



## PROJECT UPDATE: Facilitating Case Management with the Disability Information System (DIS)



*The Disability Information System (DIS) software for case management.*

Building upon earlier USAID-funded work by Vietnam Assistance for the Handicapped (VNAH) to establish a Disability Information System (DIS) in Danang, the USAID Persons with Disabilities Support Program (PDSP) has expanded the use of the DIS to six additional provinces across Vietnam over a two-year timeframe.

The DIS was based on software (*CBR-Info*) that the Ministry of Health used under the national community-based rehabilitation program. Created with technical assistance from IBM, it employs customizable open-source software to enable disability case managers to collect data and issue comprehensive reports on service delivery to beneficiaries. It operates under the management of the Department of Labor, Invalids and Social Affairs in Danang as part of a comprehensive case management system that also involves the Department of Health and Department of Education and Training.

Since the DIS was successfully introduced in Danang in 2011, it has been expanded to 14 provinces and cities across Vietnam, with the support of the Ministry of Health as well as Ministry of Labor, Invalids, and Social Affairs. USAID PDSP has supported the establishment and use of the DIS in Bình Định, Đồng Nai, Quảng Nam, Thái Bình, Bình Phước, and Tây Ninh. The DIS now contains over 270,000 personal data/profiles of beneficiaries. Additionally, in Danang, USAID PDSP helped local agencies customize the software to generate reports according to their reporting and case management needs at the community and district levels.



*DIS Training for case managers in Dong Nai. Credit: USAID PDSP*

### Uses

- Beneficiary data management, disability action plan development, data reporting and analysis.
- Evaluation and monitoring Individualized Support Plans (ISP) for each beneficiary under the case management program.

### Users

- Entities/agencies at the provincial or national level who have the right to access the DIS or use this software, such as hospitals and the Ministry of Health.
- Management agencies such as the Department of Labor, Invalids and Social Affairs; Department of Health; Department of Education and Training.
- Disability service providers such as Employment Service Centers, Social Work Service Centers, Social Protection Centers, Special Education Schools, NGOs.

### Key Functions

- Storage for data on beneficiaries and disability indicators.
- Case management: Track ISPs, monitor beneficiary needs and progress for each PWD beneficiary under case management approach.
- Generating reports: with customizable report templates based on users' requirements.
- Database of disability service providers: for referral purposes.

### Process for Data Collection and Management

- Commune- and ward-level users complete data collection, entry and periodic updates.
- District-level case management supervisors oversee data collection, entry and updating and conduct data reporting and analysis for their own district.
- Provincial and city-level case management supervisors supervise data collection and entry, check data validity and conduct reporting for the entire province/city.

#### For more information:

USAID: Le Ha Van, Project Manager  
(vle@usaid.gov)

DAI: Mark Rasmuson, Chief of Party  
(Mark\_Rasmuson@PWDSupport.vn)

VNAH: Bui Van Toan, DCOP  
(Toanbui@vnah-hev.org)