

MALAYSIA
PROJECT COMPLETION REPORT
FOR
THE PROJECT TO SUPPORT PARTICIPATION OF
PERSONS WITH DISABILITIES (PHASE 2)

AUGUST 2015

JAPAN INTERNATIONAL COOPERATION AGENCY
HUMAN DEVELOPMENT DEPARTMENT

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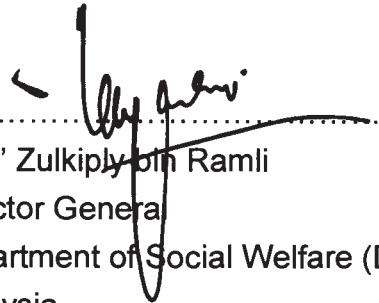
Project Completion Report

Project to Support Participation of Persons with Disabilities (Phase 2) (September 2012 – August 2015)

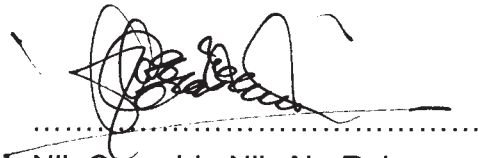
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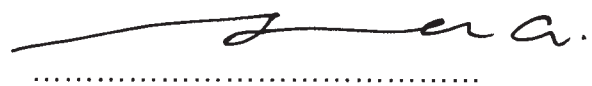
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CONTENTS

1. BASIC INFORMATION OF THE PROJECT	1
1.1 Country	1
1.2 Title of the Project	1
1.3 Duration of the Project (Planned and Actual)	1
1.4 Background (from Record of Discussions(R/D))	1
1.5 Overall Goal and Project Purpose (from Record of Discussions(R/D))	3
1.6 Implementing Agency	3
1.7 History of PDM Modification	3
2. RESULTS OF THE PROJECT	4
2.1 Results of the Project	4
2.1.1 Input by the Japanese side (Planned and Actual)	4
2.1.2 Input by the Malaysian side (Planned and Actual)	6
2.1.3 Activities (Planned and Actual)	7
2.2 Achievements of the Project	8
2.2.1 Outputs and indicators (Target values and actual values achieved at completion)	8
2.2.2 Project Purpose and indicators (Target values and actual values achieved at completion)	8
2.3 Others	21
2.3.1 Activities and outcomes in regard to the Recommendations of the Mid-term Review	21
2.3.2 Third Country Training Programme (TCTP)	23
2.3.3 Other Outcomes which were not Directly Indicated in PDM	24
3. RESULTS OF JOINT REVIEW	25
3.1 Results of Review based on Development Assistance Committee (DAC) Evaluation Criteria	25
3.2 Key Factors Affecting Implementation and Outcomes	29
3.3 Evaluation on the results of the Project Risk Management	30
3.4 Lessons Learnt	30
4. FOR THE ACHIEVEMENT OF OVERALL GOALS AFTER THE PROJECT COMPLETION	32
4.1 Prospects to achieve Overall Goal	32
4.2 Plan of Operation and Implementation Structure of the Malaysian side to achieve Overall Goal	32
4.3 Recommendations for agencies concerned	33
4.4 Monitoring Plan from the end of the Project to Ex-post Evaluation	35

ACCOMPANYING DOCUMENTS

Attachments

Attachment 1: Plan of Operation and Actual Activities	39
Attachment 2: Indicators and Actual Results	40
Attachment 3: Major Activities of the Project (Time table)	42
Attachment 4: Macro Data Related to Employment Situation by State	60
Attachment 5: List of DET Trainers & Senior Trainers	62
Attachment 6: Activities in response to “the List of the Project activities to be conducted” of the Mid-term Review	66
Attachment 7: Time Line of Malaysian Technical Cooperation Programme (MTCP) /Third Country Training Programme (TCTP)	67
Attachment 8: Draft PWD Action Plan 2015-2022 (extracts)	69
Attachment 9: Plan of Operation (2016-2018)	71

Annexes

Annex 1: Results of the Project (List of: Dispatched Experts, Counterparts, Trainings, etc.)	75
Annex 2: List of Products (Brochure, Videos, Manuals, Handbooks, etc.) Produced by the Project	83
Annex 3: Project Design Matrix (PDM) (All versions of PDM)	87
Annex 4: Record of Discussions (R/D), Minutes of Meetings (M/M), Minutes of Joint Coordinating Committee Meeting	103

Separate Volume: Copy of Products Produced by the Project

1. BASIC INFORMATION OF THE PROJECT

1.1 Country

Malaysia

1.2 Title of the Project

The Project to Support Participation of Persons with Disabilities in Malaysia (Phase 2)

1.3 Duration of the Project

Planned: September 2012 – August 2015

Actual: Same as planned

1.4 Background

1.4.1 Statistics of Persons with Disabilities (PWDs):

There are 359,203 people registered as PWDs to the Department of Social Welfare (hereinafter “DSW”) (December 2011: Table 1.1), which consist of 1.26 % of total population (28.4 million in 2010). However, World Health Organisation (WHO) estimated at least 15 % of the total population in developing countries is PWDs¹. Ministry of Health of Malaysia conducted sample survey in 1996 (sample size 60,000), and 6.9 % of the sample were identified as people who have some sort of impairments according to the previous WHO’s international classification of disability².

Table 1.1: Registered PWDs (December 2011)

Type of Disability/Impairments	Number	%
Learning Disability	134,659	37.5
Physical Disability	123,346	34.3
Hearing Disability	43,788	12.2
Visual Disability	31,924	8.9
Mental (Psycho-social) Disability	8,927	2.5
Speech Disability	725	0.2
Others	15,834	4.4
Total	359,203	100.0

¹ WHO, World Bank (2010) World Report on Disability 2011, Geneva, 2011, pp. 29.

² Jamaiah, H (1997) Impairment and Disability: Report on NHMS2 Conference, Kuala Lumpur, Ministry of Health Malaysia.

Table 1.2: Registered PWDs (as of 31 May 2015)*

Type of Disability/Impairments	Number	%
Learning Disability	122,425	35.8
Physical Disability	116,234	34.0
Visual Disability	30,485	8.9
Hearing Disability	28,305	8.3
Mental (Psycho-social) ³ Disability	26,813	7.8
Multiple Disability	15,707	4.6
Speech Disability	1,660	0.5
Total	341,629	100.0

* Information management system for PWDs (Sistem Maklumat Orang Kurang Upaya (SMOKU)) was established in 2011 to improve planning and delivery of programme for PWD. As two data above are aggregated before and after the execution of this system respectively, the number is discontinuous between those two.

1.4.2 Legislation, Policy and Services for PWDs:

First National Legislation (Persons with Disabilities Act 2008) was promulgated in 2008. The first National Policy on Persons with Disabilities and the first National Action Plan on Persons with Disabilities were also enacted in December 2007. Department for the Development of Persons with Disabilities (hereinafter “DDPWDs”) was established in 2009 in the DSW, Ministry of Women, Family and Community Development (hereinafter “MWFCD”) as the government focal point on disability issues. National Council for PWDs was established under the Act in 2008. Following six Technical Working Committees were formed in this Council:

Table 1.3: Technical Working Committee & Ministry in Charge

Technical Committee	Ministry in Charge
1. Universal Design and Built Environment	Ministry of Women, Family & Community Development
2. Transportation	Ministry of Transport
3. Quality Life Care	Ministry of Health
4. Education	Ministry of Education
5. Employment	Ministry of Human Resources
6. Registration of PWDs	Ministry of Women, Family & Community Development

1.4.3 Issues and Challenges:

PWDs Act 2008 reflects the fundamental philosophy of the United Nations Convention on the Rights of PWDs (UN CRPD), i.e. identifying disability not merely as individuals’ functional issues but restriction of participation and reasonable accommodation is one of the key strategies on disability. Both Policy of PWDs and Action Plan of PWDs were developed to realise such concept in Malaysia. However, still majority of

³ Malaysian classification uses a term “Mental Disability” in the classification, although “psycho-social disability” is recommended by UN (Same as in the description of Table 1.2).

services provided by both government and non-governmental agencies are in the stage of the 1st and 2nd generation of welfare services for PWDs, i.e. provision of care in residential institutions based on the concept of Charity Model of Disability, and provision of rehabilitation service for functional recovery based on the Medical/Individual Model of Disability. Although the concept of disability shifted from these conventional models into new Social Model, concrete approaches and practices in which based on the 3rd generation of welfare services, i.e., development of inclusive and enabling society by preparing reasonable accommodation to ensure equal opportunities of participation, were not developed as needed. Government of Malaysia and JICA had agreed to launch the joint project to create the 3rd generation of welfare services accompanied with measures to enhance Empowerment of PWDs from 2005.

Project to Support Participation of PWDs (phase1) was put into practice in 2008. Focus was placed on Job Coach as a part of Supported Employment and Disability Equality Training (hereinafter “DET”). Job Coach Service Programme (hereinafter “JCSP”) of DSW (subsidise Job Coach fee)⁴ was inaugurated in March 2012. However, it still required JICA’s cooperation to establish the sustainable implementation of Job Coach programme not only in pilot areas but also within the whole country with proper disability awareness through DET.

1.5 Overall Goal and Project Purpose

Overall Goal:

Social participation of PWDs in terms of employment is increased and improved.

Project Purpose:

Structure for sustainable development of Job Coach Programme as a part of supported employment is established; and Job Coach Programme is implemented nationwide with proper disability awareness.

1.6 Implementing Agency

Ministry of Women, Family and Community Development

1.7 History of PDM Modification

PDM was modified once with the approval of the JCC at the 3rd JCC meeting on 20th December 2013. The major modification was related to role and organisational structure of Job Coach Network Malaysia (hereinafter “JCNM”) and DSW (Refer to Annex 3 to see the modified places.).

The major revision was related to Output 1.3. The initial Output 1.3, “Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach Programme.” was deleted and replaced as “Unit Job Coach of DSW is enhanced as leading mechanism of Job Coach Programme.” The indicators and Activities in connected with it was also changed consequently. This revision reflected policy change decided by DSW in consultation with JCNM core stakeholders considering circumstances comprehensively.

The initial PO was also revised and reported to the same JCC meeting (Refer to Annex 3 for the revised PO). This revision was done mainly from two aspects. One is related to the revision of PDM. Modified Activities related to establish the structure of Unit Job Coach and JCNM was put down on PO. Another one is adjustment on planned period of several activities mainly those related to the Output of JCSP. Considering the actual progress of some activities related to this field, PO was revised to secure achievement of some important Output indicators by extending the period of some activities.

⁴ Job Coaches in NGOs and CBR are entitled to an allowance of RM 15.00 per hour for up to a maximum 60 hours (RM 900) per one PWD.

