Module 1

Handout 3 – A tool for each purpose

Tasks

--- Task Card ① ---

1. **Reception / Emergency registration**. You are working as Registration Officer at an UNHCR-supported Reception centre. You have been tasked to ensure persons with disabilities and their needs are identified.

   - According to the Standard Operational Procedures on Specific Needs set up in your operation, persons with disabilities are among those prioritized for registration interviews and/or potentially referred to Protection staff to determine urgent or longer-term needs.[1]

   - Personnel situated at the entry/access point are informed about these expedited processes, and there is an assigned team to monitor the overall reception area to actively pre-identify persons with specific needs, including persons with disabilities, and bring them forward.

   - However, with the use of pre-existing Specific Needs Codes on Disabilities, which relied on visual cues only, the identification of persons with disabilities remained low, at 1.2%.

   - There have been complaints shared about the difficulty in accessing the toilets at the reception centre, which are not segregated and have stairs at the entry. Difficulties in understanding the language used registration procedures have also been raised.

   - You have been tasked to ensure persons with disabilities and their needs are identified.

   What types of data would you require?
   For which purpose?
   Which tool/s would be most appropriate?

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[1] To learn more about these types of procedures used in Reception, please consult the chapter on Priorization of persons with specific needs at Reception in Reception – UNHCR – Guidance on Registration and Identity Management

Task Card 2

2. **Continuous Registration.** You are supporting the development of a country-wide verification and profiling exercise for refugees and have been asked to enhance data on persons with disabilities.

- Verification exercises are often conducted to expand and improve population data on refugees.[2] In this case, the exercise will take place in a protracted displacement context with approximately 4,000 refugees.

- The questionnaire is designed to update biometric data (currently set at sex and age) and capture additional data on the current socio-economic status of the refugees and their access to basic services (e.g. school attendance and access to health care).

- The current percentage of persons with disabilities registered in the country is very low, 1.2%, when compared with the global estimate of 15% of the population.

- You have been tasked to enhance data on persons with disabilities.

What types of data would you require?

For which purpose?

Which tool/s would be most appropriate?

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[2] To learn more about Verification Exercises, please consult: Verification exercises – UNHCR – Guidance on Registration and Identity Management

Task Card ③

3. **Protection – Gender-Based Violence / Child Protection.**
   You are enhancing GBV and Child Protection services within a Community-Based Centre. You have been reminded to ensure equal access for women, girls, and boys with disabilities.

   - Recent survey data in country has showed a higher prevalence of women with disabilities (19%) and children with disabilities (9.5%) than what current GBV and Child Protection services' access report (around 1%).

   - The services are situated within a Community-Based Centre (represented in the slide and image below). There have been some complains about the lack of accessibility of the structure.

   - You have been reminded to ensure equal access for women, girls and boys with disabilities, and to ensure that data captures their access.

   What types of data would you require?

   For which purpose?

   Which tool/s would be most appropriate?

4. Accountability to Affected People. You are setting up a feedback and complaints mechanism at the school and community health centre and have been asked to enhance data shared by persons with disabilities.

- The current feedback mechanism includes a phone line that works in the local language only, and suggestion boxes placed at the entrance of the school and community health centre.

- Feedback is collected in a feedback registry that includes disaggregation by sex and age only.

- Feedback collected during focus group discussions highlight that there are certain groups who cannot access these channels. Their feedback remains uncollected, including potential cases of exploitation and abuse, and discriminatory practices.

- You have been asked to enhance data shared by persons with disabilities.

What types of data would you require?

For which purpose?

Which tool/s would be most appropriate?

5. **Refugee resettlement.** You are working on resettlement procedures, and you have been asked to ensure that refugees with disabilities have equal access to resettlement opportunities.

   · Recent advocacy messages from civil society organizations and Member States supporting the Global Compact on Refugees have expressed the need for including refugees with disabilities in resettlement opportunities on an equal basis with other refugees.

   · Currently, your operation does not have a clear idea of how many applicants for resettlement opportunities are persons with disabilities.

