



# REPORT

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## of the INDEPENDENT EVALUATION of

**Project:** Increasing access to basic services for children with intellectual disabilities in Kyrgyzstan through empowerment of parents and parents' groups.

**Project implementer:** HealthProm, United Kingdom, through the Kelechek HealthProm Public Foundation, Kyrgyzstan.

**Project Partners:** Nur Bala Public Association, Talas, and the Association of Parents of Disabled Children, Bishkek, Kyrgyzstan.

**Donor:** ICCO

**The report prepared by:** Nurgul Alybaeva

January 2013

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### Thanks

*This evaluation was carried out in January 2013. The report's author expresses her gratitude to the project team – Azat Israilov, the project manager of Kelechek HP, and Zhyldyz Turdugulova, the head of "Nur Bala" NGO, for helping to organize field visits to 5 Family and Child Support Centres (FCSC) in the Talas region. Special thanks goes to the respondents - 5 FCSC's employees, parents of children receiving services from the project, for their active participation in interviews and discussions. It is worth noting that while visiting each day centre, I was pleasantly surprised with courage and inner motivation of each participant.*

*Nurgul Alybaeva, an expert on monitoring and evaluation*

*Bishkek, January 2013*

### 1.1. Brief information about the project.

Between January 2011 and December 2012 HealthProm, an international NGO, in partnership with Kelechek Healthprom Public Foundation, Nur Bala Public Association and the Association of Parents of Disabled Children (ARDI) implemented a 2-year project "Increasing access to basic services for children with intellectual disabilities in Kyrgyzstan through empowerment of parents and parent's groups". This project was funded by ICCO. The project covered groups in the Talas, Issyk-Kul and Chui regions.

The overall aim was to provide support to children with intellectual disabilities and their families in the Talas region through creating and strengthen sustainable support groups in the region, as well as forming a network of parent-led organizations.

Specific objectives:

- Improve access to basic educational, health and social services for families that have children with intellectual disabilities;
- Create a network of parents' NGOs on a regional level to promote the rights of children with disabilities and of their parents;
- Increase the level of inclusion of children with intellectual and other disabilities into wider society.

The project's main target group were organizations led by parents in the Talas region

The main target group of the project were local parent organizations Talas supporting parents of children with disabilities, two state orphanages - Belovodsky neuropsychological and Pokrovsky rehabilitation orphanages for children with mental disabilities of varying severity (in Talas and Chui regions). The project also targeted representatives of government agencies that provide basic services of education, healthcare and social care as well as local authorities.

Overall the project involved 8<sup>1</sup> day-care centres in the Talas region, 1 centre ARDI and 1 in Bokonbaevo as well as 2 state orphanages for children with intellectual disabilities in Talas and Chui regions.

### 1.2. Aim, objectives, evaluation methodology:

In January 2013 an independent evaluation of the HealthProm project "Increasing access to basic services for children with intellectual disabilities in Kyrgyzstan through empowerment of parents and parent's groups" was carried out.

The main focus of the evaluation were day care centres located in the Talas region.

According to the evaluation's Terms of Reference there were the following objectives:

- 1) Evaluate implementation of the project aim and objectives according to the agreement between HealthProm and ICCO.
- 2) Project's impact assessment on the beneficiaries according to the project objectives and expected outcomes.
- 3) Relations between HealthProm, ICCO and other stakeholders.

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<sup>1</sup> In the beginning of the project in 2011 there were 6 day care centres in the Talas region, then 2 new day centres joined them – Aiar Bala in 2011 and Nur Bala in 2012.

All three objectives have been met within the frame of practicality, effectiveness, outcomes and sustainability.

**Evaluation's main questions were:**

- The project impact on the established sustainable parent-led organizations at the local level.
- The level of improvement of access to basic healthcare, social support and education services for families of children with intellectual disabilities.
- Evaluate how the local centres' network provide support to parents and children, as well as the issues of network's sustainability.
- Analyze what the key benefits for local support centres and parent groups from the established network are.
- Analyze along which lines the capacity of local partners has been enhanced to ensure their sustainability in the provision of support to families after the project completion.
- Find out an overall opinion of the target group about the project, how they are satisfied by its impact and benefits, what changes have occurred in the lives of children.

**Evaluation methodology:**

During the evaluation the following methods were used that covered relevant respondents:

(a) Secondary sources were analyzed: the project proposal, the logical framework of the project, the activities plan, annual reports, a database of children, indicators monitoring table.

