

**UNPRPD R1 – PHASE 2 SUPPORT**

**PART 1. CONCEPT NOTE**

# 1. Background

According to the State of the Nation´s Seventeenth Report (2011), based on the National Household Survey (ENAHO) 2010, 63% of Costa Rica´s total population with disabilities is occupationally inactive and 8.9% of the economically active population is unemployed. As for young people with disabilities between 15 and 35 years old, 58% of them are unemployed (47.265 persons) and the remaining 42% are in salaried employment but work in sectors of lower economic value, compared to young people without any type of disability[[1]](#footnote-1).

Of those 218,655 women with disabilities aged 15 years and older in Costa Rica, a vast majority of 77.8% are outside of the active labour market. Within the group of the 48,472 economically active women with disabilities, 1,428 were seeking employment. When compared to the male population with disabilities aged 15 years and older (198,261 persons), a clear gender gap in the labour market participation is observed since 48.5% of men with disabilities are economically inactive, i.e. 29.3 per cent points lower than for the female population with disabilities.

Unemployment among persons with disabilities is not only widespread but often more lasting and those persons with disabilities who work do so in more precarious conditions. A third of unemployed persons with disabilities have been unemployed for over a year, while the equivalent figure for persons without disabilities is only 12.9%. Therefore, a big share of persons with disabilities feel deeply discouraged, to the point where they give up their fruitless job search.

In terms of access to educational services, the 2011 census data made evident the low educational level of a significant portion of the population with at least one disability. 9% of disabled people between 15 and 35 years old cannot read or write; 5% have not completed any formal studies, 29% attended school at some point or completed primary education, 41% attended secondary education and only 19% attended higher education (complete or incomplete).

Persons with disabilities are more likely to fall into poverty, compared to the population without any disability. Households with at least one person with a disability, have higher rates of poverty than other households. Also, there is a direct relationship between the number of disabilities that a person has and their level of poverty. For 2010, the absolute poverty rate among people with at least one disability was 31.5%, of which 8.4% were living in extreme poverty. These rates are higher than those for households in which persons without disabilities live (24% in poverty and 6.8% in extreme poverty)[[2]](#footnote-2).

The National Plan for Vocational Integration of Persons with Disabilities in Costa Rica (2012-2015) aimed to increase economic opportunities for persons with disabilities between 15 and 35 years old and improve the structural conditions to access decent work or become self-employed. The plan aims to support the realization of Article 27 of the Convention on the Rights of Persons with Disabilities (CRPD), which emphasizes the right of persons with disabilities to work on an equal basis with others, including the right to earn their living through freely chosen work in a labour market that is inclusive and accessible. The CRPD also outlines other rights such as access to education, to an adequate standard of living and social protection, non-discrimination and active participation in all aspects of society.

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The development of the plan was led by the Ministry of Labour and Social Security (MTSS), in conjunction with the UN Coordination Office, the UN Development Programme (UNDP) and the International Labour Organization (ILO), with the support of public and private institutions working in the issues of employment and disability, such as MEP, MEIC, INA, IMAS, CENAREC, CPJ, INFOCOOP, CONAPDIS, CENARE, HNP-CCSS Comprehensive Care Centres for Adults with Disabilities (CAIPAD) , local district governments of Alajuela, Belen, Heredia, Pococí and Santa, UNA, Organizations of and for Persons with Disabilities (DPOs), AED and the business sector. *(See* [Annex 1 for the acronyms used](#_Annex_1._Acronyms)*)*

The plan was the result of applying the Millennium Development Goals Acceleration Framework (MAF) to fast-track the achievement of target 1.3: "Achieve full and productive employment and decent work for all**,** including women and young people". (Enclosed National Plan for Vocational Integration of Persons People with Disabilities in Costa Rica)

In Costa Rica, under the MAF, young people with disabilities were chosen because access to employment is particularly difficult for them, including due to social stigma, low educational levels and limited physical access to work places and public transport, as well as the lack of inclusive public employment services for this population throughout the country. Hence, the direct beneficiaries were young persons with disabilities between 15 and 35 years old while the indirect beneficiaries were national and municipal civil servants, teachers, business persons, private sector staff and DPOs.

The plan has five programmatic areas: training, inclusive employers, intermediation for workplace inclusion, entrepreneurship and governance. Each of them has a specific objective and corresponding results ([Annex 2](#_Annex_2._Programmatic)). With resources from the UN Partnership to promote the Rights of Persons with Disabilities Multi-Donor Trust Fund (UNPRPD MDTF) it was possible to cover the financial gap that had been identified by the MAF ([section 2](#_2._Expenditures_and) of this document).

To date, the overall impact of the project has been that 549 persons with disabilities now generate their own income. 500 of them were hired by employers and 49 of them are engaged in individual or cooperative business initiatives. Hence, the project´s goal of at least 200 people with disabilities per year generating their own income was achieved.

The main results achieved by the project according to each programmatic area are as follows:

## Component 1: Better training opportunities for people with disabilities

* Development and implementation of the Inter-Agency Coordination Protocol between the Ministry of Labour and Social Security (MTSS), the National Training Institute(INA) and the Ministry of Public Education (MEP) to address the needs of basic training and labour insertion of persons with disabilities.
* 1,653 young people with disabilities have improved their employability profile, according to the following disaggregation: 681 students with disabilities were trained by MEP teachers who participated in workshops on literacy, the social model and employability; 505 persons with disabilities graduated from INA´s technical training programs; 382 were trained in technical training courses through the *Empléate* *Inclusivo* strategy developed by the MTSS; 85 young people with disabilities were trained in soft skills courses with CPJ funds.

## Component 2: Extending workplace demand for persons with disabilities: inclusive employers

* More than 60 companies have joined the Network of Inclusive Business of Costa Rica (REI) and have begun to implement more inclusive practices for persons with disabilities as a result of their participation in capacity building activities of this network. As result of their participation between 2012 and 2015, these companies have hired a total of 443 persons with disabilities in administrative, operational and technical positions. (Of these, 371 persons with disabilities were hired between 2013 and 2014, year of the project´s implementation with UNPRPD funds[[3]](#footnote-3)).
* Launch of "Costa Rica Includes" (“Costa Rica Incluye”) award to encourage inclusive practices of people with disabilities among employers. The main national stakeholders in awarding this prize include the Office of the Second Vice-President of the Republic, the MTSS, the Association of Enterprises for Development (AED) as well as the National Council for Persons with Disabilities (CONAPDIS). In 2015, already the third edition of this annual award was realized.
* Development of a website that provides basic tools for businesses to facilitate the hiring of persons with disabilities by employers (http://www.aedcr.com/redempresasinclusivas/).