2. RESULTS OF THE PROJECT

2.1 Results of the Project

Results of the Project in terms of Input and Activities were, as shown below, in accordance with the initial plan agreed between both parties of the Project. (Refer to Annex 1, Annex 2, Annex 3 and Annex 4)

2.1.1 Input by the Japanese side (Planned and Actual)

Input by the Japanese side was carried out based on the needs of the Project in accordance with the initial plan.

(1) Dispatch of Japanese Experts

Dispatch of Japanese Experts were carried out as planned as a whole.

Long-term Experts

Two Long-term Experts were assigned and engaged in the Project as shown below in accordance with the initial plan.

	Planned	Actual
1	Chief Adviser (1×3 years)	Katsura Oikawa (17 Sep 2012 – 29 Aug 2015)
2	Expert: Networking with relevant organisations and Project Coordination (1×3 years)	Terumi Shikata (1 Sep 2012 – 31 Aug 2015)

Short-term Experts

Short-term Experts and a Senior Advisor of JICA headquarters were assigned and engaged in the Project in short term as shown below in accordance with the initial plan.

	Planned	Actual
1	Experts on Supported Employment and Job Coach	Hiroshi Ogawa (16 Feb 2013 – 21 Feb 2013)
		(Same as above) (22 Feb 2014 – 28 Feb 2014)
		(Same as above) (2 May 2015 – 7 May 2015)
		Daisuke Sakai (16 Feb 2013 – 21 Feb 2013)
		(Same as above) (22 Feb 2014 – 28 Feb 2014)
		(Same as above) (2 May 2015 – 7 May 2015)

2	Experts on DET	Kenji Kuno (1 Sep 2012 – 26 March 2013)
		Kenji Kuno* (7 Jan 2014 – 19 Jan 2014)
		(Same as above)* (22 Jan 2015 – 8 Feb 2015)
3	Other short-term expert (if necessary) ⁵	Not applicable

*Kenji Kuno in 2014 and 2015 was dispatched for Project Consultation on DET as a Senior Adviser on Social Welfare, JICA Headquarters.

(2) Training of Malaysian Personnel in Japan

Three training courses of Malaysian Personnel in Japan were held in accordance with the initial plan.

Planned:

The number of courses, number of participants, duration and the detailed contents of the course would be decided depending on the need of the Project and budget condition of JICA.

Actual:

Two batches of Training of trainers of Job Coach and a training on Employment of Persons with Disabilities and Job Coach System in Japan were held with 19 participants in total. (Refer to Annex 1 for a list of participants)

- Training of Trainers of Job Coach (3 Sep 2012 – 19 Sep 2012)
6 participants: DSW(2), InterContinental Hotel, Omron, Social Security Organisation (hereinafter “SOCSO”), Beautiful Gate
- Training of Trainers of Job Coach (2 Sep 2013 – 18 Sep 2013)
6 participants: DSW(2), SOCSO, Hospital Permai, Malaysian Care, United Voice
- Training on Employment of Persons with Disabilities and Job Coach System in Japan (9 Jun 2014 – 17 Jun 2014)
7 participants: DSW(2), Department of Labour, Department of Health(2), AEON, McDonalds

(3) Equipment and Materials

Planned:

If necessary

Actual

The following equipment were arranged to be transferred to Malaysian side at the end of the Project:
2 computers, 4 printers and 1 scanner.

(4) Expenditure for Local Activities

Necessary expenditure was borne through the Project.

Planned:

If necessary

⁵ According to M/M, it was determined that other short-term experts could be dispatched when Japanese and Malaysian personnel find it necessary for the Project of JCC. Such case was not arisen.

Actual

Table 2.1: Allocated Budget for Local Activities (Japanese side)

Year (according to Japanese fiscal year (April to March next year))	Amount (Japanese Yen: JPY)
2012	4,585,000
2013	6,612,000
2014	8,195,000
2015	7,000,000
Total	26,392,000*

The amount is allocated budget and the amount of actual expenditure is almost the same as those throughout the figure shown above.

*Total: JPY 26,392,000 = RM**811,861.7

(As of July 2015: 1 RM = JPY 32.508)

**RM: Malaysia Ringgit

2.1.2 Input by the Malaysian Side (Planned and Actual)

Input by the Malaysian side was carried out based on the needs of the Project in accordance with the initial plan.

(1) Services of the Malaysian Counterpart Personnel

Planned:

Services of Malaysian side are expected to be carried out according to the fixed structure of the Malaysian counterpart personnel including key management structure shown below. (Refer to Annex1 for the full list of counterpart personnel.)

- Project Director: Secretary General of the Ministry of Women, Family and Community Development
- Project Manager: Director General of the Department of Social Welfare
- Project Deputy Manager: Director of the Department for the Development of PWDs

Actual:

Services of Malaysian side were carried out according to the fixed structure of the counterpart personnel. Usual operation of the Project was executed under the direction of Director General of DSW.

(2) Office Space and Facilities

Office spaces for JICA experts and any other administrative staff in the building of the MWFCDD, and other necessary facilities for implementing the Project were planned to be provided, and secured actually.

(3) Expenditure

Necessary expenditure was borne through the Project.

Planned

Take necessary arrangement to secure adequate budget for implementation of the Project.

Actual

Malaysian side allocated budget shown the Table below as necessary amount for implementation of the Project.

Table 2.2: Allocated Budget for local activities (Malaysian side)

Year (according to Malaysian fiscal year (January to December))	Amount (RM)
2012	181,900
2013	165,000
2014	200,000
2015	200,000
Total	746,900

The expenditure is the same as the allocated budget as shown above. The amount above is allocated budget including both Job Coach Programme and DET. In FY 2013, 2014 and 2015, RM 150,000 was allocated as specified for Job Coach Programme. Besides, RM 50,000 was allocated as specified for DET in FY 2014 and 2015.

(4) Other Facilities and Expenses Mutually Agreed Upon as Necessary

Other facilities and expenses mutually agreed upon as necessary was planned to be provided, and was secured actually. (Eg: Contingent expenses for Asia Pacific Supported Employment and Job Coach Seminar 2015)

2.1.3 Activities (Planned and Actual)

Activities were carried out in accordance with the master plan stipulated in Project Design Matrix (hereinafter “PDM”)⁶ and Plan of Operation (hereinafter “PO”). Actual activities of the Project proceeded as planned as a whole. In JCSP (Output 1.1) and JCNM (Output 1.3), however, actual activities were behind the planned time to a recognisable degree (Refer to Attachment1). The project has managed to secure required achievement through a series of activities to address the challenges.

(1) JCSP⁷

The four steps of Job Coach Programme implementation at each zone are: 1) DET & Seminar on Job Coach, 2) Job Coach Basic Training Course, 3) JCSP implementation, 4) Monitoring & Evaluation. The first two steps of Job Coach Programme implementation were implemented as planned. Implementation of third and fourth steps, (JCSP implementation and Monitoring/Evaluation), were behind the schedule to a certain extend. Cause of delay on this point was mainly due to both weakness of organisational structure of Malaysian counterpart personnel and time needed to disseminate JCSP nationwide.

After series of activities including Follow-up Workshops in every states, establishment of Career Development Division (hereinafter “CDD”), management meeting of CDD (July 2014) and Workshop of State coordinators of DSW (September 2014 and February 2015), positive progress became clearly apparent in terms of the number achieved in Output indicators.

⁶ PDM and PO was annexed to Record of Discussion (hereinafter “R/D) signed 6th July 2012 (Refer to Annex 3 for R/D).

⁷ Job Coach Service Programme is a government programme to provide allowance to Job Coaches for the services provided to PWDs. This programme was planned to be implemented throughout the country in the Project.

(2) JCNM

JCNM Formation accompanied with the establishment of its role and activities and consultation mechanism among key stakeholders of Job Coach Programme is behind the schedule. Cause of delay was mainly due to weakness of organisational structure of Malaysian counterpart personnel and progress management of the Project was not effective enough. CDD drafted the role and structure of JCNM in July 2014, and JCNM initial official formation meeting was held on 16th June 2015.

2.2 Achievements of the Project

2.2.1 Outputs and indicators (Target and achievement at completion)

Outputs Indicators have been mostly achieved. Some of indicators were, however, not achieved fully by 30th July 2015 (Refer to Attachment 2 to see a comprehensive chart of Target and actual results. Refer to Attachment 3 to see Major activities of the Project.).

The following are the indicators not achieved fully by 30th July 2015.

- A set of nationwide implementation of JCSP (mostly achieved). (Refer to Target 1.1.1.)
- The number of PWDs employed with JCSP (achieved in 4 zones among 6 zones). (Refer to Target 1.1.3.)
- Percentage of companies which attended DET & Job Coach seminars and employed PWDs with JCSP (achieved considerably). (Refer to Target 2.3.)

Output 1

Job Coach Programme is Developed and Implemented in Sustainable Manner.

Output 1.1

Job Coach Service Programme is Implemented Throughout Malaysia in Sustainable Manner.

Three Targets have been achieved considerably in total.

Target 1.1.1

A set of implementation programme of Job Coach is implemented in each six zones.

Achievement 1.1.1

Target has been mostly achieved. A system of Monitoring and Evaluation as annual activities of Unit Job Coach, however, needs to be established clearly for the target being achieved fully.

The four steps of Job Coach Programme implementation were carried out in every six zone. (Refer to 2.1.3 (1) for the “Four steps of Job Coach Programme implementation”).

(1) The first and the second steps as shown below were implemented as planned.

- DET & Seminars on Supported Employment and Job Coach were held in every 6 zone by March 2013.
- Job Coach Basic Courses were conducted in every state by May 2013.

(2) The third step, JCSP implementation was promoted in every zone through a series of follow-up activities (Follow-up Workshop, On-the-spot support programme and State Coordinators’ workshop, etc.). Substantial differences in terms of achievement were still observed between each zone (Refer to Target & Achievement 1.1.3).

- (3) The fourth step, a system of Monitoring & Evaluation (hereinafter “M & E”) was established with the system of Action Plan and Report requested to each state and monitored by DDPWDs based on Guideline of JCSP. A system of M & E as annual activities of Unit Job Coach needs to be established clearly.

CDD organised CDD Management Workshop from 6th to 10th July 2015 for completing intensive works to determine clear policy concerning basic administrative issues to be addressed quickly, accompanied with comprehensive documentation of basic guideline on the issues concerned. Among the main agenda of this workshop was M&E system including detailed form of regular reports. Based on the policy and guideline determined during the workshop, State coordinators workshop is being prepared by CDD to disseminate the policy on implementation of M&E system through every State DSW.

Target 1.1.2

Three Partner Companies and 3 NGOs are identified at each zone⁸

Achievement 1.1.2

Target has been achieved.

Table 2.3: Model NGOs and Model Companies

	Model NGOs / Companies		
	NGOs/CBRs	Companies	Status
Central	12	15	Achieved
North	6	8	Achieved
East	6	8	Achieved
South	12	5	Achieved
Sabah	3	4	Achieved
Sarawak	7	4	Achieved
Total	46	44	

These partner companies and partner NGOs are classified under two categories. Firstly, more than one NGO/CBR and more than one companies have been respectively identified as Model NGO/CBR and Model companies in each state⁹. Besides, the Project has identified 11 companies and 10 NGOs as partner of the Project. Majority of them are located in the Central zone. In total, 46 Model NGOs/CBRs and 44 Model companies are identified nationwide.

