issues of persons with disabilities and the UNDEF-funded project, prompted the publishers to offer temporary jobs for the duration of the newspaper's project.

"In a way I experienced this project as stimulus and motivation to discover my interest and skills in IT", explains former club graduate **Irakli Seperteladze**: "I wish there would be more projects of this kind, because if there is no stimulus to develop yourself, you get stuck. The QCT club environment and the training methods, like the role-plays, made us realize that we were alive and valuable members of the society. Everything I have learned I use in my professional activity today." QCT hired him as trainer of the following groups of club beneficiaries. Thereafter, the NGO ANIKA employed him under a City Hall training scheme for persons with disabilities. The curriculum (MS Office applications and hardware assembly), which targets mixed groups of at least five participants, aged 9 to 45, is tailored individually, according to the trainees' specific needs of. ANIKA provides wheel chair compatible transport. Irakli also gains additional income offering software installation services to private clients.

(v) Sustainability

While evaluators do not dispute the project's achievements (cf. sections on effectiveness and impact), it is also a fact that at the time of the evaluation visit (a) the grantee was still

unable to ensure a continued vocational training offer for persons with physical disabilities, and (b) the pace at which the government of Georgia intended to encourage or enforce compliance with UNCRPD (once it is ratified), remained unclear.

1. The grantee failed to secure continued financial support for the club



Evaluators' meeting with former QCT club graduates, their families, and the project's former administrative and professional staff

Given the lack of vocational education possibilities in Georgia, the grantee made efforts to maximize the number of club participants, i.e. the three groups QCT trained were double in size compared to the professional trainers' recommended size. Many persons with disabilities, who learned from friends or the project's publicity about the club, expressed their interest, but still had to be turned down. It was QCT's expectation that successful piloting of the club would ultimately lead to a commitment for continued financing by another donor or relevant government institution. The grantee reportedly made a number of attempts to apply for donor funding, but unfortunately these turned out unsuccessful.

Taking into account that more intervention will be needed to promote and achieve the protection of the right to work and employment of persons with disabilities (c.f. impact), and given the fact that the project's initiative has created an expectation among the project's target group that the grantee will play a lasting key role in providing access to vocational education, it is of utmost importance that QCT reviews its strategic approach towards the donor community. It is regrettable that QCT failed to recognize the importance of a more advanced monitoring of the project's progress (c.f. impact section, on indicators). Monitoring results could have been presented to potential donors as evidence of QCT's ability to facilitate access to society and labour market for its beneficiaries. It also appears that the grantee did not perform a targeted donor pre-screening. As a result, QCT reportedly lost time with writing proposals, which donors rejected as not being covered by their funding objectives.

The Beneficiaries' View

"I was instructed in hair styling for three months and would like to continue, so I can work in a hair salon one day instead staying at home. I would like to see all my fellow deaf trainees busy and at work. Please give us more training opportunities to raise our chances to get a job."

Club trainee Nino Davitinidze

"I am grateful that QCT took on the challenge to support my daughter. Nino has learned a lot and makes use of her IT knowledge. She uses Facebook to keep in touch with her new friends. During the three months of training I saw my daughter particularly happy and hope that the club will continue its activity"

Mother of Nino Markhvashvili

2. The government's approach to UNCRPD implementation remains unclear

Following UNCRPD signature, the government's approach to implementation was based on a policy document commonly referred to as the "2010-2012 Action Plan". The document identified the necessary actions (e.g. related to the provision of inclusive education, employment, sports and cultural activities, medical services), and addressed the government structures responsible to ensure their implementation. A coordination council, which comprised of 15 members (i.e. the prime minister, 7 ministers and 7 NGO representatives), was assigned with the monitoring of the implementation of the Action Plan. QCT was not directly involved in the proceedings, but targeted many of the project's advocacy activities (e.g. promotional events) onto members of the coordination council. Various NGO interview partners of the evaluators, however, have questioned the utility of the council, since little progress has been made. The council since its establishment in 2009 reportedly met for three sessions only, and has recently been re-established on the basis of a new, 2013-2014 Action Plan. This new document appears to be identical to the previous Action Plan and stakeholders expressed their concern to evaluators, as it was not based on an up-to-date needs assessment.