## Component 3: Intermediation for workplace inclusion

* Development and piloting of a job intermediation model at local level for persons with disabilities
* Creation of five local job intermediation networks for persons with disabilities in five cantons: Alajuela, Belen, Heredia, Pococi and Santa Ana, through a cooperation agreement with the National University (UNA)
* Development of a toolkit for members of these job intermediation networks.
* 229 persons with disabilities have been hired with support of the *Empléate* job intermediation services of the MTSS (62% men, 48% women)

## Component 4: Boosting entrepreneurship of persons with disabilities

* Implementation of a pilot project to generate entrepreneurship of persons with intellectual and psychosocial disabilities in three local institutions: Ricardo Moreno Cañas College, Servio Flores Foundation and the National Psychiatric Hospital.
* 80 persons with intellectual and psychosocial disabilities living in poverty were trained in developing business ideas by using resources from the PRONAMYPE program.
* 49 persons with intellectual and psychosocial disabilities are generating their own income through individual and cooperative enterprises.

## Component 5: Governance, coordination and inter-agency synergies

1. Establishment of a governance structure that allowed the plan to be monitored. The governance structure consists of five committees that were formed for each project component allowing them to establish a baseline that would gather inputs to track progress in regard to the labour market inclusion of persons with disabilities in the country. ([Annex 5](#_Annex_5._Governance))

# **2. Expenditures and staff-time contribution**

**Total Project expenditures:** US$1.157.500

* Government funds: US$655.000
* Gap: US$502.500 financed with US$350.000 from the UNPRPD, USD$150.000 GIZ, USD$20.000 JICA

## Table1. Expenditures

| **Outcome** | **UNPRPD funds spent to date** | **Other funds spent to date\*** | **UN staff time valuation\*\*** |
| --- | --- | --- | --- |
| 1.Training | $46.672,19 |  | $5.490 |
| 2.Inclusive Business | $62.484,43 | $30.000 | $16.470 |
| 3.Intermediation | $57.632,37 | $126.000 | $16.470 |
| 4.Entrepreneurship | $15.337,89 | $14.000 | $2.745 |
| 5. Governance | $160.279,53 |  | $13.725 |
| Total | **$342.406,41\*\*\*** | **$170.000** | **$54.900** |

**Budget:**

*\* Please indicate source*

*\*\* Please include only staff time not paid for by the project. For Fixed Term positions refer to proforma cost*

**\*\*\*** **There are still some payments to be made in order for UNDP to close the project´s final budget.**

# 3. Results

## Table 2: Results

**Heading**

### Interagency Coordination Protocol for Training and Employment of Persons with Disabilities

**Outcome-level transformation – max 150 words**

**The protocol is a product of the National Plan for Vocational Integration of Persons with Disabilities in Costa Rica (PNILPcD) which establishes intra and inter-institutional coordination mechanisms to allow for a more efficient coordination between the Ministry of Labour and Social Security (MTSS), the Ministry of Public Education (MEP) and the National Training Institute (INA) so that needs of persons with disabilities with regard to vocational training and employment are better addressed. It also provides an inventory of sources for support and/or training services available to persons with disabilities, their families, government officials and other key stakeholders involved.**

The protocol prioritizes persons with disabilities over 15 years old who: a) are graduating from the formal education system, b) require technical training services and/or soft skills to enhance their employability profile, c) are excluded from the education system d) graduated from the (primary, secondary and university) formal education system and are looking for a job. The protocol includes a commitment statement signed by the heads of the three institutions, i.e. MTSS, MEP, INA, as well as an endorsement by the President of the Republic of Costa Rica and the Second Vice-Presidency for its implementation, monitoring and follow-up. This has brought the institutions involved to review their internal procedures and mechanisms for reference and counter-reference so their services meet the existing legal obligations in the country with regard to training and employment of persons with disabilities.

**Impact – max 150 words**

**The protocol was officially launched on November 10, 2014, so it is difficult to quantify its direct impact to date. However, it should be pointed out that the actions on the plan´s "training" component contributed to the fact that 1,653 young people with disabilities improved their employability profile, according to the following disaggregation: 681 students with disabilities trained by MEP teachers who participated in workshops on literacy, the social model and employability; 505 people with disabilities graduated from INA´s technical training programs; 382 persons were trained in technical courses through the MTSS Empléate Inclusivo strategy; and 85 young people with disabilities were trained in soft skills courses with CPJ funds[[4]](#footnote-4). The protocol is one of the main results of the work accomplished under the “training” component. This component focused on improving the coordination of the formal, non-formal and technical education services in the country, so persons with disabilities can gain access to these services. It is expected that in the coming years, with the support of the protocol, a similar or greater amount than the aforementioned portion of disabled people will gain access to educational services that will enhance their employability profile.**

**Meaningful participation – max 150 words**

**The development process of the protocol was based on a participatory methodology that included workshops, interviews, focus groups, meetings, working sessions and validation by public officials, representatives of organizations of and for persons with disabilities, service users with disabilities, relatives and others. Throughout the process, the active participation, feedback and validation was sought from people with disabilities, men and women from urban and rural areas, and representatives with different types of impairments. Currently, the strategy for disseminating the protocol to government officials, to key stakeholders, as well as to DPO representatives in order to apply the protocol throughout the country is realized with resources from MTSS, INA and MEP.**

**Means of verification – max 100 word**

**Interagency Coordination Protocol for Training and Job Placement of Persons with Disabilities in Costa Rica and its Commitment Agreement signed by the head of the institutions, systematization of the construction process of the protocol, external evaluation of the Project.**

(See: http://www.cr.undp.org/content/dam/costa\_rica/docs/undp\_cr\_protocolodiscapacidad\_2014.pdf )

**Heading**

### Programs and initiatives directed to hire persons with disabilities in private companies

**Outcome-level transformation – max 150 words**

**In the programmatic component "inclusive business" the project succeeded in strengthening a private initiative entitled "Network of Inclusive Business of Costa Rica" (REI), led by the Association of Enterprises for Development (AED), to support the network’s expansion in the country. In 2012, the network had 27 affiliates; by 2015 more than 67 companies are part of this initiative in the metropolitan area, as well as in the Chorotega and Brunca regions. With support from UNPRPD funds, the network managed to launch the campaign "30 minutes free (of discrimination)” and also organized two editions of the "Costa Rica Includes” Award in 2013 and 2014 in which a total of 25 companies that developed good inclusion practices for persons with disabilities were honored in categories such as: inclusive hiring, accessibility of the built environment, accessibility of digital media and web sites, work with communities, inclusive customer service and inclusive products (11 in 2013 and 14 in 2014). Also, the REI developed a website in which a toolbox for employers is available to support the inclusion of disability issues in companies’ business strategies. The toolbox addresses the rationale for companies to employ people with disabilities, guidance on self-assessment of employers in terms of inclusiveness as well as issues of general accessibility and reasonable accommodations in business processes, including in the hiring process. Further, the website presents campaign banners, videos of different companies that compile good practices of the inclusion of persons with disabilities and presentations of the REI training program that the network conducts annually with their affiliates. All these products were developed during the time of the UNPRPD-funded project.**