⁸ In PDM, the words “Partner Companies” and “Partner NGOs” were used. However, in practice Model Companies and Model NGOs/CBRs were used. The Purpose of Model NGOs/CBRs and Model companies is to establish network of cooperation between State DSW, companies and NGOs/CBRs to provide support activities for new Job Coaches to develop their practical skill of employment support for PWDs as Job Coach.

⁹ The Project decided that partner companies and NGOs would be called as Model companies and NGOs as practice. Purpose of Model NGO/CBR and Model company is to establish network of cooperation between State DSW, companies and NGO/CBR especially to provide support activities for new Job Coaches to develop their practical skill of employment support for PWDs as Job Coach. For that purpose, Model NGO/CBR is expected to provide practical support for new Job Coaches. Model company is expected to accept PWDs as trainee for practical training at workplace and to cooperate with Job Coaches in providing Job Coach support for PWDs.

During the above-mentioned CDD Management Workshop, CDD also drafted the guideline of Model NGO/CBR and Model companies.

Target 1.1.3

Forty (40) PWDs are employed with Job Coach Service Programme at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period.

Achievement 1.1.3

Target has been achieved in 4 zones and not achieved in 2 zones.

Table 2.4: Total Job Coach Service Claim from September 2012 to 30 July 2015

Region	Target	No. of PWDs	Status
Central	40	209	Achieved
North	40	43	Achieved
East	40	68	Achieved
South	40	80	Achieved
Sabah	30	13	Not Achieved
Sarawak	30	24	Not Achieved
Total	220	437	Achieved

Among the six zones, the target has been achieved in four zones (Central, North, South and East) and has not been achieved in another two zones (Sarawak and Sabah) by 30th July 2015.

An assessment on the achievement was carried out with the coordinator of State DSW and it was concluded that the reason why target has not achieved in these two zones, or why achievement is remarkably different among the zones: Firstly, employment opportunity is very different from one region to another. Uneven employment opportunity is the underlying condition of the different achievement among each zone (Refer to Attachment 4). Secondly, although NGOs' role in providing Job Coach support is significant, location of NGO is uneven nationwide. Thirdly, effectiveness of activities in each State Department of Social Welfare and leading CBRs is an important factor. This factor is important because the key possibility to promote the number of PWDs employed with JCSP depends on the effort of State DSW in cooperation with Unit Job Coach (hereinafter "UJC") of DSW HQ¹⁰.

In view of this, DDPWDs instructed State DSW to make annual Action Plan to ensure the enhancement of JCSP nationwide.

Particular attention shall be paid here to the fact that a number of PWDs were employed with Job Coach support besides the number shown above, with support provided by in-house Job Coach of private companies and governmental agencies / institutions (Refer to 2.2.2 Target 1).

The project took a series of countermeasures including Follow-up Workshops in every state conducted by CDD, management meeting of CDD (July 2014) and workshops of state coordinators of DSW (September

¹⁰ Achievement in Kelantan should be taken note in this regard. Although Kelantan is the region with one of the least employment opportunity, the achievement was remarkable. Here is a good example to be learnt by other state DSW in terms of measures and activities to be taken by State DSW.

2014 and February 2014). As a result, positive progress became clearly apparent in terms of the number achieved in Output indicators including the regions where the target number is yet to be achieved.

Output 1.2

Human Resource Development on Job Coach is Developed and Implemented in Sustainable Manner.

Every Four Targets have been achieved.

Target 1.2.1

Two hundred new Job Coaches are trained.

Achievement 1.2.1

Target has been achieved with big margin.

One thousand two hundred thirty nine people participated in Job Coach training by 30th July 2015.

The number of Job Coaches trained by the Project is remarkably far more than the target, due to several reasons. Firstly, the Project focused on the implementation of Job Coach Basic Course in every state in the first year of the Project. Secondly, the Project positively implemented additional Job Coach courses in response to requests from a number of States DSW, private companies and other agencies such as Ministry of Health (hereinafter “MOH”) and Ministry of Education (hereinafter “MOE”).

Target 1.2.2

Eighteen new Job Coach Trainers are trained.

Achievement 1.2.2

Target has been achieved.

Twenty new Job Coach Trainers were trained (Refer to Note 7 of Attachment 2 for the list of the new Job Coach trainers.). Organisations to which they belong are as follows:

- Twelve from Governmental Agencies: DSW (6), SOCSO (3), DOL (2), Hospital Permai (MOH)
- Five from NGOs: Malaysian Care (2), United Voice, Beautiful Gate, Persatuan DayBreak
- Three from Private Companies: InterContinental Hotel, Omron, Mydin

Besides, another 6 new Job Coach trainers were completed TOT of Job Coach by 30th July 2015, and is expected to be officially certified as Job Coach trainers by December 2015. Organisations to which they belong are DSW (2), DOL, Special Education Department (Ministry of Education), Hospital Permai (MOH), and Malaysia Blind Association.

Target 1.2.3

Six Senior Job Coach Trainers¹¹ are trained.

Achievement 1.2.3

Target has been achieved.

Eight Senior Job Coach Trainers were trained as shown in the table below.

¹¹ Senior trainers of Job Coach are persons who are certified as qualified for conducting training of trainers of Job Coach. Selected from Job Coach trainers, Senior trainers are certified after completing a series of training assigned, and engage themselves in training of Trainers of Job Coach. Senior trainers are also expected to carry out an advisory role to Job Coach Trainers.

Table 2.5: List of Senior Job Coach Trainers

No.	Name of Senior Trainer	Organisation
1.	Yeo Swee Lan	Consultant for JICA
2.	Yeong Moh Foong	United Voice
3.	Chang Fan Choon (Clarissa)	Malaysian Care
4.	Mazayu bt Kasan	Cheshire Home Selangor
5.	Gan Wei Cheng (Grace)	Malaysian Care
6.	Nurulhuda bt. Zainal	DSW
7.	Ho Wai Sam (Wendy)	InterContinental Hotel
8.	Gayathri a/p Vadivel	SOCISO

Target 1.2.4

Six courses are held as regular training course of Job Coach annually.

Achievement 1.2.4

Target has been mostly achieved.

The number of regular training courses decreased to 5 in 2014 and was below the specified number of 6 as target indicator. It was a result of a conscious decision of the Project to shift its main focus of activities from nationwide implementation of Job Coach training courses in 2013 to follow-up activities to trained Job Coaches through a series of Follow-up Workshops nationwide in 2014. On the other hand, the most important element of this target, establishment of Regular training course as system was secured as mentioned below. Therefore, the target has been mostly achieved.

Table 2.6: Job Coach Regular Courses and Other Courses

Year	Regular Course	Other Course	Total
2012	2	1	3 (from Sept. 2012)
2013	15	4	19
2014	5	3	8
2015	8 (by July)	0	8
Total	30	8	38

Regular training courses mean those in which training implementing organizations with their role and sharing of training expenses determined in advance. Regular training courses are therefore secured to be implemented annually in advance by DSW irrespective of circumstances at different times. Other courses, on the other hand, are courses held by the initiative of the Project according to needs of times mainly based on the requests from specific agencies such as private companies, governmental agencies and State DSW etc.

Output 1.3

Unit Job Coach of DSW is Enhanced as Leading Mechanism of Job Coach Programme.

Every Four targets have been achieved.

Target 1.3.1

Organisational structure of Unit Job Coach is established with adequate human resources.

Achievement 1.3.1

Target has been achieved.

Organisational structure of Unit Job Coach was established with a team of full-time officers at DSW headquarters. Unit Job Coach was set up within DDPWDs on 1st July 2013 with two officers in charge nominated. Furthermore, CDD was set up on 1st February 2014 in DDPWDs with four officers and a clerk. Four officers and a clerk were fully assigned in office as of 15th April 2015. CDD was set up as a division which covers inter-related programmes such as:

- Social Participation of PWDs in terms of employment.
- Programmes for Empowerment of PWDs such as DET and Independent Living
- Job Coach Service Programme.

Synergistic effect is expected by these programmes implemented strategically under the same division. Effective implementation of the programme is also expected with cooperation of officers of CDD.

Organisational structure of UJC¹² was therefore strengthened by establishment of CDD.

At the state level, Job Coach Service Programme is under the charge of PWDs Division in each State DSW.

Target 1.3.2

Annual activities of Unit Job Coach are planned and implemented.

Achievement 1.3.2

Target has been achieved.

Standard annual activities of UJC were formulated with documentation as Guideline (July 2014). UJC's activities are implemented based on this Guideline.

Target 1.3.3

The role and activities of Unit Job Coach and JCNM are confirmed among key stakeholders.

Achievement 1.3.3

Target has been achieved.

The role and activities of UJC and JCNM were officially approved by DSW. A proposal of policy and procedure concerning official formation of JCNM was approved and determined by DSW in March 2015. UJC held an initial meeting of JCNM to confirm role and activities of UJC and JCNM on 16th June 2015, with involvement of key stakeholders.

Target 1.3.4

Consultation mechanism among key stakeholders of Job Coach Programme is established under the initiative of Unit Job Coach

Achievement 1.3.4

Target has been achieved.

¹² The term of Unit Job Coach can be used in two ways. Firstly, "Unit Job Coach" is one of 3 units of CDD (Another two Units are Unit Employment Support and Unit DET and Independent Living). Secondly, Unit Job Coach means CDD as a whole as organisational unit which deals with Job Coach Programme. The term of Unit Job Coach is used by the second context in this report unless mentioned otherwise.

DSW decided to hold regular JCNM meeting twice a year. UJC's proposal on regular meeting was approved by key stakeholders at the initial JCNM meeting.

Output 2

Disability Equality Training (DET) is Utilised to Raise Awareness on Disability for Employers and Other Organisations.

Four targets have been mostly achieved in total.

Target 2.1

Twelve DET senior trainers and 42 DET trainers are trained.

Achievement 2.1

Target has been mostly achieved.

Four TOT of DET Trainers, Four DET Senior Trainers¹³ and 48 DET Trainers were trained (Refer to Attachment 5 for a list of TOT of DET Trainers, DET Senior Trainers and DET Trainers).

Total number of TOT of DET Trainers and DET Senior Trainers is eight, and does not come up to the initial target. The reason is mainly because of the policy change of the Project. When PDM was drafted, it was supposed that 12 senior trainers were needed to develop Malaysian based regional DET TOT in full scale. However, Project later shifted its priority to steadily secure sustainable development of DET implementation in Malaysia as present target. From this view point, Project adopted realistic policy with priority placed on ensuring Malaysian human resources sustainably conduct DET TOT by themselves. This aim was achieved as 4 Malaysian TOT DET Trainers were successfully trained during the Project.