   · Staff conducting resettlement interviews have shared questions as regard to relevant resettlement submission categories for persons with disabilities and about the necessary considerations before and during resettlement interviews.

What types of data would you require?

For which purpose?

Which tool/s would be most appropriate?

6. Local Integration. You are discussing inclusion criteria for refugees with disabilities in coordination with national partners managing a national social protection programme for persons with disabilities.

- The Government has agreed to make efforts towards the local integration of refugees with and without disabilities.

- The Government has an existing protection programme addressed to persons with disabilities.

- Rights-holders are issued with a Disability ID Card by national authorities that entails access to benefits such as education grants, access to assistive devices and accessibility grants.

- You have been tasked to explore eligibility criteria for refugees with disabilities.

What types of data would you require?

For which purpose?

Which tool/s would be most appropriate?

Support

— Support Card **1** —

Types of data on persons with disabilities

- **Data on disability status** (with/without disability). This type of data can help to disaggregate data, and identify people at heightened risk of facing restrictions, and other risk (if combined with other data). It is relatively easy to collect.

- **Data on risks and** barriers faced by persons with disabilities. This type of data can help identifying barriers for equal participation, and risks faced by persons with disabilities.

- **Data on capacities and support needs** of persons with disabilities . This type of data can help to identify ways of supporting persons with disabilities based on their own capacities and requirements.

- **Disability assessment and determination.** This type of data should be used only to ensure adequate access to targeted programming. It requires complex processes and costs.

Purposes for collecting data

- Identifying persons with disabilities for **policy and programming** purposes.
- Identifying persons with disabilities for **protection case management.**
- Identifying **risks** faced by persons with disabilities.
- Identifying **barriers** faced by persons with disabilities to access a particular context or service.
- Identifying **preferences** and **capacities** of persons with disabilities.
- Identifying **eligible households** with persons with disabilities (e.g. requiring access to a social protection benefit).
- Identifying **trends** in prevalence / access / impact on persons with disabilities in survey / services data.

Tools

Task Tool Card ①

Tool 1 – Washington Group Questions

Objective – These questions are designed to identify people who have difficulties in performing basic, universal activities and are at greater risk than persons without such difficulties of **restricted social participation** in an unaccommodating environment. The Short Set is aligned to the rights-based understanding on disability.

Structure - The Washington Group Short Set on Functioning uses six questions that assess universal basic activities or "functions"- seeing, hearing, walking, self-care, cognition and communication. Individuals answer six questions which are used to define whether that person is "with disability" or "without disability". For example: "Do you have difficulty seeing, even if wearing glasses?"

    a.   No – no difficulty

    b.   Yes – some difficulty

    c.   Yes – a lot of difficulty

    d.   Cannot do at all

Respondents who answer "a lot of difficulty" or "cannot do it at all" to at least one of the six functioning questions should be considered a person with disability for the purpose of data disaggregation.

Use – Collect statistical data disaggregated by disability status. Added as demographic questions to a survey with additional questions, they can be used to compare levels of participation in employment, education, or family life for those with disability versus those without disability to see if persons with disability have achieved social inclusion. In this regard, it can be used to monitor effectiveness of programs and policies to promote full participation.

The Washington Group Questions have been progressively used in humanitarian contexts to flag individuals who may require additional support and benefit from protection case management. The questions have been included for this purpose in UNHCR proGres V4.

Task Tool Card ② ──

Tool 2 – UNHCR Specific Needs Codes – Disability

Objective – The codes were designed and recently reviewed to improve identification of persons with disabilities as an entry point to strengthened access to protection, assistance and solutions.

Structure - The revised approach of the Disability entity includes the 6 Washington Group Short Set of questions and 2 additional questions from other Washington Group question sets to help capture additional difficulties (difficulties in upper body and emotions). Each question also includes questions for children extracted from the Washington Group/UNICEF Child Functioning Module.