**Impact – max 150 words**

**The REI has managed to increase the number of affiliates. To date, there are more than 60 companies that form part of this initiative and are committed to work for inclusive workplaces for persons with disabilities. During the project, the network companies have hired a total of 371 persons with disabilities in 2013 and 2014[[5]](#footnote-5). In addition, there has been greater awareness of the importance of the issue of disability inclusion; adoption of policies, methodologies and technical tools for recruitment, hiring, induction and management of staff with disabilities; budget allocation within these organizations for these initiatives; and the raising of the visibility of these efforts through various means, including the participation in the "Costa Rica Includes" award.**

**The AED promotes the human rights approach towards disability in the actions it develops; however, the companies are the ones responsible for implementing the policies and methodologies according to their level of understanding and technical, material and financial possibilities. In this sense, the companies believe that the network has allowed them to get ideas and motivate themselves to implement inclusion considerations in their policies and recruitment procedures, however, the greater lesson learned has been gained from the process of including staff with disabilities in the companies.**

**Moreover, both employers and workers, consider that the employment experience has shown them that "it is easier than they thought", since the changes to a specific job and the workplace, as well as to the management processes are minimal. In addition, employers have been allowed to see new areas where they can apply the inclusion approach, such as the accessibility of infrastructure; the design of new products and services for its customers; awareness-raising and training for staff about disability issues (e.g. Costa Rican Sign Language (LESCO) courses); among others. Similarly, the "Costa Rica Includes" award has been an interesting incentive for companies to promote and develop new and better inclusion initiatives.**

**Meaningful participation – max 150 words**

**The REI and its member companies have forged strategic alliances with organizations of and for persons with disabilities to support training processes, technical advice and guidance to employers on how to implement inclusive processes in their organizations. For example, recruitment and selection processes, hiring policies, workplace inductions, identification of applicants with disabilities, provision of reasonable accommodation, and the assessment of the accessibility of the built environment, among others. Also, advances regarding the human rights approach and independent living model have been achieved. Similarly, one of the principles promoted by the network is the participation of persons with disabilities in all processes as part of its stakeholder group. In fact, one of the REI members is Coopesuperación, a cooperative made up of 54 persons with disabilities that provide call centre services to public companies in the country.**

**Means of verification – max 100 word**

**External project evaluation, Link: www.aedcr.com/redempresasinclusivas Video Costa Rica Includes 2014 (https://youtu.be/9qcCSMuHhH0), Video Costa Rica Includes 2015, Video 30 free minutes, Video Credomatic, Video MECO Foundation.**

**Heading**

### Job placement models for persons with disabilities:

**Empléate Inclusivo and local Job Placement Networks for Persons with Disabilities**

**Outcome-level transformation – max 150 words**

**The project led to the implementation of two job placement models for persons with disabilities as pilot experiences in the country: the "Empléate Inclusivo Program" and the "Local Job Placement Networks for Persons with Disabilities". According to the results of the external project evaluation (2014) the Program Empléate[[6]](#footnote-6) Inclusivo[[7]](#footnote-7) proved to be an effective strategy in the short-term to achieve the inclusion of persons with disabilities because its methodology is based on a combination of personalized job orientation, access to technical and/or professional training options with the support of a temporary financial subsidy, personalized job placement services and the establishment of a public-private partnership with private companies willing and able to recruit the beneficiaries of the program, including companies that form the REI.**

**The Empléate Inclusivo strategy was formalized as a program of the National Employment and Production Strategy (ENEP) and the National Development Plans (2011-2014, 2015-2018), raising the age of eligible beneficiaries to 35 years in case they are persons with disabilities. Further, the program made explicit adjustments to its design and methodology to improve the disabled persons' access to opportunities for professional training and employment.**

**Between 2014 and 2015, the "Local Job Placement Networks for Persons with Disabilities" were able to set up 5 employment networks in 5 cantons: Alajuela, Belen, Heredia, Pococi and Santa Ana. According to the external project evaluation, this initiative constitutes a conceptually interesting proposal, oriented to address the employment of people with disabilities in the medium and long term, as it allows extending the coverage of intermediary employment services for the population with disabilities at the local level. (**[**Attached Document Local Networks**](file:///C:\Users\menze\Desktop\09112015\Nota_Conceptual\Nota_Conceptual\Redes_Locales_CdH.pdf)**)**

**Although the consolidation of these networks is an incipient and complex process, due to the lack of priority in the agenda of municipalities and due to a lack of human and financial resources in the recruitment offices to offer jobs to the population with disabilities, some positive results have been identified: allocation of funds to hire staff to conduct job intermediation for persons with disabilities at the local offices, identification of target population looking for a job, development of an applicant database with local applicants with disabilities, better coordination of training services and local job intermediation providers (INA, MEP, DPOs, academia), alliances with Empléate Inclusivo to incorporate young people with disabilities in local technical training courses, training of young people in soft skills with resources provided by CPJ, sensitization and training of local SMEs and local business chambers, identification of local companies that have hired staff with disabilities and/or are willing to do so, offering courses about disability issues to local employment managers, among others.**

**Impact – max 150 words**

**According to the external project evaluation (2014), the most effective model for the employment is the Empléate Inclusivo program, with 46% of effectiveness between 2013 and 2014, achieving the employment of 229 persons with disabilities (62% men, 48% women). It also allowed 382 persons with disabilities to receive technical and/or professional training supported by a temporary economic subsidy (58% men, 42% women). Meanwhile, the "Local Job Placement Networks for Persons with Disabilities" has been able to register a total of 15 persons of disabilities hired by local companies. However, it should be mentioned that the networks have achieved that the communities, through their local governments, develop work plans and employment strategies for this specific population at the local level, which could mean that in the medium and long-term, a significant inclusion of the population with disabilities could be incorporated in all areas.**

**Meaningful participation – max 150 words**

**Persons with disabilities have participated as users of the services in the Empléate Inclusivo program. However, it should be highlighted that the program´s methodology ensures that persons with disabilities are consulted throughout the participation process of the program. Within the local job intermediation networks, the DPOs, people with disabilities and their families are included as part of the key actors of the network, assuming an active role as members of these networks.**

**Means of verification – max 100 word**

**External project evaluation, Report the Empléate Inclusivo Results, Videos Empléate Inclusivo (https://youtu.be/DOFIh2VjjXg) Local Job Intermediation Proposal, Presentations of Results Achieved and Next Steps of the Local Job Placement Networks of Alajuela, Belen, Heredia, Pococí and Santa Ana**