Target 2.2

One hundred companies attend DET which organised by the Project.

Achievement 2.2

The Target has been mostly achieved.

Although the target has not been achieved as far as the number of DET organised by the Project was concerned, as a result of smart partnership with other agencies and companies 254 companies were identified to have attended DET session facilitated by DET Trainers trained by the Project including former phase of projects. It indicated that Target was mostly achieved. (Refer to Table 2.7, Table 2.8 and Table 2.9)

Table 2.7: DET Organised by the Project

Title of the event	Place	Date	No. of Companies Attended
DET & Job Coach Seminar (East zone)	Kuantan	27 Sep. 2012	17
DET & Job Coach Seminar (Sarawak)	Kuching	22 Oct. 2012	10
DET & Job Coach Seminar (South zone)	Melaka	14 Mar. 2013	17
Total			43*

*As one company is duplicated by attending seminars in two zones, net total number of companies attended is 43.

¹³ DET Senior trainers are persons who are certified as qualified for serving as co-facilitator of DET TOT. Selected from DET Trainers, Senior DET trainers are certified after completed Training of Senior Trainers of DET (DET TOST), and engage themselves in serving as co-facilitator of DET TOT. Senior trainers are also expected to carry out an advisory role to DET Trainers.

TOT DET Trainers are persons who are certified as qualified for serving as trainer of DET TOT. Selected from DET Senior Trainers, TOT DET Trainers are certified after completed series of training prescribed beforehand including experiences of co-facilitators of DET TOT and engage themselves in serving as trainer of DET TOT. TOT DET Trainers are also expected to carry out an advisory role to DET Trainers and DET Senior trainers.

As shown in Table 2.7, 43 companies attended DET which organised directly by the Project. The number of DET organised by the Project is three as shown in the table above. As far as the number of companies attended these three DET was concerned, it was below the target. The reason is, in short, the number of companies attended these DET sessions was just 43. The following factor, however, should be taken into account.

The Project adopted the policy of carrying out DET through the activities of DET Trainers trained by the Project including the former phase of Project, instead of organising DET directly by the Project. Besides the 43 companies above-mentioned, 254 companies are identified to have attended DET sessions through the above mentioned approach. These DETs were organised by other agencies and companies, and conducted by DET Trainers trained by the Project (Refer to Table 2.8 and Table 2.9). These results should be regarded as outcome of the Project^{14, 15}.

Table 2.8: The Number of Companies Attended DET Organised by Public Agencies

Organiser	No. of Companies Attended
SOCSSO	144
Department of Labour	40
Central bank of Malaysia (Bank Negara)	64
Total	248

Table 2.9: List of Private Companies Organised DET

Company
Mydin
Allianz
Sime Darby
InterContinental Hotel
Air Asia
AEON

Target 2.3

20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service Programme within Project period.

Achievement 2.3

Target has been achieved considerably.

Eight companies are identified to have employed PWDs after attending DET & Job Coach seminars. Among them, five companies are identified to have employed PWDs with JCSP, and another three companies are identified to have employed PWDs without using JCSP (allowance). Consequently 19% (8 out of 43) companies employed PWDs after attending DET & Job Coach seminars, and 12% (5 out of 43) companies with making use of JCSP. Among three companies which did not use JCSP, one company is identified that

¹⁴ Among these DET, the Project provided substantial cooperation such as referral of contact persons in some cases.

¹⁵ DET in other countries: According to the same survey, at least 1,103 participants attended DET organised by organisations of other countries and facilitated by DET Trainers of other countries trained by the Project in Malaysia including former phases of the project.

in-house Job coach was involved in employment support of PWDs.

Target 2.4

Satisfactory level of DET session by participants is more than 80% in average.

Achievement 2.4

Target has been achieved.

Satisfactory level of DET session by participants is 80.0% (Refer to Note 10 of Attachment 2).

Output 3

Lessons Learned on Job Coach and DET are Shared in Region by Various Means.

Four targets have been achieved in total.

Target 3.1

Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities.

Achievement 3.1

Target has been achieved.

Senior Job Coach Trainers and Senior DET Trainers in Malaysia have acquired enough capacity and skills to organise regional activities. The following is evidences to testify the achievement.

(1) Senior Job Coach Trainers

Senior Job Coach Trainers conducted first Job Coach TOT (Training of Trainers) (11-15 August 2014). Satisfactory level of participants on effectiveness of trainers is 88.6 in average (100 points full mark.)

There are other evidences to testify capacity and skills of Senior Job Coach Trainers as follows:

- Senior Job Coach Trainers experienced a number of Job Coach Trainings as trainer. Satisfactory level of participants for each module conducted by each senior trainer is 91.6 in average. Every eight senior JC trainers' score is more than 90.0.
- Two Job Coach Senior Trainers experienced presentations in seminars and trainers in JC trainings held in Guangzhou and Beijing. Overall satisfactory level of participants is 98.0 in average in Guangzhou and 97.0 in Beijing, China.
- Three Job Coach trainers experienced conducting Job Coach training in Jordan (Amman 18-23 May 2015). Overall satisfactory level of participants is 90.0.

(2) Senior DET Trainers

Senior DET Trainers completed DET TOT and certified as acquired enough capacity and skills. Four Senior DET Trainers experienced conducting DET TOT twice as trainers (Jan 2014 and Jan-Feb 2015). Overall satisfactory level of participants is 8.8 in average (2014) and 7.7 in average (2015, 10 points full mark).

Four Senior Trainers were qualified as Trainers of DET TOT which certifies that they acquire enough capacity and skills to facilitate DET TOT by evaluating their capacity and skills totally based on the actual experiences especially those in two DET TOT.

Target 3.2

Twenty people from five countries learn DET by participating TOT of DET.

Achievement 3.2

Target has been achieved.

Twenty six people from thirteen countries (excluding Malaysia) learned DET by participating TOT of

DET.¹⁶

Target 3.3

Thirty people from five countries learn Job Coach by participating regional seminar.

Achievement 3.3

Target has been achieved.

Fifty three people from sixteen countries and territories in the Asia Pacific region (excluding Malaysia) learned Job Coach by participating Asia Pacific Supported Employment and Job Coach Seminar, 4-7 May 2015.^{17,18} Countries represented include: Bangladesh, Brunei, Cambodia, China, Fiji, Hong Kong (Special Administrative Region of China), India, Indonesia, Japan, Laos, Myanmar, Philippines, Singapore, Timor Leste, Thailand and Vietnam.

Furthermore, other overseas participants learned Job Coach through the following way.

(1) Bilateral Cooperation for Supported Employment and Job Coach Seminar and Training

- One hundred ninety participants from China attended Supported Employment and Job Coach Seminar held in Guangzhou (70 participants, 19 Nov. 2013) and Beijing (120 participants, 19 Aug. 2014).
- Sixty one participants from Jordan (55), Egypt (1), Lebanon (2) and Palestine (3) attended Supported Employment and Job Coach Seminar held in Amman Jordan, 17 May 2015.
- One hundred thirteen participants attended Job Coach training courses held in China, which two Malaysian Job Coach Senior Trainers conducted the courses held in Guangzhou (20-23 November 2013, 37 participants) and in Beijing (20-23 August 2014, 76 participants).

(2) 25 participants from Jordan (19), Palestine (3), Lebanon (2) and Egypt (1) attended Job Coach training course held in Jordan (Amman 18-23 May 2015) conducted by three Malaysian Job Coach Trainers.

Participation from Overseas Attended Job Coach Training Course held in Malaysia

- Eight participants from three countries attended Job Coach training in Malaysia: Myanmar (5), Thailand (2) and Singapore (1) (2013, 2014 and 2015)

In total, 304 foreign participants from 20 countries and territories attended Supported Employment and Job Coach Seminar and 146 foreign participants from eight countries and territories attended Job Coach Basic Courses. These are the numbers obtained by adding the figures from these two types of activities on that of Asia Pacific Supported Employment and Job Coach Seminar (Refer to Table 2.10).

¹⁶ 26 people from 13 countries: Philippine(4), Pakistan(3), Thailand(3), Cambodia(2), China(2), Rwanda(2), Uzbekistan(2), Myanmar(2), Vietnam(2), Laos(1), Timor-Leste(1), Samoa(1), Sri Lanka(1))

Twenty two Malaysian people learned DET by participating TOT of DET besides overseas participants.

¹⁷ Overseas Participants: Indonesia(4), Bangladesh(1), India(2), Fiji(3), Philippines(4), Laos(2), Cambodia(4), Brunei(4), Vietnam(5), China(4), Myanmar(4), Singapore(4), Japan(4), Hong Kong (3), Timor Leste(2), Thailand(3)

¹⁸ One hundred thirty six Malaysians participated besides overseas participants.

Table 2.10: Regional Supported Employment & Job Coach Activities

Year	Venue	Country	No. of Participants
Supported Employment and Job Coach Seminar			
2013	Guangzhou, China	China	70
2014	Beijing, China	China	120
2015	Kuala Lumpur	Asia Pacific 16 countries and territories	53
2015	Amman Jordan (Countries represented: Jordan, Palestine, Lebanon, Egypt)	Arab Region 4 countries and territories	61
Total			304
Job Coach Basic Course			
2013	Kuala Lumpur	Singapore	1
		Myanmar	2
	Guangzhou, China	China	37
2014	Kuala Lumpur	Myanmar	3
	Beijing, China	China	76
2015	Kuala Lumpur	Thailand	2
	Amman, Jordan	Jordan	19
		Palestine	3
		Lebanon	2
		Egypt	1
Total			146

Target 3.4

Web Pages on DET and Job Coach are updated bimonthly.

Achievement 3.4

Target has been mostly achieved.

Web Pages on DET and Job Coach have been updated regularly.

(*Web pages)

- Job Coach Network Malaysia: www.jobcoachmalaysia.com
- DET Forum: www.detforum.com

The website of Job Coach Network Malaysia is now in the process of linking with the DSW website.

2.2.2 Project Purpose and Indicators (Targeted Values and Actual Values Achieved at Completion)**Project Purpose**

Structure for sustainable development of Job Coach Programme as a part of Supported Employment is established; and, Job Coach Programme is implemented nationwide with proper disability awareness.

Indicators and Actual Values Achieved

Almost all the indicators of Project Purpose have been achieved as shown below.

Target 1

In total 220 PWDs are employed with Job Coach Service Programme.

Achievement 1

Target has been achieved.

Four hundred thirty one PWDs were employed with Job Coach Service Programme by 30th July 2015. Although there are substantial differences in terms of numbers of PWDs employed with JCSP among the zones (region) (Refer to 2.2.1, Achievement 1.1.3.), nationwide outputs contributed to the accumulated number.

Particular attention shall be paid here to the fact that a number of PWDs were employed with Job Coach support besides the number shown above. Among such cases are Job Coach support provided by in-house Job Coach of private companies and governmental agencies / institutions.