(b) A semi-structured interview of:

the main implementers of the project: the project manager of ICCO, the project manager of HealthProm (through "Kelechek HP" PF), the head of ARDI, the head of "Nur Bala", heads of 4 day centres in the Talas region.

(c) Focus-groups with members of 5 local organizations of parents of children with disabilities, members of the 3 day care centres.

Meeting with children did not take place because day centres had winter breaks for the children.

All together interviews and focus-group meetings were attended by 22 people. The list of participants and questions is attached to the evaluation report (see Annexes).

**1.3. The main findings of the evaluation:**

**Project's general approach:**

- HealthProm project is one of the first projects in the Kyrgyz Republic which was aimed at the needs of the most vulnerable group - children with intellectual disabilities. In practice, families with children with special needs were receiving only medical care for children, whereas socialization and physical development of the child went unnoticed by default. Medical and educational institutions are also not working to integrate these children into society. The project approach can be considered practical, which attempted teaching life skills, empowering parents and changing their attitude to their special children along with the existing medical care.
- Training parents basic skills to care for children with disabilities provided positive results. It was evident during the focus-groups with parents when they openly shared their views and indicated that first of all they were able to change their attitude towards their children. They started understanding the importance of development of their special children as well as other children.
- HealthProm using their experience and lessons learned during previous projects successfully continued the implementation of the social model of child development in the new region, which offered integrating children and their parents into the community besides just medical care, involving local authorities, increasing their responsibility, and raising disability awareness in the community.

### **Project partnership:**

- Choosing ARDI as the main partner to for capacity-building of target parent-led NGOs was successful since the organization has extensive experience in organizational development. Besides that ARDI is one of the leading NGOs in the country which constantly advances the rights of parents and children with special needs. ARDI's day centre is also well established, use new technologies and methods of special child rehabilitation and development. The project enabled ARDI to strengthen its capacity in providing consultations, trainings and sharing knowledge and skills with parent-led organizations.
- Nur Bala NGO has played a key role in the project as the local resource organization. It was able to unite, coordinate and conduct key project activities. Besides partnership Nur Bala was also able to increase its organizational capacity as a leading NGO in the region which in a future could become a resource for other new external interventions. It made a significant contribution to establishing an informal regional network which united all local parents' organizations. Regional and district forums where HealthProm project brought together all local stakeholders created a platform for discussion between parents and local authorities as well as educational, medical and social care establishments which became a success thanks to Nur Bala's efforts and capacity.

## **MAIN ACTIVITIES AND OUTCOMES OF THE PROJECT.**

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### **2.1. Improve access to basic educational, health and social services for the target group.**

#### *Project's baseline research.*

To create a database of children with intellectual and other disabilities a baseline research was initially conducted which found out the root causes of the lack of access to basic services for children. The study's report was shared among all stakeholders in the Talas region as well as in Bishkek (among key government agencies).

It has to be noted that the study shows low level of or even no access to specialist services for families of children with intellectual disabilities. Most often this is due to the fact that the whole region does not have professionals on children. Another important aspect is that psychological support for parents is not provided in public medical establishments. The government has limited its participation in the life and development of children with intellectual disabilities by just giving a monthly allowance, the amount of which should be much higher.

The findings were useful for the project activities, in particular a simple database was developed for Family and child support centres (FCSCs) to register children and their parents. That in turn increased documentation of activities in all FCSCs. The database was regularly updated, including newly identified children with special needs. As a result Nur Bala representatives took part in the local inter-agency working group to develop a common profile of children with special needs in the Talas region, which ideally should lead to the coordination of all the efforts of government agencies to help children with special needs.

#### *Capacity-building of day care centres in Talas region and of parents of children with disabilities.*

During the project day care centres' staff were trained and participated in study visits to Bishkek and the Issyk-Kul region. ARDI representatives had been training day centres' staff over 2 years on new individual approach to development of children with intellectual disabilities (including the use of the Board Maker computer program).

International trainers were also involved in training of day centres' staff and parents. A 5-day visit by an expert from Tajikistan, who leads an NGO for parents of children with autism, was very useful. She shared her personal experience as a mother of a child with autism and provided for parents only necessary and practical material. This visit was organized in the form of trainings and outreach work together with Nur Bala representatives when each FCSC was visited and provided consultations for parents and members of staff on a case-by-case basis. The outreach work covered an increased number of parents who often cannot afford going to the regional centre for training.