In the six months since the grantee's final report, the parliament debated the UNCRPD's ratification and returned the matter to the government, requiring relevant ministries to prepare a package of legislative amendments to ensure the implementation of the UN convention and its protocol. Following re-submission on 1 November 2013 the parliament this time is expected to ratify the convention, including a package of legislative measures to accompany its implementation. From meetings with a range of stakeholders¹⁷, however, evaluators expect the legislative package to be likely to include reservations, which will delay the actual implementation or enforcement of certain UNCRPD provisions (such as inclusive education and employment) to a later point of time.

Given the above, it appears appropriate to continue lobbying government structures, policy makers and most importantly the private sector, in order to ensure continuous preparation and encourage piloting towards full implementation of the rights of persons living with disabilities.

(vi) UNDEF Value Added

According to the grantee, UNDEF's support has considerably strengthened the credibility of QCT as an advocate for the cause of young persons with physical disabilities. More specifically, QCT highlighted that UNDEF's involvement was essential to establish trust, vis-à-vis government stakeholders, but also vis-à-vis the club beneficiaries' parents, whose consent for the youngsters' participation in the project's vocational training measures was required.

¹⁷ Seeking to map out the next stages and provisional timeline of the processes leading towards UNCRPD ratification and implementation, evaluators met with representatives of the Healthcare and Social Issues Committee of parliament, the Legal Issues Committee of parliament, the Ministry of Education and Science, the Ministry of Justice and the Ministry of Labor, Health and Social Affairs.

V. CONCLUSIONS

i. The project's approach was solidly established on the findings of the grantee's initial baseline. Accordingly, it was designed to inform the Georgian public about the purpose of UNCRPD, and to push stakeholders of the country's government structure to put in place a legislative framework protecting the rights of persons with disabilities. Taking into account the magnitude of persons in need, and in particular the fact that they lack access to professional training, the grantee also included a pilot scheme for vocational education in the project's design. It is therefore our view that the project represented a **relevant effort** to advocate the outstanding ratification of UNCRPD and to help young persons with disabilities to overcome social and economic exclusion. Our findings related to the project's advocacy campaign show that the design was adequate to inform about existing shortcomings vis-à-vis the rights of the persons with disabilities, and to promote the realization of progress in this field. The capacity building and knowledge sharing activities complemented the grantee's initial baseline findings, thus addressing poor data availability and the necessity to identify examples of best practice. A targeted selection of beneficiaries for the project's vocational training component (the "club") was realized with the help of information provided by inclusive secondary-level schools in Tbilisi and recommendations made by a deaf people's union.

ii. The project's media productions (radio and TV broadcasts, information spots) and event programme significantly improved the availability of information on the rights of the persons with disabilities. They adequately promoted a change of the public's perception, and created additional push for the ratification of UNCRPD. The project's capacity building measures for teachers, students, doctors and journalists, as well as the disseminated Situational Analysis and Best Practice reports, enhanced knowledge and skills and were particularly appreciated by the staff from institutions working with persons with physical disabilities. While the number of youngsters who enjoyed vocational training by the club was modest, the fact that some of them have found employment represents an effective contribution of the project to the improvement of living and working conditions for persons with disabilities. For these reasons, evaluators are of the view that **the project was effective**, as it successfully demonstrated the benefits of social and economic inclusion of physically disabled persons.

iii. Weaknesses in the grantee's design of outcome indicators limit the analysis of impact. QCT's reporting focused on outputs and quantities. The grantee's assessment of impact, however, reflected mostly on developments external to the project's activities. In interviews with beneficiaries, evaluators have therefore independently gathered first-hand evidence of the project's **potential impact**, showing that the beneficiaries of the QCT club's training display clear signs of increased self-esteem and empowerment. Thus encouraged, they pro-actively participate in the country's political and social life, pushing for their rights and raising awareness among public stakeholders about issues they typically face. The beneficiaries' experience, however, also shows that more intervention will be needed to achieve lasting (1) change of the government's attitude vis-à-vis compliance with

certain UNCRPD provisions and (2) protection of the project beneficiaries' right to work and employment.