(1) Outcome of Job Coach Support Provided by In-house Job Coaches of Private Companies

The Project identified 358 PWDs were employed in 25 private companies with Job Coach support of in-house Job Coach during the period of the Project (Refer to Note 1 of Attachment 2).

(2) Outcome of Job Coach Support Provided by Job Coaches of Governmental Agencies / Institutions.

The project identified 77 PWDs employed with Job Coach support provided by governmental agencies / institutions excluding SOCSO and JobsMalaysia in 2014 alone (Refer to Note 2 of Attachment 2).¹⁹

SOCSCO carries out Return to Work programme to those who became disabled because of industrial accident with individual case management that includes Job Coaching approaches. Seven case managers and placement officers of SOCSCO are trained to be Job Coach trainers in this project. The elements of Supported Employment and Job Coaching process are assimilated in the SOCSCO Return to Work training programme to equip all case managers and job placement officers to support Return to Work clients into employment. SOCSCO support about 3,200 new cases into employment each year.

Furthermore, JobsMalaysia, a network of nationwide public job placement services under the Department of Labour (hereinafter “DOL”) provides job placement support for PWDs. The number of PWDs employed through job placement services of JobsMalaysia are 2,618 from 2012 to June 2015. Although full Job Coach support processes were not frequently practiced by officers of JobsMalaysia, knowledge and skills of Job Coach support have generate effective services in many cases.

Target 2

Thirty organisations utilise Job Coach Service programme.

Achievement 2

Target has been achieved with big margin.

Ninety five organisations, which consist of 79 CBR and 16 NGO, utilised Job Coach Service Programme by 30th July 2015.

The number of organisations that utilised JCSP exceeded the target. The number of CBRs which utilised

¹⁹ These governmental agencies / institutions include Pusat Latihan Perindustrian dan Pemulihan (Vocational training centre for PWDs, DSW); Komplek Pemulihan Kimanis Sabah (Vocational workshop for PWDs, Sabah DSW); Bengkel Daya Sungai Petani (Vocational workshop for PWDs, Kedah DSW); Taman Sinar Harapan (Residential workshops and Sheltered workshops, DSW; and Johor Family Development Foundation.

JCSP is increasing especially in the rural areas. Spreading of JCSP among CBRs of rural areas is the major reason why the number of organisations which utilise JCSP exceeded the target with big margin.

Target 3

At least RM 200,000.00 is allocated annually for Job Coach Programme.

Achievement 3

Target has been nearly achieved.

RM150,000 was allocated for Job Coach Programme in budget 2013 and the same amount is allocated in 2014 and 2015 (Refer to 2.1.2 (3)). Target amount of RM200,000 has not been allocated so far mainly because expenditure for JCSP and Job Coach training courses has been fully covered within the allocated amount. DDPWDs has decided, however, to request for New Policy from the Ministry of Finance for more than RM 200,000 for Job Coach Programme nationwide for 2016 onwards. This is the positive effort of DDPWDs to secure sufficient budget to enable sustainable development of Job Coach programme in response to the change of circumstances after the completion of the Project.

Target 4

Institutional status of JCNM in terms of Job Coach Programme is clarified/confirmed (with proper resource inputs).

Achievement 4

Target has been achieved

The status of JCNM as part of Job Coach Programme under the DSW was determined as a network of Job Coaches and Job Coach trainers including both governmental and non-governmental members. Status of JCNM under DSW was confirmed among core members of JCNM at the inaugural official formation of JCNM held on 16th June 2015.

Target 5

Fifteen organisations hold DET as disability awareness programme by their own fund.

Achievement 5

Target has been achieved.

Twenty one Malaysian organisations, agencies and institutions organised DET as disability awareness programme with their own fund²⁰ (Refer to Table 2.11 and note 3 of Attachment 2). They include governmental agencies, private companies and universities, etc.

Table 2.11: Organisations which Organised DET by Their Own Fund

No.	Organisations
1.	Department of Social Welfare
2.	Department of Labour
3.	Social Security Organisation
4.	Ministry of Transport
5.	Ministry of Health
6.	Central Bank of Malaysia

²⁰ Besides, 19 overseas organisations* were identified as hold DET which was facilitated by DET Trainers trained by the Project including former phases of projects. (*China(1), Laos(1), Myanmar(4), Pakistan(1), Philippines(1), Rwanda(2), Thailand(4), Uzbekistan(1), Vietnam(4): Including foreign donors, but excluding JICA)

7.	Kompleks Pemulihan OKU Kimanis Sabah
8.	Universiti Kebangsaan Malaysia(UKM)
9.	Universiti Malaya Medical Centre
10.	Universiti Sarawak
11.	Universiti Malaya Sabah
12.	Universiti Tunku Abdul Rahman(UTAR)
13.	AirAsia Bhd Malaysia
14.	Mydin Mohamed Holdings Bhd
15.	Sime Darby Group
16.	InterContinental Hotel
17.	Alliantz Malaysia
18.	Golden Land Expo
19.	AEON Co. Ltd.
20.	Malaysian Advocates for Cerebral Palsy
21.	Sabah Cheshire Home

Target 6

Five information dissemination activities on Job Coach and DET (through study visits, presentation in international seminar and conferences, publications, etc.)

Achievement 6

Target has been achieved.

Fifteen information dissemination activities on Job Coach and DET were done (Refer to note 4 of Attachment 2).

- Eight information dissemination activities on Job Coach.
- Seven information dissemination activities on DET.

2.3 Others

2.3.1 Activities and Outcomes in regard to the Recommendations of the Mid-term Review

Ministry of Women, Family and Community Development and the Japanese Mid-term Review Team agreed on a series of issues and signed on the Minutes of Meeting on 20th December 2013. The document contains Recommendations to the Project with a list of the Project activities to be conducted, as well as Recommendation to MWFCDD.

The document was comprehensive guideline to the operation of the Projects during the latter half of the Project period. The Project has implemented the following activities based on the Recommendation.

(Refer to Attachment 6: Activities and Outcomes in regard to “the List of the Project activities to be conducted” of the Mid-term Review.)

(1) Enhancing Job Coach Service Programme

Recommendation

Many Job Coaches face difficulties on implementing JCSP. Following aspects should be developed further in order to improve JCSP more practical and user-friendly:

- Development of a detailed regulation
- Modification of JCSP in line with opinions of stakeholders
- Technical support programme for Job Coach by JCNM

Activities of the Project

The Project held a series of Follow-up Workshops in every state and identified the common challenges of JCSP. Based on the analysis, the Project drafted Guideline and FAQ of JCSP (July 2014). The Project held a workshop of State PWD coordinators twice (September 2014 and February 2015). In the first workshop, UJC briefed Guideline and FAQ of JCSP as well as JCSP indicator and Minister's KPI with specified target for each state. Each state made their own Action Plan to achieve the target by December 2014. In the second workshop, every state reported achievement and activities respectively and made Action Plan for 2015. Through these activities, JCSP was disseminated steadily each state and activities began to proceed in each state.

The Project also implemented Johor pilot on-the-spot support programme in cooperation with Yayasan Pembangunan Keluarga (Family Development Fund) of Johor (July 2014) and encourage to organise on-the-spot programme in each state in cooperation with both pioneering Job Coach service providers and companies.

(2) Accelerate Implementation of Job Coach Service Programme

Recommendation

Identify partner companies and NGOs and accumulate and share experiences of employment with Job Coach Programme.

Activities of the Project

Model companies and Model NGOs/CBRs are identified in every state.

(3) Document Experience of the Practices of Job Coach

Recommendation

Both Job Coaches and the private sector have been creating their own know-how based on the experience. These should be documented, accumulate and shared among stakeholders.

Activities of the Project were as follows:

Seventeen video clips were compiled for disseminating to Job Coaches.

(4) Enhance Monitoring System of Both Job Coach and Disability Equality Training (DET)

Recommendation

Develop a system of M&E on the implementation of Job Coach Programme and DET. This may include development of terms of reference of Unit Job Coach.

Activities of the Project were as follows:

M&E on the implementation of Job Coach Programme and DET was included in terms of reference of UJC. UJC is prepared to develop a system of regular M&E on the implementation of Job Coach Programme and DET based on regular report system.

(5) List of the Project Activities to be Conducted and Actual Results

Recommendation

“List of the Project activities to be conducted” was annexed to MM of the Mid-term Review. Major activities of the Project recommended in the “List of the Project activities to be conducted” are as shown in Attachment 6.

Output 1.1: Job Coach

All activities recommended were addressed by the Project as mentioned above and in the Attachment.

Output 1.2: Human Resource Development

Module of TOT of Job Coach was developed and revision reflecting the analysis of the first TOT (August 2014) was completed as recommended.

Recommended Support system to new Job Coaches by Trainers and Senior Trainers of JC was not established as system yet. The Project considers that two-way approach, that is local based technical support programme and nationwide advisory function of JCNM shall be developed through establishing JCNM’s role and activities under the coordination of UJC.

Output 1.3: Unit Job Coach

Guideline and Q&A on JCSP was documented and disseminated to every State DSW as recommended.

Output 2: DET

The Project requested reports of DET implementation to every DET Facilitators as recommended. This survey shall be part of Monitoring system based on regular reports.

DET providers meeting was held as recommended. CDD’s role was confirmed on that meeting and the policy to hold regular meeting was approved.

Output 3: Regional Activities

DET Forum Malaysia took initiative in holding the DET TOT (Jan-Feb 2015) based on Detailed PO as recommended.

Preparation for the Asia Pacific Supported Employment and Job Coach Seminar (4-7 May 2015) was held systematically as recommended with working committee established with full involvement of every sections of DSW.

2.3.2 Malaysian Technical Cooperation Programme (MTCP) / Third Country Training Programme (TCTP)

Based on the Outcome 3 of the Project, DSW decided to proceed on doing necessary preparation to establish and implement training on Job Coach for regional countries. DSW, Social Institute of Malaysia (Institut Sosial Malaysia (hereinafter “ISM”)) and JICA agreed on that policy decision.

Table 2.12: Basic Timeline of TCTP

Activity	Due Date	Actual Result
Proposal is approved at DSW Director meeting	End of February 2015	13 March 2015
DSW makes concrete proposal for the training in 2016	Mid of April 2015	Mid of May 2015
ISM submit its proposal to register as training Institute to MOFA	Mid of April 2015	5 June 2015
MOFA approved ISM to be registered TI	End of July 2015	In Progress
ISM submit proposal of the course to MOFA	End of July 2015	Mid of May

Mofa submit TCTP Proposal to Embassy of Japan and JICA	End of August 2015	In Progress
Kick-off meeting for the first course	February 2016	In Progress
The first course	Mid to End of 2016	In Progress

This programme aims to disseminate the outcome of the Project to regional countries, and also to strengthen Malaysian programme including its human resources. JICA has clearly expressed to MWFCDD its commitment to support DSW-ISM initiative within the scheme of Third Country Training Programme (TCTP).