**Heading**

### Coordination and joint institutional mechanisms

**Outcome-level transformation – max 150 words**

**The project sought to create a governance system that would allow for addressing the lack of interagency coordination as well as the follow-up and monitoring of the implementation of actions in the area of employment for persons with disabilities. The governance structure considered three units: 1) Coordination and General Management of the National Plan for Vocational Integration of Persons with Disabilities, 2) Coordination Committee for each of the project´s components (Training, Inclusive Business, Intermediation, Entrepreneurship and Governance) and 3) Monitoring and Follow-up (**[**Annex 5**](file:///D:\Dropbox\Official\UNDP\Task8-june-end2018\Costa%20Rica-UNPRPD%20R1-PH2-CN.docx#_Anexo_5._Estructura)**)**

**According to the results of the external project evaluation, these coordination mechanisms and the institutional alignment achieved between public officials, particularly at the level of the project´s technical committees, has allowed to operationalize various initiatives, as well as to take advantage and share the institution´s human, material and financial resources. Similarly, the professional and personal ties fostered by the project´s dynamics and its governance structure, has facilitated the development of actions, as well as the improvement of the existing services targeted to persons with disabilities.**

**Impact – max 150 words**

**The governance structure established by the project allowed to achieve the following results: 1,653 young people with disabilities have improved their employability profile and 549 persons with disability generate their own income (500 hired by employers and 49 developing individual and cooperative enterprises)**

**Meaningful participation – max 150 words**

**The design of the governance structure proposed by the project included the participation of organizations of and for persons with disabilities and their representatives in its three units. However, in the implementation of the project their full participation in all units was affected for several reasons, including: a) In the Unit for Coordination and General Management of the Plan, the DPO participation is governed by an executive order of the Technical Commission on Employment of Persons with Disabilities, providing that those involved in this body with voting rights, are two representatives (one permanent and one substitute) of the two federations of organizations of persons with disabilities (FECODIS and FEREPRODIS) who represent approximately 30% of DPOs in the country b) In the Coordination Committees for each of the project´s components, the heads of each public institution reserved the right to appoint their representatives. c) The Monitoring and Follow-up unit was taken over by the same Technical Commission on Employment of Persons with Disabilities and not as a separate unit as it had initially been planned. This reduced the possibility of a higher representativeness of DPOs.**

**Means of verification – max 100 word**

**External project evaluation, Project Reports of the Plan Committees (Training, Inclusive Business, Intermediation, Entrepreneurship, Governance), Notes of the Committees.**

# 4. Proposed way forward

During the second phase, the project "National Plan for Vocational Integration of Persons with Disabilities" aims to strengthen and consolidate the following results:

1. **Monitoring and Follow-up System for the Interagency Coordination Protocol for Training and Employment of Persons with Disabilities in Costa Rica.**

During 2015, the Plan´s Training Committee developed workshops for the dissemination of the Interagency Coordination Protocol to train staff from several institutions such as MEP, INA and MTSS regarding the protocol’s implementation. Although the project funded by UNPRPD resources ended in June 2015, the protocol dissemination plan continued to be implemented and its activities have been financed with resources of the three major institutions involved, i.e. MEP, INA and MTSS, reaching a total of 400 trained civil servants.

To take its implementation further and continue the institutionalization of the protocol, it is planned to complement the protocol with the development of a section on the coordination of job intermediation services between all involved stakeholders in Costa Rica, so the processes on the supply side of the labour market for persons with disabilities are aligned among the stakeholders and adjusted to the needs and requirements of the demand side of the labour market. This section on the coordination of job intermediation would include the development of a National Strategy on Training of Persons with Disabilities which aims to align the training services offered by the MEP, INA, MTSS (*Empléate Inclusivo*), CPJ and DPOs, including literacy and soft skills courses for adults with disabilities who find themselves outside of the formal educational system. In close collaboration with the respective Gender Units of the MTSS, MEP and INA, the National Strategy will aim to combat gender inequality in accessing vocational training, including specific measures targeting women with disabilities. Further, a stronger linkage with the Gender Equality Policy of the INA and its initiatives on women with disabilities in the implementation of the protocol is aimed at.

Also, parallel to this, it is planned to develop a monitoring and follow-up system for the protocol, which would include both coordination mechanisms that have been established for this purpose as well as the development of an online information system to facilitate the monitoring of the effective referral of persons with disabilities among the various public and private services involved, so that duplication is reduced and comprehensive attention is given to users with disabilities. The data gathered by this system will be disaggregated by sex, age, geographic zone and accessed service.

The online information system would be designed with INA as a counterpart, who would support the development of computer software or computer system through their IT technicians, while MEP and MTSS would technically support the development of indicators and guidelines necessary to establish the system. It is important to highlight that this system would ensure the generation of statistics regarding the access to training and labour market inclusion of persons with disabilities, disaggregated by gender, impairment, geographical origin, services, among others.

To ensure sustainability of the monitoring and follow-up system, the current Plan´s Training Committee would be in charge, which is an inter-institutional committee formed by the key institutions on the issue as stated by the Protocol and the Declaration of Commitment. ([Annex 4](#_Anexo_4._Figura), [Documento adjunto Protocolo Coordinación](file:///C:\Users\menze\Desktop\09112015\Nota_Conceptual\Nota_Conceptual\Protocolo_coordinacion.pdf))

2**. Strengthening of programs and initiatives oriented to the labour market inclusion of persons with disabilities in private companies.**

Another result that the project intends to take further is the strengthening of private programs and initiatives oriented to the inclusion of persons with disabilities in private companies, such as strengthen the training program of REI, promote the toolbox for inclusive companies, consolidate the "Costa Rica Includes" award in partnership with the public sector and DPOs, highlight the gender perspective within efforts to include women and men with disabilities in the labour market and strengthen CSR programs within the companies that support the advisory and guidance services to other companies who consider to recruit staff with disabilities (e.g .programs from MECO Foundation and *Yo Puedo y Vos* Foundation).

With the project´s support, the AED systematized in a toolbox the main topics that had been addressed in a training program of 10 sessions with employers (See http://www.aedcr.com/redempresasinclusivas). This training program consists of an introduction of employers to the issue of disability inclusion as a business strategy. This increased awareness has enabled the private sector to develop various activities regarding the inclusion of persons with disabilities that go beyond recruitment. However, there is a need to develop a monitoring mechanism for the phase following the training, so companies which have received training can further develop their disability inclusion work plans and consolidate their actions. This second "strategy" is the one expected to be developed during the second project phase, including the dissemination of the toolbox for employers that was developed in the first phase.

Moreover, it is planned to develop actions that strengthen future editions of the “Costa Rica Includes” award, under the leadership of AED, MTSS and CONAPDIS and with technical support of ILO-UNDP and the Office of the Second Vice President of the Republic, with whom some meetings took place to analyse the possibility that this award becomes a national "prize" as a further incentive for employers and with the participation of DPOs. Likewise, as part of this activity, it is planned to develop a publication on good practices of inclusive companies in Costa Rica which systematises the experiences of those companies that have been acknowledged for implementing inclusive policies within their organizational structure.