iv. The grantee committed significant levels of expenditure for the acquisition of relevant knowledge and mobilization of expertise, in order to be in a position to provide appropriate assistance to the project's target group (43.4% of the budget, for administrative and professional staff in total). This happened "at the expense" of UNDEF funding, but did not come as a surprise, as the present initiative represents the grantee's first attempt to promote the rights of people living with physical disabilities (QCT expanded its focus onto this target group only in 2010). In view of the slow progress and given the low levels of public awareness, evaluators are of the opinion that the project, **while not particularly efficient, represented a necessary first investment** to work in a comprehensive way towards a change of attitude vis-à-vis UNCRPD ratification and an improvement of the living conditions and employment prospects for a first group of young persons with physical disabilities.

v. Despite impressive results, six months after the closing date evaluators have come across a number **shortcomings that risk to limit the sustainability** of the project's outcome: (1) While the project's initiative has created an expectation among its target group that the grantee will play a lasting key role in providing access to vocational education, QCT failed to secure continued financial support for the club. Unfortunately, QCT's attempts to convince another donor or relevant government institution to provide continued financing for the club did not bear any fruits; (2) The government's approach to UNCRPD implementation remains unclear. A coordination council assigned with the monitoring of two consecutive, almost identical, action plans implementing the provisions of UNCRPD, whose members were targeted by the grantee's advocacy campaign, met rarely and achieved little progress. At the same time, Georgia's parliament appears to be getting close to the ratification of UNCRPD, but the accompanying legislative package is likely to include reservations to delay the actual implementation or enforcement of certain provisions (such as inclusive education and employment) to a later point of time.

VI. RECOMMENDATIONS

To strengthen the outcome and similar projects in the future, evaluators recommend to UNDEF and project grantees:

i. The fact that QCT's approach and methodology included the conduct of baseline research and the formulation of outcome indicators is highly commendable, as this usually enhances a project's **relevance** and significantly facilitates the **assessment of impact**. We, however, highlight that the usefulness of measuring the (likely) impact of projects, and the identification of remaining (and new) needs requires to go beyond the simple listing of completed outputs and their quantities. The grantee's reporting often failed to clarify how the outcome of specific project activities contributed to the achievement of the project's objectives. Based on the above **we recommend to UNDEF** to emphasize vis-à-vis applicants not only the importance of generating comparative data (baseline vs. outcome), but to also provide guidance about its effective use. **We encourage the grantee** to cover project achievements systematically, as this will enable QCT to improve the current assessment in qualitative terms and thus enhance the organization's strategic objectives. This may also help the grantee to attract new donors and implementing partners for an expansion of the original project. We therefore **also suggest that UNDEF** considers that applications including solid outcome survey approaches will be given preference.

ii. Given the extent to which the grantee managed to elaborate more and improved sources of information on the rights of the persons with disabilities, there is little doubt that the project effectively contributed to a change of the public's perception. It is, however, also a fact that despite this promotional effort and the provision of vocational training, 89% of the former club trainees are still facing unemployment. **Based on our observations on effectiveness, we therefore recommend to the grantee (QCT)** to invest future efforts in the development of partnerships with the private sector. Focusing on the needs of large businesses in growing sectors of the economy, the grantee would ensure that its vocational education programmes are more labour market oriented. By offering the added value of a skilled workforce, QCT may also find new ways to attract co-funding for its future vocational education offer from potential private sector partners.

iii. In relation to our conclusion that shortcomings risk to limit the sustainability, it is our strong belief that continued lobbying of government structures, policy makers and more piloting of vocational training will be needed to ensure full implementation of the rights of persons living with disabilities. As far as the grantee's future contribution to such effort is concerned, we believe that it is of utmost importance that QCT (1) re-launches its public relations activity, which could be achieved with relatively little effort and at relatively limited expense; and (2) undertakes a review of its strategic approach towards the donor community. **Based on our comments on sustainability, we therefore recommend to the grantee** to:

- Re-activate the QCT website, to communicate the organisation's strategic focus

- and the former UNDEF project's purpose, activities and achievements;
- Continue awareness raising by disseminating via the QCT website the project's main outputs, i.e. the Situation Analysis Report, the Best Practice Report, the flyer presenting UNCRPD provisions, and selected TV and information spots;
 - Exploit the QCT website to measure impact of the grantee's continued activity on public awareness (e.g. by using indicators like the number of website visits, frequency and type of enquiries or feedback received by website visitors) and to identify remaining and new needs to be addressed;
 - Organise a series of round tables at QCT's office, to continue to draw the public's attention on the need to ensure full implementation of the rights of persons living with disabilities. Ensure the participation of relevant representatives from government authorities (i.e. members of the coordination council), the Public Defender's office, the business community and the media.
 - Perform a targeted donor pre-screening, so as not to lose time with project proposals, which donors will reject as not being covered by their funding objectives. Use findings based on advanced monitoring indicators in future project proposals, in order to provide donors with evidence of QCT's ability to facilitate its beneficiaries with access to society and labour market;
 - Intensify communication with the business sector (as per the above recommendation on effectiveness) to identify labour market needs and new potential sources of club funding;
 - Continue and deepen the cooperation with the Ministry of Education and Science, which in 2014 intends to pilot¹⁸ inclusive vocational education within 6 of Georgia's 18 vocational training centres. The Ministry's Department for the Introduction of Inclusive Education and VET System confirmed its intention to coordinate with social partners like QCT to maximize synergies. A discussion with evaluators confirmed that persons without 9th grade certification have no access to the vocational education and training system.

¹⁸ This initiative, which will be run with the support of Norwegian government funding, was identified during the evaluators' meeting with the Ministry's staff. Six vocational training centers will be adapted to the needs of wheelchair users, as well as trainees with impaired vision and hearing. The Ministry will arrange for appropriate training materials and interpretation.

IX. ANNEXES

ANNEX 1: EVALUATION QUESTIONS

DAC criterion	Evaluation Question	Related sub-questions
Relevance	To what extent was the project, as designed and implemented, suited to context and needs at the beneficiary, local, and national levels?	<ul style="list-style-type: none"> ▪ Were the objectives of the project in line with the needs and priorities for democratic development, given the context? ▪ Should another project strategy have been preferred rather than the one implemented to better reflect those needs, priorities, and context? Why? ▪ Were risks appropriately identified by the projects? How appropriate are/were the strategies developed to deal with identified risks? Was the project overly risk-averse?
Effectiveness	To what extent was the project, as implemented, able to achieve objectives and goals?	<ul style="list-style-type: none"> ▪ To what extent have the project's objectives been reached? ▪ To what extent was the project implemented as envisaged by the project document? If not, why not? ▪ Were the project activities adequate to make progress towards the project objectives? ▪ What has the project achieved? Where it failed to meet the outputs identified in the project document, why was this?
Efficiency	To what extent was there a reasonable relationship between resources expended and project impacts?	<ul style="list-style-type: none"> ▪ Was there a reasonable relationship between project inputs and project outputs? ▪ Did institutional arrangements promote cost-effectiveness and accountability? ▪ Was the budget designed, and then implemented, in a way that enabled the project to meet its objectives?
Impact	To what extent has the project put in place processes and procedures supporting the role of civil society in contributing to democratization, or to direct promotion of democracy?	<ul style="list-style-type: none"> ▪ To what extent has/have the realization of the project objective(s) and project outcomes had an impact on the specific problem the project aimed to address? ▪ Have the targeted beneficiaries experienced tangible impacts? Which were positive; which were negative? ▪ To what extent has the project caused changes and effects, positive and negative, foreseen and unforeseen, on democratization? ▪ Is the project likely to have a catalytic effect? How? Why? Examples?
Sustainability	To what extent has the project, as designed and implemented, created what is likely to be a continuing impetus towards democratic development?	<ul style="list-style-type: none"> ▪ To what extent has the project established processes and systems that are likely to support continued impact? ▪ Are the involved parties willing and able to continue the project activities on their own (where applicable)?
UNDEF value-added	To what extent was UNDEF able to take advantage of its unique position and comparative advantage to achieve results that could not have been achieved had support come from other donors?	<ul style="list-style-type: none"> ▪ What was UNDEF able to accomplish, through the project, that could not as well have been achieved by alternative projects, other donors, or other stakeholders (Government, NGOs, etc.). ▪ Did project design and implementing modalities exploit UNDEF's comparative advantage in the form of an explicit mandate to focus on democratization issues?