This resulted in 7 day centres extending their activities as Family and child support centres (FCSC) in the Talas region. Nur Bala opened another FCSC in Talas c. So FCSCs work in every district of the Talas region, and they provide services not only for children with special needs but also support to parents, as well as visit children at home, work with local government agencies and local authorities.

Training parents has contributed to the change in the attitude of parents to their children and family situation. It was encouraging to see fathers who were actively involved and shared their opinions during focus groups with parents.

*"My twin sons with disabilities attend the centre, they are 7. Before [a training] I didn't realize that they felt pain, forced to stand up. I thought I could force them to start walking as they can't walk. I forced them to sing even if they did not want to, I didn't take into account their desires. During the training we were taught how to help children develop physically; I was taking notes of all what trainer said. And I use that knowledge and have changed my attitude. Now my children are able stand up a little bit. You know, even in hospital where I take my children every six months to, other parents have noticed that there is a change with my sons. Then I realized that visiting this centre helps them and I try to bring them regularly to classes. "- Tynybek, the father of children attending Aiar Bala FCSC in Manas district.*

*Another parent told about her kids getting up in the morning with the excitement of going to the centre and even now in spite of the holidays ask every day when they would go to the centre.*

#### *Services for children with special needs and their parents*

FCSCs staff using knowledge and skills gained during the project have organized classes for children depending on their individual abilities. They have weekly schedules according to which children learn everyday skills, develop gross and fine motor skills, attend classes of reading, math, drawing, signing/music, and physical exercises/playtime. Using the computer program BoardMaker has been considered effective by staff. They also note visible progress in children attending centres. Each centre is attended on average by 15-20 children depending on the space and resources available. On average 10-20% of children attending the FCSCs were prepared to schools and some of them have already gone to mainstream schools, some others will be going to school in the following academic year.

Within the project FCSCs started home visitations of children with special needs covering about 25 children. The aim of the activity was to teach those children at home who could not attend day centres due to various reasons but their parents were interested in child's development.

To improve access to healthcare services HealthProm project had organized visits of medical professionals from the capital and from abroad. In April and July 2012 visits of the team of doctors from the National Centre for Child and Mother Protection [large hospital for children] as

well as from the Kairos private dental clinique were organized to the Talas region. During 6 days doctors examined and provided dental services for 273 children with special needs in total that came from all over the region. As a result many children were able to receive diagnosis, referrals, prescriptions and dental treatment. In October 2012 two physiotherapists from Switzerland Urs Kennel and Zora Steiner had examined 28 children with mobility problems providing maximum of practical advice for parents, staff and heads of FCSCs. Where possible the events were visited by the maximum number of people. These activities have shown their necessity and project's relevance to beneficiaries' needs. According to the baseline research just 32% of parents of children with disabilities were able to take their child to hospital in Bishkek. Concentration of medical professionals in capitals' hospitals and medical centres leads to limited access of many children to regular check-ups and treatment.

260 children with intellectual disabilities from two target state orphanages in Belovodsky and Pokrovsky were covered by the project activities, including participation in summer camps by Issyk-Kul lake, trainings in the Aiar Bala day centre and getting massage from volunteer-massage therapists. Unfortunately, the director of the Pokrovsky orphanage stopped sending their children to day care centre in 2012, referring to the fact that now they have their own teacher.

## **2.2. Create a network of parents' NGOs on a regional level to promote the rights of children with disabilities and of their parents.**

During the project there were regular monthly meetings of 8 FCSCs heads based at the Nur Bala resource centre – so called consultative meetings. These meetings became a basis for establishing an informal network of FCSCs where members meet regularly, share information, give consultations to each other. During these networking meetings members share news as well as increase organizations' capacity when talking about organizational development, identification and involvement of stakeholders into their activities.

As part of this objective, the project has provided training to 8 FCSCs on organizational development, strategic planning, project writing, having paperwork of their activities. Some FCSC staff learned to use e-mail and social networks, especially in organizations that are located in rural areas. Network members are involved in the forums of the group, trying to make their own fundraising. It should be noted that at present it is the only region in the country that has the largest number of active day care centres united in a regional network. In addition, all FCSCs members are members of the largest informational ARDI Tarmac network on disability issues, through which they get news, useful information on grants, contests and study visits.