Finally, in partnership with AED, it is intended to strengthen the CSR programs within the companies that support the advisory and support services to other companies interested in recruiting staff with disabilities, such as programs like *“Incluir”* of the MECO Foundation and the Yo *puedo y vos* Foundation, focused on persons with Down syndrome. Both programs have developed their own awareness strategies for employers, training programs and tools to promote job placement and inclusion of persons with disabilities. The idea is to develop a strategy in the private sector to align these efforts, together with REI, the MTSS and other partners, in order to provide support services to companies in the areas of recruitment, identifying applicants with disabilities, induction and monitoring. Further, the second project phase aims to strengthen the ties of the REI with the ILO Global Business and Disability Network to promote the exchange of experiences and knowledge between companies from other parts of the world and the UCCAEP (Costa Rican Union of Chambers and Associations of Private Business Sector) to include companies in other sectors of the country in the initiative.

3**. Strengthening of the labour market intermediation models for persons with disabilities managed by the project: Empléate Inclusivo and Local Job Placement Networks for Persons with Disabilities.**

The *Empléate Inclusivo* program and the Local Job Placement Networks for Persons with Disabilities were two pilot initiatives the PNILPcD started. In both experiences, a number of lessons learned were identified that demonstrate the potential for replication in other regions of the country.

Due to the persisting shortage of technical and financial resources in the area of labour market intermediation for persons with disabilities in Costa Rica, both initiatives are intended to be scaled-up. For this reason, the project in its second phase aims to strengthen and consolidate both efforts.

In the case of "*Empléate Inclusivo*", it is intended to train 46 local employment offices that have cooperation agreements with the MTSS on their methodology, in order to attract other local offices which develop job intermediation strategies at the community level. The training will be carried out in collaboration with the Gender Units of those local employment offices in which these units exist. In general, a gender perspective will be included in the training of the local employment offices. The MTSS has the financial resources to extend the program's coverage to other users with disabilities and will have more human resources to achieve this goal. Accordingly, the second project phase would support the strategy design and the strengthening of the gender perspective in its implementation as well as of the capacities of the local employment managers in order for the MTSS to expand the program’s coverage.

As for the Local Employment Intermediary Networks, the project aims to support the technical strengthening of the 5 networks created to consolidate the model and that this knowledge can be replicated in other communities around the country. This to ensure its sustainability in the medium and long term. It should be highlighted that other local governments have expressed their interest in developing similar experiences, so in the second phase we expect to consolidate the model of these networks, establish a mechanism of interconnected work among them locally and identify the possibility that the government identifies optional funds for replication in other communities in the medium term, in partnership with local governments interested in the initiative. (See attached "Local Networks")

In addition, the project aims for making the main platform of the National Intermediation, Guidance and Employment Information System (SIOIE), www.buscoempleocr.com, compliant with web accessibility guidelines of the World Wide Web Consortium (W3C). Also disability-sensitive terminology and questions would be promoted on the platform.

Finally, as mentioned above, as a result of previous project experience on the issue of intermediation for the labour market inclusion of women and men with disabilities, it is proposed to develop a coordination mechanism for job intermediation as an annex to the interagency coordination protocol, so all relevant initiatives and efforts are effectively coordinated and achieve greater impact.

4**. Consolidation of the coordination mechanisms and institutional linkages**

One of the main contributions identified in the external project evaluation was the strengthening of the coordination mechanisms and the institutional linkages between public officials, through technical committees generated by the Plan´s governance system (Coordinating Committee of each of the areas ([Annex 5](#_Anexo_5._Estructura)), as this allowed to operationalize the various initiatives proposed, as well as to take advantage and share the entities’ human, material and financial resources. Likewise, the dynamics of the committees promoted professional and personal linkages which lead to the facilitation of developing interagency and sectorial actions, improving the delivery of existing services targeting persons with disabilities.

However, this governance structure also poses some challenges that will be addressed in the project´s second phase for its consolidation, such as strengthening the Plan´s coordination and direction and the creation of a monitoring and tracking unit as a separate entity from the Technical Employment Committee. For this, the project aims to develop actions such as: incidence and technical support so the MTSS designates a full-time person responsible for coordinating the plan and perform facilitation functions of the coordination and institutional articulation processes; collection and consolidation of progress reports; and socialization of the results with the participating institutions, as well as intra-institutional coordination tasks of the various services oriented to people with disabilities. This year, there has been some meetings with this objective and we are awaiting a formal official response from the office of Minister of Labour designating an officer to assume the overall coordination

Furthermore, it is important to mention that the project staff, together with representatives of the Committees on Training and Job Intermediation, met with the Second Vice-president of the Republic of Costa Rica at the end of 2015. In the meeting, the following decisions were taken: a) development of a proposal to revise the decree which established the Inter-institutional Technical Committee on Employability for Persons with Disabilities (Coordination and General Management) to align its responsibilities with the current national context and to increase the participation of the private sector as well as the representativeness of persons with disabilities, including women with disabilities; b) development and implementation of a National Strategy on Training of Persons with Disabilities (included in the first component of a second project phase, i.e. “Monitoring and Follow-up System for the Interagency Coordination Protocol for Training and Employment of Persons with Disabilities in Costa Rica”); c) development of a proposal for the establishment of an office on employability of persons with disabilities, assigned to the National Directorate of Employment (DNE) of the MTSS, which would be in charge of coordinating the National Plan for Vocational Integration of Persons with Disabilities and its components at the national level, in partnership with public institutions, the private sector and DPOs. The office would also be responsible for the implementation of gender-sensitive support services and the specificities of job intermediation for people with disabilities. For the second project phase it is planned to provide technical assistance to these three outcomes.

Moreover, the Plan´s Monitoring and Follow-up Unit will be formed as a separate unit from the Technical Employment Commission for Persons with Disabilities, with the participation of representatives from REI-AED and the business sector (2), DPOs (5), CONAPDIS (1), Ombudsperson (1) as well as ILO (1) and UNDP (1) as observers. The aim is that this unit assumes the role of supervising and monitoring the Plan´s implementation as its sole task, with an active and more representative participation by the different organizations of and for people with disabilities, as there is so far no state decree governing their participation. It is further intended that this unit will be responsible for strengthening the administrative and technical capacities of the country´s DPOs to ensure compliance with the provisions of CRPD especially on the issue of employment.