ANNEX 2: DOCUMENTS REVIEWED

UNDEF

- Final Narrative Report
- Mid-Term/Annual Progress Report
- Project Document
- Milestone Verification Reports
- Financial Utilization Reports

QCT

- Situation Analysis Report, Rights of Disabled People in Georgia
- Study Visit Report, Rights of the Persons with Disabilities in the German Federation
- Report on Best Practice, Rights of the Persons with Disabilities In Germany and the UK
- Flyer, Selected UNCRPD provisions
- Newspaper clippings
- Presentation, Disability in the UK
- Presentation, Situation in Georgia
- Presentation, Inclusive Education
- Presentation, Practices in Germany
- Presentation, UNCRPD
- Correspondence from written exchanges with 8 government institutions
- Audio-visual media products (TV and radio programmes, information videos)
- Vocational training materials (IT, Call Centre Operation)
- Professional trainees' (students, teachers, doctors, journalists) training materials
- Sample training certificate
- Images, QCT club trainees, professional trainees, project events

Laws, conventions:

- Draft law on the Elimination of all Forms of Discrimination;
http://www.legislationline.org/download/action/download/id/4909/file/238_NDISCR_GEO_18%20Oct%202013_en.pdf
- Resolution № 231 (Government of Georgia), 15 December 2009
- Resolution № 1/286 (President of Georgia), 1 November 2013
- UN Convention on the Rights of Persons with Disabilities, 13 December 2006 (entered into force on 3 May 2008); <http://www.un.org/disabilities/default.asp?navid=12&pid=150>

Other sources

- There Are No Invalids in the USSR! A Missing Soviet Chapter in the New Disability History; Sarah Phillips, in: Disability Studies Quarterly, Vol. 29, № 3, 2009; <http://dsq-sds.org/article/view/936/1111>
- Report of the Public Defender of Georgia, 2009, section on the rights of persons with disabilities, p. 250f

ANNEX 3: SCHEDULE OF INTERVIEWS

Tbilisi, October 7th, 2013 (am): Grantee's Project Briefing

- Zoia (Maya) Khasia, Project Director, QCT Director & Co-founder
- Rusudan Kohodze, Project Coordinator & QCT Board Member
- Miranda Merkviladze, Project Officer & QCT fundraiser
- Salome Kusikashvili, Legal Consultant
- Anna Tchigvaria, Social Worker
- Ivane Kusikashvili, Financial Manager
- Maiko Okujava, Financial Assistant

Tbilisi, October 7th, 2013 (pm): Stakeholder Interviews

- Anna Arganashvili, Head of Child and Women's Rights Centre, Office of the Public Defender of Georgia
- Vakhushti Menabde, Director, NGO "Human Rights Education and Monitoring Center", former Head of the Disability Rights Center at the Office of Ombudsman
- Koba Nadiradze, NGO "Human Rights Education and Monitoring Center"

Tbilisi, October 8th, 2013 (am): Project Staff & Contractor Focus Group

- Katie McMillan, Project Officer (part-time replacement of Ms Miranda Merkviladze)
- Maka Iakobidze, Project Interpret, Sign Language
- Marieta Amirkhanian, Project Tutor, Hair Stylist
- Julieta Khasia, Project Nutrition Expert
- Tamar Tskitishvili, Psychologist and Project Tutor, Call Centre Operation
- Alexandre Samkharadze, Transportation of Persons with Physical Disabilities

Tbilisi, October 8th, 2013 (pm): Club Graduates Focus Group

- Sandro Labauri, Former Trainee (Group 1)
- Irakli Seperteladze, Former Trainee (Group 1)
- Maia Lomidze, Former Trainee (Group 1)
- Lana Maziashvili, Former Trainee (Group 1)
- Giorigi Takniashvili, Former Trainee (Group 2)
- Otar Nanobiani, Former Trainee (Group 2)
- Nino Markhvashvili, Former Trainee (Group 2)
- Ruslan Shavadze, Former Trainee (Group 2)
- Nika Peradze, Former Trainee (Group 2)
- Teona Jagievi, Former Trainee (Group 3)
- Sopiko Beriashvili, Former Trainee (Group 3)
- Archil Tabatadze, Former Trainee (Group 3)
- Mariam Devidze, Former Trainee (Group 3)
- Ketevan Lobzhanidze, Former Trainee (Group 3)
- Nino Kakhadze, Former Trainee (Group 3)
- Lela Sukhitashvili, Former Trainee (Group 3)
- Nino Devidze, Former Trainee (Group 3)
- Nino Davitinidze, Former Trainee (Group 3)
- Anna Seropiani, Former Trainee (Group 3)