To date, two FCSCs - Aktilek Akdobo and Tan Nuru out of 8 centres have achieved recognition and support of the local authorities. 2 Local councils at their session adopted a resolution to fund wages of 2 members of staff of those FCSCs and cover other expenses. Now this funding is being considered by the Ministry of Finance which approves general expenditure articles of local budgets. In this regard, Aytendir Bakyan FCSC was one of the pioneers in getting regular funding from their local authority before the start of the project.

During the project 7 FCSCs received grants (some twice) from the Ministry of Social Development of Kyrgyzstan.

Talas partners for the first time in 2011 and then again in 2012 took part in the national campaign "Driving against indifference", the scale of which has contributed to attracting

attention of the local authorities and local community. Such actions had not been organized in the region before.

Members of the regional network are also members of the Zhanyryk national network which brings together organizations from all 7 regions of the country. FCSCs representatives shared with excitement about their participation in the national networking meetings where they have gained an invaluable experience.

As part of the national network Talas FCSCs were involved in promoting the recognition by the government of care for children with special needs as labor, and which parents have to be paid for. In 2013 the Ministry of Social Development plans to introduce a relevant bill in the parliament which will consider payments to parents in the amount of 2,500 soms per month. Preliminary information suggests that the law may start working from 2014.

The project had a significant positive impact on the FCSCs activities, as well as on parents and children attending centres. However, it should be noted that there were challenges faced by the key project partners, which were caused by various subjective and objective reasons. Not all FCSCs were active, for example, on working with parents or local authorities, being just focused on their day centres. In a sense, FCSCs slowly moving away from a narrow focus of their activities, i.e. they clearly are not aware of better opportunities and resources that can offer for them more empowered parents, community and engaged government agencies and local authorities.

Despite these difficulties which usually accompany large projects, this project as a whole has enabled empowerment of FCSCs and parents themselves who sooner or later will lead the rest.

*"Monthly meetings at the regional level are very significant for us, because we have been able to increase the capacity of our organizations; for example, we have learnt how to write reports, fill in documents about a child and his/her family for each child accepted to the centre, as well as note down changes in behavior and child development in monitoring files. It all helps us write better reports. Besides that, I am the chairman of the general meeting of the Zhanyryk national network." - Malik Akhmatov, head of Tenir Koldo FCSC, Talas.*

*"Network meetings took place not only in the format of a meeting, but also went as trainings for organizational development. I'm pleased to see that our FCSCs compared to other regions are very helpful to each other and always try to support each other when they can. Even when we wrote proposals for the Ministry's grants, we all worked together and shared our project ideas, helped each other. We would come to consultations together and wrote projects in collaboration. We didn't see each other as competitors, it was evident that each of us would be happy even if some FCSC win a grant and others not. " - Zhyldyz Turdugulova, the head Nur Bala NGO.*

### **2.3. Increase the level of inclusion of children with intellectual and other disabilities into wider society through changing attitude to positive amongst key stakeholders.**

To achieve this objective, the project has provided strategy: to train target FCSCs on advocacy, disseminate social model of disability through seminars, mass media, newsletters; publication of booklets, posters, directories; presentations in public meetings, regular meetings with concerned government agencies; dissemination of baseline research results; attracting volunteers to the organization; training professionals of local government agencies.

FCSCs conducted a series of trainings for government agencies with the aim of networking and changing attitudes of representatives of educational and medical institutions. A social model of disability was discussed during the training which also included forming a positive, friendly attitude in education and healthcare service providers as well as local authorities. To learn the experience of other regions, the delegation of decision-making officials and NGOs from the Talas region, took part in an exchange visit to the Issyk-Kul region. It is important to note that during the visit the participants saw how the local authorities of the Jeti-Oguz district support inclusive education for children with special needs.

Two regional forums in the beginning and at the end of the project, as well as such campaigns as "Driving against indifference", Autism Day and the annual Game Days with coverage in the local mass media has clearly contributed to raising awareness of the community about the problems and progress of children with special needs, of their parents and their representing organizations.

A "Kelechek HP" short-term project on training Talas youth on new media led to each of the eight centres having regular volunteers who raised disability issues in social networks, as well as volunteering in each centre. Despite the project ending in spring 2012, some of the volunteers continue to provide support to some FCSCs, and Nur Bala has the technical capacity to attract more volunteers. In one of the cases, involved young people were responsible for organizing events on the Autism Awareness Day in the regional centre which attracted about 200 spectators.

These activities resulted in partners making 2 district departments of the Ministry of Social Development to incorporate the integration of the social model into the regional development strategy.