It is important for CDD and ISM to make sure and witness the necessary procedure to be done smoothly according to the fixed time line. Basic time line is as shown above (Refer to Attachment 7: Timeline (2015-2016) for full timeline.).

2.3.3 Other Outcomes which were not Directly Indicated in PDM

The followings are other outcomes of the Project which were not directly indicated in PDM.

(1) A Number of PWDs were Employed as a Result of Private Companies' Initiative with Job Coach Support of In-house Job Coach (Refer to 2.2.2 Achievement 1 and 3.1.4 Impact (1))

As a result of positive responses, a number of private companies trained in-house Job Coaches and made efforts to employ PWDs by their own initiative. In-house Job Coaches play important role to promote employment and keep retention of PWDs. The Project identified that 25 companies among 30 companies which had trained one or more Job Coaches employed 358 PWDs in total during the period of the Project (Refer to Note 1 of Attachment 2).

(2) A number of PWD were employed with Job Coach support of governmental agencies and institutions (Refer to 2.2.2 Achievement 1)

As a result of Job Coach Programme, a number of governmental agencies and institutions such as SOCSO, workshops, hospital and JobsMalaysia provided Job Coach support which resulted employment of PWDs.

(3) Awareness on Employment of PWDs was Created in the Government Sector

Furthermore, awareness raising activities of the Project created positive effect to promote employment of PWDs within government sector. The project organised Supported Employment and Job Coach seminar for Government HR officers (27 February 2014, 120 participants from 41 governmental agencies attended). Public Service Department is aware of importance of the issue and organised Job Coach training course for government organisation.

(4) Stimulate Networking (Refer to 3.1.4 Impact)

Through Job Coach Programme, considerable number of Job Coaches were trained in government sector, private companies and NGOs. In the governmental sector, different agencies involved include DSW, DOL, SOCSO, MOH and MOE. Through the process of continuous Job Coach training, cooperation through Job Coach training and existence of Job Coaches in these sectors enhance the basis of effective partnership among stakeholders in different sectors and agencies. These multi-sectorial people concerned have recently highlighted the necessity of employment transition as a matter of practice and policy, a national agenda to be considered.

3. RESULTS OF JOINT REVIEW

3.1 Results of Review based on Evaluation Criteria of Organisation for Economic Cooperation and Development (OECD)'s Development Assistance Committee (DAC)

3.1.1 Relevance

The Project is regarded as highly relevant because of the following reasons.

This project started based on a conclusion that the project was highly relevant because it ensured consistency with policy framework and development needs of Malaysian government²¹, while securing consistency with cooperation policy of Japanese government. Such situation has not changed but has been verified much clearer.

(1) Consistency with Policy of Malaysian Government

11th Malaysian Plan (2016-2020) was made public on 21 May 2015. Job Coach Programme was specified in the Plan. According to the Plan, more programmes will be implemented to empower productive PWD. More accessibility to basic education and skills training will be provided, including entrepreneurship, to build relevant skills among PWD such that they are employable by the private sector and the government, in line with the target to employ at least 1% PWD among civil servants.

The Action Plan of PWDs 2015-2022 is on its final stage of deliberation. This plan is arranged in line with Incheon strategy. Job Coach and DET is stated clearly in the final draft of the plan (Refer to Attachment 8).

(2) Consistency with Development Needs

The Project found that Job Coach and DET programme is consistent with needs of people who are involved in employment of PWDs such as PWDs, private companies, NGOs and other multi-sectorial agencies.

(3) Appropriateness of Project Design and Approach

Appropriateness of Project Design and approach with the two pillars of Job Coach and DET has been confirmed through the progress and outcome of the Project.

(4) Consistency with Japanese Policy on International Cooperation, especially Basic Cooperation Policy with Malaysia.

At “Country Assistance Policy for Malaysia (2012)”, Government of Japan emphasised the importance of protection of the social vulnerable including PWDs.

²¹ At the ex-ante evaluation, reference material such as the 10th Malaysian Plan (2011-2015) and Action Plan of PWDs 2007-2012 was mainly taken into account. In the 10th Malaysian Plan, one of 6 areas of key targets was “an improvement of living standard for low-income families”. Ministry of Women, Family and Community development was the responsible agency on that key target.

Persons with Disability Act 2008 came into force with “Policy on PWDs” promulgated together. As part of efforts to establish and consolidate comprehensive measures to enhance rights and wellbeing of PWDs, Action Plan of PWDs 2007-2012 was made public as a 5-year plan to make sure implementation of detailed and integrated measures to materialise effective enforcement of newly introduced legislation. Job Coach and Disability awareness was a part of this plan.

3.1.2 Effectiveness

Project Purpose has been mostly achieved and the Project was regarded fairly effective. The reason is as follows:

- According to the actual results shown in item 2.2.2, almost all the Targets of Project purpose has been achieved.
- This result is regarded as consequences of whole achievement of Outcomes (refer 2.2.1), which are also regarded as consequences of Activities (Inputs) of the Project.
- The fact that almost all the Target of Project purpose has been achieved, and no other irregular factor which contradicts the logical consequences above mentioned was observed throughout the process of the Project operation, indicates conclusion that Project Purpose has been mostly achieved and the Project was regarded fairly effective.

There are, however, some Targets of Outcomes which were not achieved fully or not accumulated enough experiences during the period of the Project. Analysis based on these facts is regarded important lessons to achieve overall goal for the future. These are the following:

(1) Monitoring and Evaluation

Action Plan, Report and Monitoring has begun. A step further is needed to secure M & E system which is incorporated in Annual Plan of UJC as an established system of DSW

(2) Uneven Achievement in terms of the Number of PWDs Employed with JCSP.

There are recognisable differences among each state in achievement of JCSP implementation. Among 6 zones, the target has been achieved in 4 zones (Central, South, East and North) by 16th June 2015. The target, however, has not been achieved in another 2 zones (Sarawak and Sabah)

(3) Model Companies and Model NGOs/CBRs

More than 3 Model Companies and 3 Model NGOs/CBRs are identified in all zones. As next step, much effort is to be done to make sure this approach is practiced through M & E system of UJC.

(4) The Management of JCNM by UJC

Although the outcomes specified in target Indicators were achieved, UJC has not had enough time to gain practical experiences of smooth and effective operation of JCNM during the period of the Project.

Role and activities of JCNM need to be established through practical experiences of UJC and JCNM with consultation mechanism among key stakeholders of Job Coach Programme (including regular JCNM meeting twice a year) established.

3.1.3 Efficiency

The Project has been implemented highly efficiently. The reason is as follows:

Activities of Project were implemented within the planned period and planned budget. To ensure efficient implementation of the Project, the Project adopted the following approach.

- (1) The Project focused on training of Trainers and Senior Trainers of Job Coach and DET, while role of the Project in Job Coach courses and DET is limited to support its effective implementation with its

expenses covered by organisers.²²

- (2) The Project strategised nationwide development of Job Coach Service Programme by targeting CBRs and NGOs of each state. CBR has provided services for PWDs in their own community since 1984. Although Economic Empowerment Programme was important part of CBR programme, many CBR confronted difficulties to provide employment support in its programme. Through the process of nationwide implementation of JCSP, CBRs are beginning to realise more inclusion and participation of PWDs in terms of employment with Job Coach support. Since there are 508 CBRs nationwide, the fact that employment support became one of the important pillar of activities of CBR, has significant meaning from the viewpoint of efficiency on Job Coach programme.
- (3) The Project adopted Public Private Partnership (Smart Partnership)²³ approach having in view on establishing effective collaboration between governmental agencies (Eg: DOL, SOCSO, MOH and MOE), private companies, NGOs/CBRs and other relevant organisations. The Project has been doing its operation based on this strategic approach.

3.1.4 Impact

Some significant positive impacts have emerged and developed as shown below. These positive impacts have favourable effects on the higher purpose in the logical framework of the Project, Project Purpose and Overall Goal. It is, therefore important to make the best use of these positive impacts strategically to achieve the Overall Goal of the Project for the future.

(1) Positive Responses from Private Companies

The number of PWDs who are employed with support of Job coach has been increased. Accompanied with DET, Job Coach Programme has brought awareness and interest in employment of PWDs among a number of companies. 30 private companies have trained a total of 300 in-house Job Coaches and the number continues to increase. They make effort to employ PWDs by their own initiative without application of Job Coach Service allowance. Moreover, some companies make use of DET in conjunction with Job Coach training as part of HR strategy to share company policy drive of employing PWDs among managers and co-workers, with proper awareness and understanding of disabled persons. Some companies took their own initiative to implement Job Coach training for their staff. DET was also developed as Disability Awareness Programme by some companies. The Project identifies 6 companies utilized DET and employed 125 PWDs in total (Refer to Note 1 and Note 9 of Attachment 2).

(2) Strengthen Networking of Key Stakeholders

The Project has widened the network with relevant governmental organisations such as Ministry of Human Resources which includes DOL and SOCSO, MOH and MOE. Among these governmental organisations, SOCSO promotes Return to Work programme by incorporating Job Coach approach.

Throughout this Project, collaboration with DOL was strengthened. DOL started to implement Job

²² This way is called as “cascade method of training” in contrast to “cluster method of training”. The Project adopted this methodology as both efficient and suitable for Malaysian situation.

²³ In accordance with the general usage of the word in Malaysia, hereinafter use the word of “smart partnership” in the meaning of “public private partnership”.

Coach introductory courses for private sector and officers of DOL including Job placement officers of JobsMalaysia.

Furthermore, MOH started to engage in employment support programme through its hospitals and institutions. A DET and Job Coach course for medical practitioners and officers were held. Kelantan was nominated as model state with employment support programme based at Psycho-Social Rehabilitation Centre explored in collaboration with Hospital Permai that is leading supported employment programme.

Smart partnership with NGOs is progressing steadily. Through the progress of nationwide implementation of JCSP, collaboration at local level was initiated.²⁴

(3) Regional Expansion of Job Coach Training

Job Coach Programme of the Project raised keen interest among some regional countries such as China and Jordan and brought a number of outcomes including translation of Job Coach Handbook into Chinese and Arabic. Supported Employment and Job Coach seminars and Job Coach training courses were conducted in these countries by Malaysian Job Coach trainers. Some other countries such as Myanmar and Singapore showed keen interest to learn Supported Employment and Job Coaching from Malaysia. Myanmar currently translating Job Coach Handbook into Burmese version and has invited Malaysian trainers to conduct Job Coach training in Myanmar in September 2015.

(4) Create Recognition and Assessment to Strengthen Employment Transition Programme

As part of results that Job Coach Programme was recognised among influential people both from government and grass-roots, necessity of creating employment transition as national programme became an important agenda of deliberation. The need for a National Employment Transition Programme is currently in the process of assessment as part of transformation programme initiated by Performance Management Delivery Unit (PEMANDU) of the Prime Minister's Department.