Tbilisi, October 8th, 2013 (pm): Former Trainees under the Capacity Building and Knowledge Sharing Component (Students, Teachers, Doctors), Focus Group

- Tamar Bochorishvili, Teacher, School-Lyceum "Tsodna"

- Nana Kachlishvili, Teacher, Public Inclusive School “N11”, Rustavi
- Nana Lomtadze, Teacher, Public Inclusive School “N60”, Tbilisi
- Nino Akhverdashvili, Teacher, Kindergarden of Aragvispiri
- Tea Kelenjeridze, Teacher, Public School “N77”, Tbilisi
- Mariam Brachuli, Psychiatrist, Dusheti Boarding House for Persons with Disabilities
- Jaba Pitskhelauri, Dusheti Boarding House for Persons with Disabilities
- Shorena Adeishvili, Director, Dusheti Boarding House for Persons with Disabilities
- Tamar Kirvalidze, Deputy Director, School for deaf children
- Tsitso Sirbiladze, Child Psychiatrist, Specialised Hospital
- Tamar Pirveli, Centre for deaf and abandoned children
- Nino Chabukiani, Student and Volunteer, Coalition for Independent Living
- Lizi Sreseli, Student

Tbilisi, October 9th, 2013 (am): Visit to the current workplace of former Club Trainee Irakli Seperteladze at NGO “ANIKA”

- Irina Inasaridze, Director of NGO “ANIKA”
- Irakli Seperteladze, Former Trainee (Group 1)

Tbilisi, October 9th, 2013 (pm): Stakeholder interviews

- Guguli Magradze, First Deputy Chairperson, Parliament Committee for Health and Social Affairs
- Nana Lomadze, Executive Director, “Association for People in Need of Special Care”, Member of former Coordination Council (2009-2012)
- Lela Tsuleiskiri, Member of the present Coordination Council (2013-2014)
- Marika Zakareishvili, Project Director, Department for Introduction of Inclusive Education in the VET System, Ministry of Education and Science
- Maia Bagrationi, Department for Introduction of Inclusive Education in the VET System, Ministry of Education and Science
- Vakhtang Khmaladze, Chairperson, Parliament Committee for Legal Issues

Tbilisi, October 10th, 2013 (am): Dusheti Boarding House for Persons with Disabilities

- Mariam Brachuli, Psychiatrist, Dusheti Boarding House for Persons with Disabilities
- Jaba Pitskhelauri, Dusheti Boarding House for Persons with Disabilities
- Shorena Adeishvili, Director, Dusheti Boarding House for Persons with Disabilities

Tbilisi, October 10th, 2013 (pm): Stakeholder meetings

- Beka Dzamashvili, Deputy Head, International Public Law Department, Ministry of Justice
- Lili Khmaladze, Journalist, Trainee under the Capacity Building and Knowledge Sharing Component

Tbilisi, October 11th, 2013 (am): Stakeholder meetings

- Amiran Dateshidze, Head of the Social Issues and Programmes Division, Ministry of Labour, Health and Social Affairs
- Otar Toidze, Vice-president, NGO “Georgian League against Epilepsy”, former Chairperson, Parliament Committee for Health and Social Welfare

Tbilisi, October 11th, 2013 (pm): Evaluators’ Debriefing:

- Zoia (Maya) Khasia, Project Director, QCT Director & Co-founder
- Rusudan Kohodze, Project Coordinator & QCT Board Member
- Miranda Merkviladze, Project Officer & QCT fundraiser

ANNEX 4: ACRONYMS

CSO	Civil Society Organization
DAC	Development Assistance Committee
EQUITAS	International Center for Human Rights Education
GTZ	German Technical Cooperation (now part of GIZ, German Society for International Cooperation)
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organization
QCT	Qualification Center for Trainers
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
USAID	United States Agency for International Development
UNDEF	United Nations Democracy Fund
USD	United States Dollar
VET	Vocational Education and Training