Finally, in the plan´s second phase, a new National Plan for Vocational Integration of Persons with Disabilities 2016-2019 is expected to be developed,. This would ensure the continuity of the current plan (2012-2015) taking into consideration the achievements, lessons learned, available resources and the integration of new needs. To support the strengthening of a gender perspective in the development of this plan for 2016-2019, it is foreseen to conduct a study on the specific situation of women with disabilities in the labour market and the intersectionality of gender identity and disability status. Likewise, the execution of advocacy actions is planned in order to comply with the implementation of disability provisions in the National Employment Strategy and Production (2014), particulary its provisions for the “My first employment” (*Mi primer empleo*) programme. Furthermore, with the support of specialists of the ILO Decent Work Team and Country Office for Central America, Haiti, Panama and the Dominican Republic, it is foreseen to realize specific activities with trade unions and workers with disabilities, so the protection and promotion of the rights of persons with disabilities becomes an integral part of trade unions’ agendas. Finally, coordination will be made with the ILO Disability Unit in Geneva in order to conduct ILO Disability Equality Training (DET) for public officials, business representatives and officials of the United Nations system (1 with each stakeholder) to promote greater mainstreaming of disability in the various programs and projects these actors are responsible for.

# Annex 1. Acronyms included in the document

| AED | Association of Enterprises for Development (Asociación de Empresarios para el Desarrollo) |
| --- | --- |
| **CAIPAD** | Comprehensive Care Centres for Adults with Disabilities  (Centro de Atención Integral para Personas Adultas con Discapacidad) |
| **CENAREC** | National Resource Centre for Inclusive Education  (Centro Nacional de Recursos para la Educación Inclusiva) |
| **CONAPDIS** | National Council for Persons with Disabilities  (Consejo Nacional de Personas con Discapacidad) |
| **CPJ** | Councilof the Young People (Consejo de la Persona Joven) |
| **DNE** | National Directorate of Employment (Dirección Nacional de Empleo) |
| **DPOs** | Disabled People's Organizations |
| **HNP** | National Psychiatric Hospital (Hospital Nacional Psiquátrico) |
| **IMAS** | Joint Institute for Social Aid (Instituto Mixto de Ayuda Social) |
| **INA** | Joint Institute for Social Aid (Instituto Mixto de Ayuda Social) |
| **INFOCOOP** | Cooperative Development Institute(Instituto Nacional de Fomento Cooperativo) |
| **MEP** | Ministry of Public Education (Ministerio de Educación Pública) |
| **MEIC** | Ministry of Economy, Trade and Industry  (Ministerio de Economía, Industria y Comercio) |
| **MTSS** | Ministry of Labor and Social Security (Ministerio de Trabajo y Seguridad Social) |
| **PNILPcD** | National Plan for Vocational Integration of Persons with Disabilities in Costa Rica (2012-2015) (Plan Nacional de Inserción Laboral para Personas con Discapacidad en Costa Rica) |
| **UNDP** | United Nations Development Programme |
| **PRONAMYPE** | National Programme of Support for Small and Micro Enterprises  (Programa Nacional de Micro y Pequeñas Empresas) |
| **PWD** | Persons with disabilities |
| **REI** | Inclusive Business Network of Costa Rica (Red de Empresas Inclusivas de Costa Rica) |
| **ILO** | International Labour Organization |
| **SECODI** | INA´s Disability Service Coordinator (Servicio de Coordinación en Discapacidad del INA) |
| **UCCAEP** | Costa Rican Union of Chambers and Associations of Private Business Sector  (Unión Costarricense de Cámaras y Asociaciones del Sector Empresarial Privado) |
| **UEOPcD** | Unit for Equality of Opportunities for People with Disabilities  (Unidad de Equiparación de Oportunidades para Personas con Discapacidad) |

# Annex 2. Programmatic axis, goal, and project´s expected results and activities

| **Area of emphasis** | **Goal** | **Expected Results** | **Products/Activities** |
| --- | --- | --- | --- |
| **Training** | Increase the employability profile of people with disabilities through improved management of training processes, aimed to develop basic skills required for their participation in the labor market. | **2,300 students with disabilities will be trained by teachers who participated in the training workshops** | 1.1: Training workshops for 160 teachers working with disabled people  1.2: Establishment of a coordination protocol between MTSS-MEP-INA to address the basic education needs of PWD seeking employment  1.3: Implemented dissemination campaign of educational services offered by INA, MEP, CENAREC, DPOs and IMAS.  1.4. 100 PWD participating in technical training and preparation for the working world through the program Empléate Inclusivo |
| **Inclusive Employers** | Increase the demand for people with disabilities in the labour market through awareness raising, technical advice and the involvement of more inclusive employers | **60 or more companies are part of the inclusive business initiatives which facilitate the recruitment of PWDs** | 2.1: Training and knowledge exchange workshop within and outside the metropolitan area  2.2. Awareness campaign for recruiting people with disabilities reached 130 employers  2. 3. Development and dissemination of a Toolkit for employers in order to facilitate the process of employing people with disabilities  2.4. Award launch for inclusive business  2.5: Empléate businesses create a network of inclusive companies |
| **Intermediation** | Strengthen the job intermediation services for people with disabilities through the creation of tools and networking. | **Job intermediation services support 300 persons to find job** | 3.1. Development of job intermediation networks  3.2. Toolbox to facilitate the job intermediation services for people with disabilities is available to members of the local job intermediation networks  3.3. Employment facilitation services for people with disabilities are active in the Empléate program  3.4. Skills certification services were established for PWDs |
| **Entrepreneurship** | Promote the development of enterprises of disabled people through the procurement of technical assistance, training and credits that are accessible to this population, in order to promote their entrepreneurial skills. | **60 or more people with disabilities are involved in self-employment activities, companies or cooperatives** | 4.1. Training workshops on entrepreneurial culture in 3 participating centers  4.2. Technical advice to participating centers in the development and consolidation of new businesses.  4.3. Compilation and dissemination of existing services to support the establishment of new enterprises |
| **Governance** | Promote institutional synergies and joint actions directed towards the employment of people with disabilities. | **Comprehensive and integrated national response to increase effective employment and entrepreneurial opportunities of the PWDs** | 5.1. Establishment of a governance structure (monitoring workshops with the Plan´s counterparts) at least 2 per year, DPOs strengthen their capabilities in management and monitoring  5.2. Establishment of baseline  5.3. Quarterly reports about implementation progress  5.4. Final report on lessons learned |

# Annex 3. Variation in impact indicators

**Impact**

**Institutional capacities facilitated 549 persons with disabilities to find a job or develop an income generating activity. It means that general impact of project reached the main goal (at least 200 persons with disabilities found a job or developed an income generating activity)**

**Impact indicators**

| **Indicator** | **Start level**  **(beginning of the reporting period)** | **End level**  **(conclusion of the reporting period)** |
| --- | --- | --- |
| Number of persons with disabilities that find jobs with the help of job intermediation services or are hired by companies that are part of the inclusive businesses initiatives per year | 30 per year | 500  (371 hired by employers affiliated to REI-AED, 229 with the help of MTSS *Empleate Inclusivo* Program, 15 with the support of local job placement networks -Alajuela, Belén, Pococí, Heredia, Santa Ana-)\* |
| Number of companies that are part of the inclusive business initiatives | 27 companies | 67 |
| Number of persons with disabilities that start earning an income due to starting a new businesses or affiliate to cooperatives per year | N.A\*\* | 49 |

Note: \* Sex-disaggregated data are not available. The breakdown presented is the number of persons with disabilities who were hired by employers with the support of MTSS, local networks and REI-AED, according to program. A cross-checking of data were carried out to avoid double counting of persons reported for one or more programs.