Use – The primary purpose of identifying persons with disabilities during registration is to flag individuals who may be at heightened protection risk and/ or who may need specific support in order to have equal access to protection, assistance and solutions. Combined with other data, such as access to services, it can provide information on the potential risks faced by a particular individual or group.

Guidance on Enhancements to Specific Needs Entity, Disability codes

UNHCR
The UN Refugee Agency

Task Tool Card ③

Tool 3 – Barriers and accessibility assessment tools

Objective – These tools include a variety of assessments used to identify barriers in the environment, and preferences on finding solutions to mitigate them.

Structure – Currently, there is no standardized way at a global level to collect data on barriers faced by persons with disabilities. Sometimes, data collection is gathered through targeted assessments and consultations involving persons with disabilities, e.g. through "disability transect walks" where persons with disabilities identify the barriers they find to reach, enter, circulate and use a service. Other approaches include "self audits" where service providers identify barriers against a series of minimum accessibility requirements (e.g. how information is made available, whether accessibility standards have been applied to the built infrastructure). Finally, questions on barriers and preferences can be added to existing qualitative data collection efforts (e.g. safety and accessibility audits) as well.

Examples include:

- The IRC Inclusive Client Responsiveness Toolbox, which includes "Questions to collect data on barrier to access and preferences", a "Self Audit" tool with questions on the accessibility measures in place for feedback and complaint mechanisms, and recommendations to mitigate potential barriers identified.

- DTM MSLA for Disability Inclusion | Displacement (iom.int) Includes complementary questions on barriers faced by persons with disabilities, to be used in combination with the Displacement Tracking Matrix.

Use – To identify physical, communication, attitudinal and policy barriers faced by persons with disabilities, and gather feedback on how to mitigate them.

Task Tool Card ④

Tool 4 – Disability assessment and determination processes

Objective – This data is used to collect information about persons with disabilities for policymaking and planning, budget allocation and to determine eligibility to certain benefits and entitlements. Disability assessments can also be used for the purpose of providing services, such as rehabilitation or education.

Structure

Disability assessment: the process of collecting disability-related information about an individual.

Disability determination: refers to the official decision (using the assessment findings) about whether someone is identified as a person with disability, often sub-classified according to their functionality. In some countries, this can become an official status, symbolised by a disability card or similar, which can provide access to services and benefits, among others.

Use – There are often additional and different processes to determine eligibility for different types of social protection, insurance, health and support services. These processes consider additional information beyond disability, such as income generation activities, education, etc.

1 Assessment	2 Determination	3 Eligibility
What is the extent of impairment? What are the barriers to participation? What support is required?	Is the person considered a person with disability under the legal definition of relevant regulations, schemes and policies?	Which services, products or benefits is the person eligible for? Are there additional criteria to be met (e.g. age, residence, level of income)?

The graphic above includes questions that can guide through the processes of assessment, determination and eligibility for social protection schemes (Source: OHCHR | SDG-CRPD Resource Package).

It is important to note that refugees and stateless persons with disabilities may not always meet the eligibility criteria reflected in third box; for example, when these require legal citizenship status. In some cases, UNHCR has supported refugees to access disability support schemes and benefits through advocacy and engagement with Human Rights Mechanisms. See the case of Cyprus in this good practice example: UN Human Rights Mechanisms in Practice - A Good Practice Guide.pdf (unhcr.org)

Task Tool Card 5

Objective – The tool has been developed to enhance UNHCR's effectiveness and harmonize procedures for assessing refugees with disabilities for resettlement.

Structure – The tool includes a User Guide that provides relevant information on the process of resettling refugees with disabilities, and a Resettlement Tool that provides a step-by-step guide for conducting an assessment of refugees with disabilities and determine whether resettlement is the most appropriate durable solution and to identify the resettlement needs of individual refugees with disabilities.

Use – The tool can be used to identify accessibility and support needs throughout the resettlement procedures, to ensure meaningful information on disability is collected and adequately reflected in the Resettlement Registration Form, and to identify relevant information for the selection of the resettlement State.

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