3.1.5 Sustainability

Sustainability is expected as high. The reason is as follows:

Experiences of other similar JICA projects showed us a lesson that both resources and system are required to ensure sustainability of a certain programme. Resources include elements that are essential such as human resources, knowledge, financial resources (budget) and organisational resources and network. A system is established when there is an institutionalised form of policy and enforcement such as legislation, policy, action plan, programme and services, etc. The basic components of resources and system for ensuring sustainability are in place.

Much effort is needed however to accumulate practical experiences to synergise these resources and system effectively to achieve the overall outcome by operating the programme as a whole under the initiative of MWFCDD with smart partnership among key stakeholders and sufficient allocation of budget and managed by an organisational structure.

Current Situation of Resources and System are as follows:

²⁴ Some State DSWs identified leading local NGOs as Model NGOs and started consultation on concrete collaborative activities including support programme for new Job Coaches. Other State DSWs also began consultation with local NGOs to provide exposure and support for new Job Coaches of CBRs and NGOs.

(1) Current Situation – Resources

- Human Resources

Condition of sustainability from the viewpoint of human resources has been basically secured. Both Job Coach and DET have qualified Trainers and Senior Trainers trained. Training of Trainers and Senior Trainers, and basic modules for these trainings are established.

- Financial Resources

RM 150,000 was allocated for Job Coach Programme in budget 2013 and the same amount is allocated in 2014 and 2015 (Refer to 2.1.2 (2) Table2.2 and its explanation) Target amount of RM 200,000 has not been allocated so far mainly because expenditure for JCSP and Job Coach training courses has been fully covered within the allocated amount. DDPWDs has decided, however, to request for New Policy from the Ministry of Finance for more than RM 200,000 for Job Coach Programme nationwide for 2016 onwards. This is the positive effort of DDPWDs to secure sufficient budget to enable sustainable development of Job Coach programme in response to the change of circumstances after the completion of the Project.

(2) Current Situation – System

Basic framework of system in terms of legislation, policy, action plan and programme was established.

- Persons with Disabilities Act 2008
- National Policy on Persons with Disabilities
- National Action Plan on Persons with Disabilities
- Job Coach Service Programme including allowance system for Job Coaches inaugurated in March 2012.
- 11th Malaysia Plan (2016-2020)

3.2 Key Factors Affecting Implementation and Outcomes

Through the experiences of the Project, the following factors have been recognised as important factors affecting Implementation and Outcomes of the Project. These factors brought either positive effects or negative effects according to the actual progress of the Project.

(1) Progress Management of the Project based on PO

In some Outputs such as JCSP, progress management of the Project was not effective enough accompanied with concrete and practical Plan of Operation. It is regarded as one of a negative factor which delayed the achievement of some indicators of Output.

(2) Operational Management of DSW

Decision making and implementation of planned programme was sometimes delayed. Some elements related to Business management of DSW are regarded as one of negative factors. These elements include distribution of appropriate workload among officers in charge, efficient decision making process with proper information sharing.

(3) Effective Communication between DSW HQ and State DSW

Successful nationwide implementation of JCSP requires effective two-way communication between DSW HQ and State DSW. In the former part of the Project, insufficient communication was one of the

negative factors. In the latter part of the Project, a series of activities to enhance two-way communication were done, which turned to be a positive factor.

(4) Smart Partnership

Through the process of the Project, activities based on Smart Partnership with JCNM, DET Forum, private companies, NGOs and governmental agencies became a positive factor.

3.3 Evaluation on the Results of the Project Risk Management

Not applicable.

3.4 Lessons Learnt: Suggestions & Recommendations for Related Projects

We have learnt 4 main lessons which can be adopted by disability related projects in Malaysia and other countries.

3.4.1 Importance of Rights and Participation based Approach (Social Model of Disability) in PWDs related Project

Core principle of the Project is Rights and Participation based approach (Social Model of Disability) similar to the previous phases of Project. It identifies the core meaning of disability as restriction of participation which is created by various barriers in society. This principle and methodology of the Project is inseparably connected. By understanding the meaning of social participation of PWDs, people can be an agent of supporting social participation of PWDs. This principle therefore needs to be recognized and applied in disability related projects and programmes as long as they aim to realise equality and social participation of PWDs.

3.4.2 Effectiveness of Job Coach and DET Programme as Awareness Raising Method

Training of Job Coaches in conjunction with DET sessions created remarkable positive responses with proper Disability awareness among various sectors including private sector and multi-sectorial governmental agencies. This fact testifies effectiveness of Job Coach and DET programme as methodology of awareness raising among society especially in key target area. This methodology is therefore regarded applicable in related projects which aim to realise social participation of PWDs in terms of employment.

3.4.3 Importance of Smart Partnership and Networking

Through the development of the Project, the importance of Smart Partnership and networking in the field of employment support was clearly recognized among representatives of stakeholders involved. As there are many stakeholders belonging to different field of organisations in the process of employment support, Smart Partnership and networking is an essential requirement for the successful achievement of the target. Lessons applicable in related projects are two. Firstly to implement Job Coach training and DET sessions in target areas of partnership and networking is an effective methodology for employment support program as a whole. Secondly, to strengthen employment support programme, especially Employment Transition Programme with involvement of relevant governmental agencies concerned may have potential to strengthen human resources and effective networking in community level and make Supported Employment more effective.

3.4.4 Importance of Capacity Development of Governmental Administration to make PWDs

Programme Progress as a Whole

The Project was involved in the programme in which the role of main governmental agency is essential. Project Output includes Capacity Development of Governmental administration. The Project learned simple lesson that the very important part of the Project was to bring out the active initiative of counterpart personnel. For that purpose, the Project made an effort to share key information among core member of the Project through meetings regularly and when necessary. Through these process, to share challenges and necessary actions to achieve Project Purpose was a routine operation of the Project. Importance of Capacity Development of Governmental administration is, therefore another lesson applicable in related projects.

4. FOR THE ACHIEVEMENT OF OVERALL GOALS AFTER THE PROJECT COMPLETION

4.1 Prospects to Achieve Overall Goal

Considering the achievement of the Project, Malaysia is already equipped with sufficient resources and system to achieve the Overall Goal as a result of Joint Review. It is important to implement 3 years Plan of Operation which reflects the result of Joint Review, and is incorporated in this Report (Refer to 4.2 below and Attachment 9).

4.2 Plan of Operation and Implementation Structure of the Malaysian Side to Achieve Overall Goal

4.2.1 Plan of Operation

Based on this Report as a result of Joint Review between MWFC and JICA, MWFC has drafted and decided Post Project Action Plan (2016-2018). Framework of the proposed action is as follows. Plan of Operation is attached as Attachment 9.

4.2.2 Framework of Action Plan

(1) Overall Goal

Social participation of PWDs in terms of employment is increased and improved.

(2) Objectively Verifiable Indicators

- 150 PWDs are employed with Job Coach Service programme annually.
- 50 per cent of Job Coach users retain in employment after 6 months.
- 120 new Job Coaches are trained annually.
- Number of companies which applies Job Coach Service programme increase 10% annually.

(3) Output and Activities

Output 1. Job Coach Programme

Output 1.1

Job Coach Service Programme

- Annual Action Plan
- Monitoring & Evaluation.
- Revision of JCSP guideline

Output 1.2

Human Resource Development on Job Coach

- Implement Job Coach regular courses annually
- Implement Training of Trainers (TOT) course once every two years
- Revise Module of Job Coach course and TOT regularly

Output 1.3

Unit Job Coach

- Keep regular consultation with JCNM
- Enhance networking of stakeholders

Output 2. DET

- Conduct DET annually.
- Implement TOT of DET.
- Enhance networking among DET providers.

Output 3. Regional Activities

- Implement regional training course of Job Coach training through MTCP/TCTP.
- Implement regional DET TOT.

4.2.3 Implementation Structure

As for Implementation Structure of the Programme, it is considered appropriate to succeed the structure of the Project.

4.3 Recommendations for Agencies Concerned

The Joint Review team proposes the following recommendations based on the results of Joint Review. Following recommendations are made to ensure the success of Malaysian programme after the completion of the Project.

4.3.1 Recommendations for Ministry of Women, Family and Community Development

(1) Secure Budget for the Post Project Programmes

MWFCD is recommended to secure sufficient budget from 2016 onwards to ensure sustainable implementation of the programme. The budget includes Job Coach Programme including allowance of JCSP, Human Resource Development and activities related to JCNM, DET and training programme of Job Coach for regional countries.

(2) Implement Training of Job Coach for Regional Countries

MWFCD is recommended to ensure proper procedure to implement training programme of Job Coach for regional countries as TCTP.

4.3.2 Recommendations for Department of Social Welfare Malaysia

(1) Develop Monitoring & Evaluation System of both Job Coach and DET

DSW is recommended to establish and develop M&E system of both Job Coach and DET. M&E should be integrated into the annual administrative process of UJC systematically. M & E system should be operated in continuous cycle of PDCA (Plan, Do, Check, Action) process. Regular report system should be ensured, and grasp the facts, analyse and identify major challenges to be addressed, then take necessary measures and actions. M&E system should be also integrated into Progress management up to Ex-post Evaluation.

(2) Prepare for Smooth Implementation of Third Country Training Programme as Planning Section

DSW is recommended to keep close cooperation with ISM and provide substantial advice needed to secure smooth implementation of TCTP.

(3) Enhance Operational Bases of Job Coach Network Malaysia

DSW is recommended to gain much experience to make best use of JCNM based on the approved role and activities of JCNM such as regular report on data of employed PWDs and involvement in Job Coach

training courses and regular revision of Module and other material for Job Coach training courses and TOT of Job Coach. To ensure it, UJC should develop effective consultation mechanism between core members of JCNM.

(4) Develop Support Programme for New Job Coaches

DSW is recommended to develop follow-up programme for inexperienced Job Coaches to make sure they can provide Job Coach support to PWDs with confidence in real circumstances. DSW should take note the following:

- to share good practices among every State DSW.
- to indicate guideline of support programme for new Job Coaches.
- to consider to introduce incentive measures for organisations and persons who provide support programme to new Job Coaches.
- to build cooperation with Model NGOs/CBRs and Model Companies with proper guidelines

(5) Improve Job Coach Service Programme Based on Operational

Experience and Users' Opinions

DSW is recommended to improve JCSP by considering the opinions of stakeholders.

(6) Submit Annual Implementation Reports to JICA During Three Years Period up to Ex-post Evaluation

DSW is recommended to submit annual implementation reports to JICA for effective consultation during three years period up to Ex-post evaluation.

4.3.3 Recommendation for Japan International Cooperation Agency (JICA)

(1) Support Training Programme of Job Coach and DET for Regional Countries

JICA is recommended to support MWFC and DSW, when necessary, in substantial and technical matters needed for establishing and implementing training programme of Job Coach for regional countries within the scheme of TCTP, and other opportunities on DET.