\*\*Country does not have this data. Information collected by institutions do not include variables related to persons with disabilities

## Table 2. Variation in outcome indicators

**Outcome 1**

**1,653 persons with disabilities increased their employability profile (48% progress outcome 2: 2.300 Persons with disabilities increased their employability profile)**

**Outcome indicators**

| **Indicator** | **Start level**  (beginning of the reporting period) | **End level**  (conclusion of the reporting period) |
| --- | --- | --- |
| Number of students with disabilities that are taught by teachers who participated in the capacity building workshops | 0 | 681\* |
| Number of persons with disabilities that “graduated” from capacity building programs | INA: 1.165 participants with disabilities  (Anuario estadístico del INA, 2011)  *Empléate*: 0 | 887\*\*  (505 persons with disabilities graduated from INA´s technical training programs, 382 were trained in technical training courses through the *Empléate* *Inclusivo* strategy developed by the MTSS) |
| Number of persons with disabilities enrolled in capacity building options for acquiring functional literacy skills due to the application of the MTSS-MEP protocol | 0 | 85  (60% men, 40% women) |

Note: \* Sex-disaggregated data are not available.

\*\*Sex-disaggregated data are not available for INA. Of 382 trained in technical training course through *Empleate Inclusivo* 52% are men and 48% women.

**Outcome 2**

**67 companies become part of inclusive companies initiative that facilitate hiring PwD (111% progress outcome 2: 60 companies more become part of inclusive business initiative that facilitate hiring PwD)**

**Outcome indicators**

| **Indicator** | **Start level**  (beginning of the reporting period) | **End level**  (conclusion of the reporting period) |
| --- | --- | --- |
| Number ofenterprises in inclusive business initiatives outside the Metropolitan Area | 0 | 10 |
| Number ofenterprises in inclusive business initiatives within the Metropolitan Area | AED: 27 enterprises | 67 |
| Number of enterprises participating in the inclusive business contests | 0 | 25 |

**Outcome 3**

**Job placement services help 500 Persons with disabilities find jobs (166% progress outcome 3: Job placement services help 300 PwD find jobs)**

**Outcome indicators**

| **Indicator** | **Start level**  (beginning of the reporting period) | **End level**  (conclusion of the reporting period) |
| --- | --- | --- |
| Number of institutions that are affiliated to the intermediation network and participate in their meetings and/or activities at least once per semester | 0 | 25 |
| Number of persons with disabilities that are hired by using job placement services provided by the network | N.A\* | 244  (53% men, 47% women)  (229 with the help of MTSS *Empleate Inclusivo* Program, 15 with the support of local job placement)\*\* |
| Number of persons with disabilities that are referred to businesses for employment | N.A\* | 600 |

Note: \*Country does not have this data. Information collected by institutions do not include variables related to persons with disabilities

**Outcome 4**

**49 persons with disabilities start or are involved in self-employment activities, companies and/or cooperatives (81,6% progress outcome 4: 60 more PwD start or are involved in auto employment activities, companies and/or cooperatives)**

**Outcome indicators**

| **Indicator** | **Start level**  (beginning of the reporting period) | **End level**  (conclusion of the reporting period) |
| --- | --- | --- |
| Number of persons with disabilities that started their own business | 0 | 49\* |
| Number of new cooperatives | 5 Cooperatives of persons with disabilities exist in CR | 1 |
| Number of group projects which involve persons with disabilities who are receiving technical support, financial resources, or other kind of support by the institutions involved in the Plan | N.A\*\* | 21 |

Note: \*Sex-disaggregation data were not reported by HNP, Coopesuperación, MTSS, Servio Flores and CTP Ricardo Moreno Cañas.

\*\*Country does not have this data. Information collected by institutions do not include variables related to persons with disabilities

**Outcome 5**

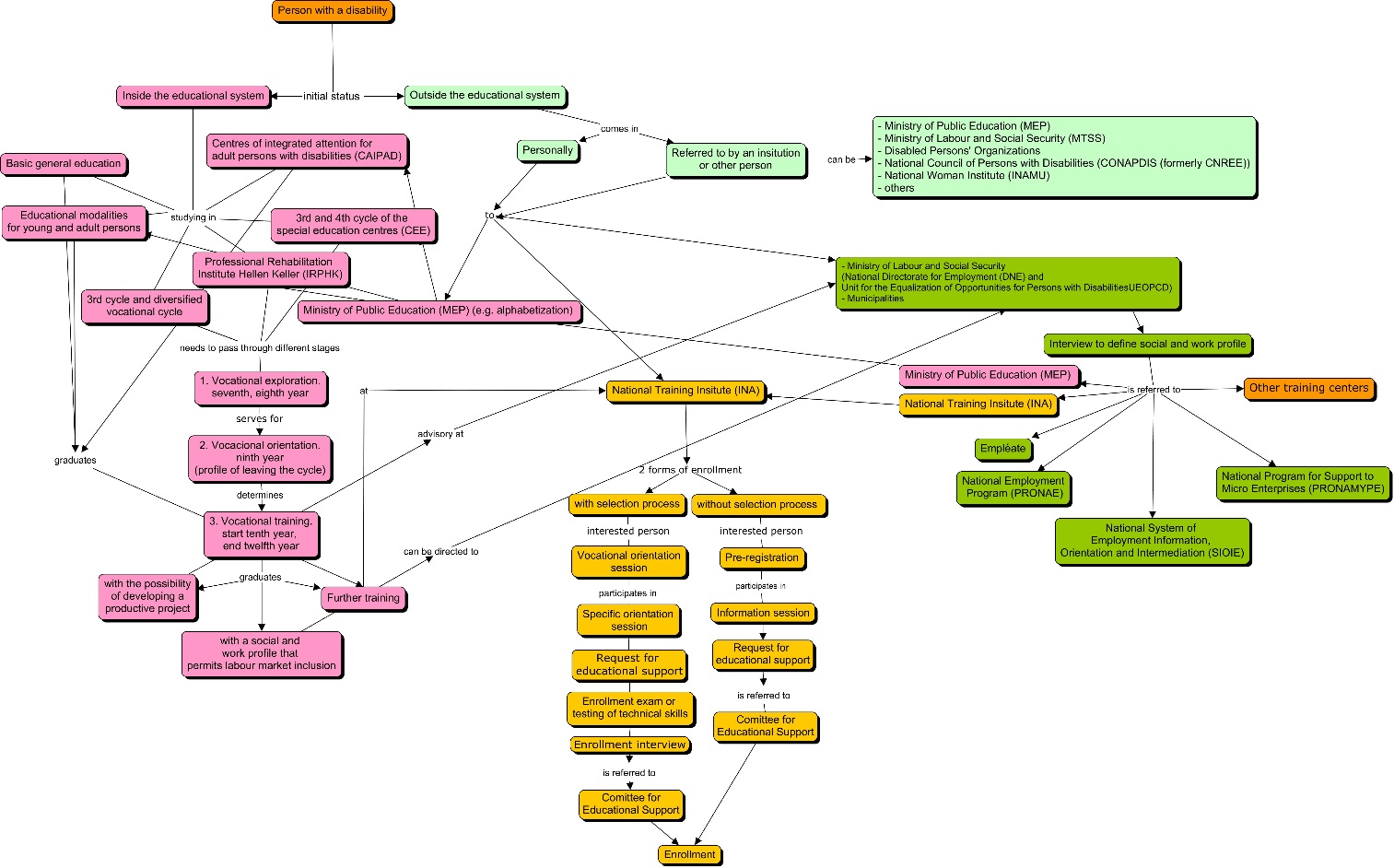
**Comprehensive and integrated national response to increase the effectiveness of employment and entrepreneurial opportunities for persons with disabilities**