In 3 districts the issues of children with disabilities were included into the gender development strategy. They have established close contacts with the Talas district administration which together with Nur Bala have developed a unified profile of children with special needs for the region. This profile will be the only one for use by educational, medical and social protection departments. Project partner Nur Bala recommended the district administration to implement a mechanism of interaction between FCSCs, educational and medical institutions and representatives of the social department of the district administration to work together on issues of families with children with special needs.

All of these outcomes are worth attention and should be noted, but how far the local authorities would go to realize these intentions is an open question since most decisions are taken at the national level, in particular the decisions that must be supported by the funding from the budget.

*"The study visit to Jeti-Oguz district was aimed at local officials. We have included the representatives of the Talas region because they were also involved in the Asian Development Bank's project on inclusive education but did not continue its work after the project finished. And there in Issyk-Kul they have seen how the local authority still supports inclusive education. The visit was fruitful as the deputy head of the Talas administration's social department and the head of the Talas district education department after the visit started discussions on this issue and voiced their opinion that from the beginning of the next school year they will begin implementing inclusive education. Of course, the final decision has not been taken yet but we will continue lobbying the issue." - Zhyldyz Turdugulova, the head of Nur Bala.*

## Conclusions:

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- In accordance with the project goal and objectives a significant coverage of children with intellectual disabilities was due to the involvement of two state orphanages. Limited coverage of Talas FCSCs was due to the following objective reasons:  
established procedure of admission of children to the centres; the presence of already attending children without intellectual disabilities in the centres; a small number in the localities of children having a diagnosis of intellectual disability (there is a need for revision of diagnoses, because doctors' visit by NCMCP identified a large number of children with intellectual disabilities despite the absence of this disability in their diagnosis' papers), lack of qualification of both the day centres' staff and the local physicians to identify children with intellectual disabilities.
- Managers and staff of targeted FCSCs gained worthy experience of working with the project, fundraising skills, engaging local authorities. They strengthened skills of counseling parents on various issues ranging from child care to legal issues relating to the rights of children with special needs.
- The impact of the project on 8 FCSCs activities is obvious: all centres provide services to children, consultations to parents to the extent possible, as well as their improved material/resource base. I note, the capacity of staff of 2 centres in Talas is higher than in rural areas, and it is clear that in the city there are more opportunities to attract professionals. However, it is encouraging to see that despite the limitations of the material/resource base, staff members of all 5 FCSCs were very enthusiastic and were eager to support centres' activities.
- Publication and distribution of the newsletter which covers disability issues, practical information for parents; involving local qualified trainers and international experts to trainings; regional and district forums where parents were able to question local authorities, medical and educational institutions have increased knowledge of parents on the rights of their children. Parents began feeling confident, requesting by themselves an access to government services for their children.
- FCSCs services changed children with special needs' lives, they are able to go outside of their homes at least 3 times a week, get attention, warm attitude of staff. The attitude of parents to children has changed which is very important for emotional and mental state and development of a child. Some parents, particularly in Talas, were able to find a job because Tenir Koldo FCSC can work 5 days a week for the whole working day.
- The project on the whole has had a positive impact on FCSCs and children, however due to their limited capacity and staff qualification none of them focuses on children with intellectual disabilities. This reflects the overall government's policy towards such children. As a consequence development of these children has been overlooked by government agencies and non-governmental organizations.
- It is worth special attention project activities on medical visits of doctors from the National Centre for Mather and Child Protection, and later on from the Kairos dental clinic to Talas. As a result of it, many children with disabilities were able to receive diagnoses, referrals and appointments for treatment. This approach was helpful for families in need which had not been able to take their child to the capital for examination and treatment.
- Kelechek HP together with Nur Bala implemented a fruitful project on volunteers in the region, which showed that young people can and want to be volunteers if their potential is used in the right way.
- Almost all FCSCs noted the need for massage services, lack of or even no professionals such as speech therapists, child psychologists, special teachers throughout the region. Lack of professionals is an external factor that the project cannot influence directly. However through the dialogue and advocacy campaigns they have achieved recognition and attention of the local

authorities at district levels, which began including the protection and support of children with special needs in their strategic plans.