**Outcome indicators**

| **Indicator** | **Start level**  (beginning of the reporting period) | **End level**  (conclusion of the reporting period) |
| --- | --- | --- |
| Commissions meet at least once every 2 months. | 0 | 1 meeting every month |
| Progress reports produced every 4 months and presented to the Inter-institutional Employability Commission for Persons with disabilities. | 0 | 20 reports were presented by Commissions (4 by each one) 2013  2 half-yearly reports for each committee in 2014, 1 semi-annual report in January 2015 |
| Activities are carried out in the time framework established by the plan. | 0 | Six months of no-cost extension |

# Annex 4. Interagency Coordination Flowchart

**MEP-MTSS-INA**



Source: MEP, MTSS and INA, 2014

# Annex 5

**Governance structure of the National Plan for Labour Inclusion of Persons with Disabilities in Costa Rica**

The governance system of the National Plan for Vocational Integration of Persons with Disabilities has a governance structure consisting of the following 3 units:

**1. Plan´s Coordination and General Management:** will be in charge of the Inter-Institutional Technical Committee on Employment for Persons with Disabilities. Their role will be to take strategic decisions to implement the Plan, coordinate with the heads of the institutions, and ensure the implementation of the Plan. This Committee will be supported by the Plan´s Implementation and Institutionalization Coordinator.

**2. Coordinating Commission for each of the areas:** will be constituted by representatives of the institutions that have a role in the implementation of the programs that correspond to the Area. The coordinator will be in charge to align the programs within each Area of the Plan. A Commission Coordinator will be responsible for convening meetings, take note of the agreements, among others. The Plan will have four coordination committees that correspond to the following areas: training, expansion of labour market demand, intermediation for workplace Inclusion, and entrepreneurship, as described in the following table:

## Table 1. Coordinating Committees of the Plan and Members

| Commission | Coordinator/ Leader | Members |
| --- | --- | --- |
| Training | MEP´s Management Curricula | CENAREC, IMAS, MEP´s Management Curricula, MEP´s Department of Special Education, SECODI del INA, Empléate Inclusivo (DNE-MTSS), CPJ |
| Expansion of labor market demand | AED-REI | AED-REI, UEOPcD-MTSS, Empléate Inclusivo (DNE-MTSS), CONAPDIS |
| Intermediation for Workplace Inclusion | MTSS-DNE | National Employment Bureau, SIOIE, Local Government Job Boards, UNA |
| Entrepreneurship | MECI-MTSS | MEIC, PRONAMYPE, INFOCOOP, IMAS (Entrepreneurship), INA (Entrepreneurship), MEP´s Curricula Management, National Psychiatric Hospital, CAIPAD Servio Flores, Pre-vocational College. |

**3. Monitoring and Follow-up Unit:** will be composed of representatives of the following organizations REI-AED (1), DPOs (2), CONAPDIS (1), Ombudsperson (1) as well as ILO (1) and UNDP (1) as observers. Their role is to monitor the implementation of the plan and prepare and disseminate a quarterly report. This unit will also be responsible for coordinating the improvement of statistics regarding the labour market inclusion and continued post occupancy of people with disabilities carried out by the different institutions participating in the Plan.

The following figure shows the current governance structure of the National Plan for Vocational Integration of Persons with Disabilities.

**Figure 1. Governance structure of the National Plan for Vocational Integration of Persons with Disabilities in Costa Rica.**

**Figure 1**

1. In Costa Rica the total population with disabilities corresponds to 10% (452,859). Young people with disabilities is around 81,493 [↑](#footnote-ref-1)
2. Idem. [↑](#footnote-ref-2)
3. Data were not collected sex disaggregated. For the second phase, the Monitoring and Follow-up System for the Interagency Coordination Protocol for Training and Employment of Persons with Disabilities in Costa Rica will include a mechanism for reporting the number of persons with disabilities hired by employers disaggregated by sex, age, geographic zone, among others. [↑](#footnote-ref-3)
4. Sex disaggregated data are not available, except persons with disabilities benefited by MTSS *Empleate Inclusivo* Program (52% men, 48% women) and young people trained in soft skills courses (60% men, 40% women). From January 2016, sex- disaggregated data will be reported by INA and MEP as part of the Protocol implementation. [↑](#footnote-ref-4)
5. Sex disaggregated data are not available. The Second phase will include the development of a mechanism of reporting sex-disaggregated data by employers affiliated to Network of Inclusive Business. [↑](#footnote-ref-5)
6. *It is a government initiative that is implemented in the country since 2011 and aims to improve "the employability of young people aged 17-24 years who live in conditions of poverty or extreme poverty, are unemployed or inactive in the labor market, and are not studying, either because they abandoned the education system, or did not complete their full secondary education. It avails itself of a budget from the Family Allowances Fund (FODESAF) for its execution. Further, it has been included in two National Development Plans (2011-2014 and 2015-2018) of governments of different political parties, demonstrating the interest of maintaining continuity of an employment strategy for young people.* [↑](#footnote-ref-6)
7. *It is a special modality of Empléate program intended for people with disabilities aged 17 to 35 years. It Includes 4 stages: 1) Evaluation and diagnosis of the situation of persons with disabilities; 2) Vocational guidance to develop a personal development plan; 3) Training (with/without internship) accompanied by a temporary subsidy; and 4) Reference to companies for possible recruitment. The program is a component of partnerships with private companies that form part of the Inclusive Business Network (REI), and make jobs available for people with disabilities.* [↑](#footnote-ref-7)