- Establishment of an informal network has had a positive impact and impetus to the development of targeted organizations. Sharing information and experience is a useful tool for development. It is noticeable that the members of the network have healthy competition, and they support each other how much they could. Formalization of the network is on hold which is a good sign according to the evaluator. Members should decide whether move into a formal network or naturally come to an agreement on what will be the main mission of the network. Member should consider and decide what they want from a formal network. Practice shows that for establishing a good, stable formal network it usually takes 3 to 5 years of informal communication. As long as the goals, expectations and values of the members do not match, the formal establishment of the network might not be successful.
- The target group was involved in advocacy campaigns at local and national levels. At the local level, the HealthProm project used important elements of advocacy: a study of the situation of children with special needs, increasing public awareness campaign at the regional level through mass media, a constructive dialogue with authorities through the district and regional forums. As a result representatives of the district administration, departments of education, health and social care aware about the main causes of lack of access to basic services for children with intellectual disabilities. At the national level partner Talas FCSCs were involved in promoting the rights of children and their families through participation in advocacy actions such as "Driving against indifference" and The Autism Awareness Day as well as of the Zhanyryk national network, which were held in Talas for the first time. As a result it is expected that the Ministry of Social Development will develop a bill in 2013 recognizing the care of a child with special needs as a job and paying compensation for that to parents. The Parliament is in the process of considering the ratification of the UN Convention on the Rights of Persons with Disabilities. The national network also lobbied for the day care centres to be fully funded by the country's budget. HealthProm within the project had actively been involved in addressing the above mentioned issues by involving the partners in the campaign and network's meetings. FCSCs taking part in networking events contributed to raising the voice of those organizations that have long lobbied for resolving of the issues, and they also gained practical experience in conducting advocacy campaigns at the national level.
- Overall the project clearly demonstrated that it was possible to work children with disabilities, and there are development approaches based on the social model of disability, which are affordable by parents and staff of government and public day care centres.
- Involvement of state orphanages in the project was a positive step which did not just criticize the approach of government agencies, but has shown an alternative way - the social aspect of the child's development, and hopefully, this will become a priority for policy makers sometime in the future.
- Practical trainings conducted by experts from ARDI and other organizations which represent parents or familiar with the problems from within, positively influenced parents in changing their attitudes towards their children. Parents started regularly bringing their children to the centres, doing homework and taking an interest in the approaches of working with children at home.

## *Recommendations:*

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- Given the importance and relevance of the project approach, this project needs to be rolled out and implemented in other parts of the country where families with special children need support.
- Continue the project's comprehensive approach: increasing the capacity of parent organizations, consulting parents, exchange study visits, networking of local organizations, and conducting joint advocacy campaigns.
- Addressing the issues of children with intellectual disabilities living in families and in institutions should be implemented in separate activities and even projects so that they do not disappear within the general disability issues, since intellectual and mental disabilities often require a different approach. In this case, support and organizational development of group of parents of children with intellectual and mental disabilities (autism, Down syndrome, etc.) in the country can become a priority in HealthProm's future projects.
- In general, children with intellectual disabilities can access to basic services at FCSCs but in the future the project should think how to involve the representatives of educational, medical and social institutions. For example, to organize regular visits of doctors (especially psychiatrists, psychologists, speech pathologists) to the regions at the national level. It should not be funded by the project but by the government.
- Strengthen the link between local medical institutions and FCSCs. Representatives of health facilities such as massage therapists could provide centre-based services to children on a weekly basis.
- FCSCs should increase volunteer involvement at the local, national and international levels. There are many organizations abroad or individuals who are willing to come as volunteers and share their experience. Such a database of organizations could be created and when needed certain professionals on children with intellectual disabilities could be requested. Establish contact with the Medical Academy, perhaps senior students from such faculties as child psychology, psychiatry, speech therapy could visit FCSCs for practice (internship).
- Nur Bala should use existing technical capacity to intensify activities to attract and work with young people and volunteers who are willing to contribute to resolving social problems in the region. This may be one of the main areas of the organization for working with children and young people.
- Incorporate into the project approach a mechanism of interaction with/between relevant government agencies, which are responsible for the provision of social services and support for parents, improving access to basic services for children with intellectual disabilities.
- The Family and Child Support Centres should seriously consider the future financial sustainability, and expand sources of funding one of which comes from the local authority. Social contracting by government state is a good source but it is usually short-term and provides limited funding. According to the evaluator, FCSCs leaders especially those in rural areas rely on payments (for fees) from parents for centres' survival, but these amount can barely cover running costs of the centre as whereas development and capacity-building of the organization and expansion of services require much more resources.
- Future projects should involve most interested centres who are motivated to develop and address the problems of parents of children with special needs. We recommend an option: involve in a project through a competitive selection where potential participant-organizations describe their expectations, vision and plans for the future.

**List of respondents:**

No.	Name	Occupation	Location
1	Azat Israilov	HealthProm manager	Bishkek
2	Zhyldyz Turdugulova	Nur Bala head	Talas
3	Tamara Balkibekova	ARDI day centre coordinator	Bishkek
4	Kanykei Kabyzbekova	Nur Bala speech therapist	Talas
5	Aisuluu Jumabaeva	Nur Bala educator	Talas
6	Nargiza Sartalieva	Nur Bala member of staff	Talas
7	Aigul Kojokeeva	Aiar Bala FCSC head	Pokrovka v.
8	Aigul Omurbekova	Aiar Bala educator	Pokrovka v.
9	Tynybek Asrankulov	Parent	Pokrovka v.
10	Nurkyz Jeenalieva	Parent	Pokrovka v.
11	Ulugbek Sagynbekov	Parent	Pokrovka v.
12	Irina Cholponbaeva	Aitenir FCSC head	Bakyan v.
13	Daniar Kulubaev	Aktilek FCSC head	Ak-Dobo v.
14	Zarima Ashiralieva	Aktilek educator	Ak-Dobo v.
15	Damira Emilbaeva	Aktilek educator	Ak-Dobo v.
16	Malik Akhmatov	Tenir Koldo FCSC head	Talas
17	Aiura Akhmatova	Tenir Koldo educator	Talas
18	Aigerim Kochorbaeva	Tenir Koldo educator	Talas
19	Nazgul Jusupbaeva	Tenir Koldo member of staff	Talas
20	Buzurmankul Ashiraliev	Parent	Talas

**Main questions of the evaluation:****1. Questions for partner NGOs' heads:**

- Tell us what was your organization's responsibility during this project?
- What are the main results achieved during project implementation?
- What are the main changes you may identify in the development of target organizations in Talas?
- What are the institutional changes?
- What changes can be noted in terms of capacity of staff members?
- How do you think, what activities were important that resulted in the above changes?
- Describe the main changes in the lives of children who participated in this project?

- Can you indicate the most significant change happened to the community members and representatives of the local authorities?
- How did you see the changes? Can you give examples?
- Tell me about an informal network in the Talas region
- How do you assess the sustainability of the project and why?
- Your suggestions for strengthening the project in the future?
- Your suggestions for future activities of the Family and Child Support Centres in the Talas region?

**2. Questions for FCSCs members of staff in the Talas region:**

- What services do you provide for the children of the target group?
- How do you select children?
- Tell us what new approaches have you used in your work?
- How did you learn about these methods?
- Do you think these new methods have influenced the development of children?
- Can you give examples of how you observe or learn about these changes?
- If not, what are the skills and knowledge are important to you?
- Tell us about training and consulting from ARDI and Nur Bala?
- Tell us how do you work with parents?
- Do you think that local authorities and community members have changed their attitude?
- What do you want to offer to improve the project in the future?

**3. Questions for managers TSPDS in Talas.**

- Tell us about your organization, when it was established, what services you provided two years ago.
- In your opinion, what are the major changes have occurred in your organization over the past two years?
- Describe how has your organization's potential improved within this project?
- How do you mobilize parents and attract children to your centres?
- Can you give us examples of important changes in parents that you have noticed or observed recently?
- Do your services meet the needs of children?
- What are your relationship with the local authorities?
- What new skills and knowledge have you gained as a leader of the organization?
- Tell me about membership in the informal network?
- What have been the main activities that affected community members and representatives of the local authorities?
- During the project, what have been other sources of funding for your activities?
- What are your plans for the future of your organization?
- Tell us about the main challenges, if they took place?
- Your suggestions for improving such projects in the future.

**4. Questions for parents of children with intellectual disabilities:**

- How long has does your child attend this centre?
- How did you come to learn about the services of the centre?
- Tell us what schedule does your child have in the centre?
- What are the useful things you as a parent get from centre's staff?
- What new knowledge and skills have you received from centre's staff?

- Tell us about your child, what changes can you indicate in his/her development?
- When was the last time you visited this centre?
- What other extra services/support would you like to get from the centre?
- Are you willing to continue bringing your child to the centre for his development?
- Can you tell us what recent changes happened with you as a parent?
- Your suggestions for improving the centres.