(2) Keep Communication with Malaysian Counterpart

JICA is recommended to keep in touch with Malaysian counterpart and share relevant information for the sake of Malaysian activities based on PO and its monitoring process from the end of the Project to Ex-post evaluation. DSW will submit an annual implementation report during the 3-year period, based on the PO. JICA will evaluate and comment on each annual report submitted.

(3) Consider Possibility to Implement Follow-up Cooperation Programme

JICA is recommended to consider possibility to provide effective technical assistance as Follow-up cooperation programme when it regarded relevant. When Malaysian counterpart request JICA to provide technical assistance in some form, which is regarded highly required, JICA should make consultation with Malaysian counterpart in good faith and examine seriously about the possibility of implementing appropriate form of follow-up activities.

(4) Monitor the progress of Plan of Operation up to Ex-post Evaluation

JICA is recommended to monitor the progress of Plan of Operation up to Ex-post evaluation by making relevant comments on the annual progress report through the regular consultation with Malaysian counterpart.

4.3.4 Recommendation for JCNM

(1) Conduct Activities based on Terms of Reference for Members of JCNM

JCNM is recommended to conduct the following activities based on the agreement with DSW.

- Report data of employed PWDs regularly
- Take part in practical aspect of implementing Job Coach Training courses.
- Take part in regular revision of Module and other material for Job Coach training courses and TOT of Job Coach based on accumulated lessons learnt by Job Coach trainers.

(2) Serve as Technical Advisor in Support Programme for New Job Coaches

Members of JCNM is recommended to serve as technical advisors for activities of Model NGOs/CBRs and Model companies in consultation with State DSW

4.3.5 Recommendation for Institute of Social Malaysia (ISM)

(1) Prepare for Smooth Implementation of TCTP as Training Institute

ISM is recommended to prepare steadily, as Training Institute, in cooperation with DSW for smooth implementation of training programme of Job Coach for regional countries as TCTP in cooperation with agencies concerned.

4.4 Monitoring Plan from the end of the Project to Ex-post Evaluation

Monitoring Plan was included in above-mentioned Plan of Operation. (See Attachment 9)

Attachments

Attachment1

Plan of Operation and Actual Activities

Project to Support Participation of Persons with Disabilities Phase 2

			2012				2013												2014												2015									
Objectives & Activities			P/A	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	Note
1	1. Job Coach programme is developed and implemented in sustainable manner.																																							
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner																																							
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).*	P																																						
		A																																						
	Development of partnership with both pioneering employers and Job Coach service providers	P																																						
	Monitor the progress of the service provision and retention of employment	A																																						
		P																																						
		A																																						
	Publicity on Job Coach Service programme for employers and client (PWDs and NGOs/CBR)	P																																						
		A																																						
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.																																							
	Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies	P																																						
		A																																						
	Training of Trainers (TOT) of Job Coach	P																																						
		A																																						
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	P																																						
		A																																						
	Module Development of local Training of Trainers of Job Coach	P																																						
		A																																						
1.3.	Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme.																																							
	Enhancement of Unit Job Coach as coordinating body on Job Coach programme	P																																						
		A																																						
	Confirm the status of Unit Job Coach	P																																						
		A																																						
	Develop the organisation structure and mechanism of Unit Job Coach	P																																						
		A																																						
	Confirm the status of JCNM	P																																						
		A																																						
	Develop networking and advisory activities of JCNM	P																																						
		A																																						
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.																																							
	Implementation of DET for employers and other organisations	P																																						
		A																																						
	Training of senior DET trainers	P																																						
		A																																						
	Training of DET trainers	P																																						
		A																																						
	Enhancement of DET providing bodies	P																																						
		A																																						
3.	Lessons learned on Job Coach and DET are shared in region by various means.																																							
	Regional training course of DET trainers	P																																						
		A																																						
	(Regional seminar on Supported Employment and Job Coach)	P																														</								

P: Plan A: Actual

TOT: Training of Trainers

FU: Follow up

DET: Disability Equality Training

JCNM: Job Coach Network Malaysia

*: (Process: DET & Seminar on Job Coach for employers and potential Job Coach service providers → Job Coach Basic Training Course (5-day) → Job Coach service programme implementation → Monitoring/Evaluation)

**TOT(2): DET TOT in Jordan & Uzbekistan (includes senior Trainer training of Malaysian trainer: costs are borne by the JICA projects in these countries)

Attachment 2: List of the Project progress

Objectively Verifiable Indicators	Actual results by the Project Completion Report
<p>Overall Goal 150 PWDs are employed with Job Coach Service programme annually.</p> <p>50 per cent of Job Coach users retain in employment after 6 months.</p> <p>120 new job coaches are trained annually.</p> <p>Number of companies which applies Job Coach Service programme increase 10% annually</p>	<p>(reference data (results during current project)) 7 PWDs were employed with Job Coach Service programme in 2012(from September to December)(Besides,12 PWDs were employed with Job Coach Service programme during phase1 Project (between March to August 2012)) 94 PWDs were employed with Job Coach Service programme in 2013. 260 PWDs were employed with Job Coach Service programme in 2014. 76 PWDs were employed with Job Coach Service programme by 30th July 2015.</p> <p>(reference data (results during current project)) 6 months retention rate is 99.0% according to the follow-up survey for NGO/CBR (sample number is 96).</p> <p>(reference data (results during current project)) 591 Job Coaches were trained in 2013. 271 Job Coaches were trained in 2014. 273 Job Coaches were trained by 30th July in 2015.</p> <p>(reference data (results during current project)) 5 companies applied Job Coach Service programme in 2012.(from September to December 2012) 44 companies applied Job Coach Service programme in 2013. 163 companies applied Job Coach Service programme in 2014. 56 companies applied Job Coach Service programme in 2015 (by 30th July in 2015).</p>
<p>Project Purpose In total 220 PWDs are employed with Job Coach Service programme.</p> <p>30 organisations utilise Job Coach Service programme.</p> <p>At least RM 200,000.00 is allocated annually for Job Coach programme.</p>	<p>437 PWDs were employed with Job Coach Service programme by 30th July 2015. Besides this number, - 358 PWDs were employed in 25 private companies with Job Coach support of in-house Job Coach during the period of the Project.<u>(*1)</u> -77 PWDs were employed with Job Coach support provided by 7 governmental agencies / institutions excluding SOCSCO and JobsMalaysia in 2014 alone. <u>(*2)</u></p> <p>95 organisation (79 CBR and 16 NGO utilised Job Coach Service programme by 30th July 2015.</p> <p>RM 150,000 was allocated for Job Coach programme in budget 2015 (as same as 2013 and 2014). DDPWDs is on the way to request more than RM 200,000 for Job Coach programme for 2016 to secure sufficient budget to enable sustainable development of Job Coach</p>

<p>Institutional status of JCNM in terms of Job Coach programme is clarified/confirmed (with proper resource inputs).</p> <p>15 organisations hold DET as disability awareness programme by their own fund.</p> <p>5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc)</p>	<p>programme after the completion of the Project.</p> <p>Institutional status of JCNM in terms of Job Coach programme was determined as non-registered network of Job Coaches and Job Coach trainers including both governmental and non-governmental members, and was confirmed among core members of JCNM and DSW at the initial meeting held on 16th June 2015.</p> <p>21 organisations were identified to hold DET as disability awareness programme by their own fund. <u>(*3)</u></p> <p>15 information dissemination activities on Job Coach and DET were done. <u>(*4)</u></p>
<p>Output</p> <p>1.1. A set of implementation programme of Job Coach are implemented at each 6 zone.</p> <p>3 partner companies and 3 NGOs are identified at each zone</p> <p>40 PWDs are employed with Job Coach Service programme at each zones (*30 PWDs each in Sabah and Sarawak) by the end of the Project period.</p>	<p>A set of implementation programme has been implemented in every 6 zone. (Among 4 steps of implementation programme, the first and the second step was completed by May 2013 (DET & Seminars on Job Coach were held in every 6 zone by March 2013. Job Coach basic training courses were held in every state by May 2013.). The third step, JCSP implementation was promoted in every zone through a series of follow-up activities (Follow-up Workshop, On-the spot Support programme and State Coordinators' workshop etc.). The fourth step, Monitoring/Evaluation was established with the system of Action Plan and Report requested to each state and monitored by DDPDWs based on Guideline of JCSP.</p> <p>More than 3 partner companies and 3 NGOs (Model companies and NGOs) has been identified at every 6 zone. 44 Model companies and 46 Model NGO/CBR are identified in total. <u>(*5)</u></p> <p>Among 6 zones, the target has been achieved in 4 zones by 30th July 2015 (Central, South, East and North) (209 PWDs were employed with Job Coach Service programme in Central zone, 80 PWDs in South zone, 68 PWDs in East zone and 43 PWDs in North zone). The target, however, has not been achieved in another 2 zones (Sarawak and Sabah) (24 PWDs in Sarawak, and 13 PWDs in Sabah). <u>(*6)</u></p>

<p>1.2. 200 new Job Coaches are trained.</p> <p>18 new Job Coach trainers are trained</p> <p>6 Senior trainer of Job Coach are trained</p> <p>6 courses are held as regular training course of Job Coach annually.</p> <p>1.3. Organisational structure of Unit Job Coach is established with adequate human resources</p> <p>Annual activities of Unit Job Coach are planned and implemented</p> <p>The role and activities of Unit Job Coach and JCNM are confirmed among key stakeholders.</p> <p>Consultation mechanism among key stakeholders of Job Coach programme is established under the initiative of Unit Job Coach</p> <p>2. 12 DET senior trainers and 42 DET trainers are trained.</p> <p>100 companies attend DET which organised by the Project.</p> <p>20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service programme within Project period.</p>	<p>1,239 people have been participated in Job Coach training by 30th July 2015.</p> <p>20 new Job Coach trainers were trained. (*7) Besides, another 6 new Job Coach trainers were completed TOT of Job Coach by 30th July 2015, and is expected to be officially certified as Job Coach trainers by December 2015.</p> <p>8 Senior trainers of Job Coach were trained. (*8)</p> <p>15 regular training courses of Job Coach were held in 2013. 5 regular training courses of Job Coach were held in 2014. 8 regular training courses of Job Coach were held by 30th July in 2015.</p> <p>Career Development Division (CDD) was set in DDPWDs of DSW HQ (effective from 1st February 2014) as an organisational unit which deals with all necessary function of Unit Job Coach (UJC). Organisational structure of UJC was formulated with documentation of necessary items including terms of reference, standard annual activities, and compiled as Guideline (July 2014). UJC's activities are implemented based on the Guideline.</p> <p>The role and activities of UJC and JCNM were officially approved by DSW.</p> <p>A proposal of policy and procedure concerning official formation of JCNM was approved and determined by DSW (March 2015). UJC held an inaugural meeting of JCNM to confirm role and activities of UJC and JCNM on 16th June 2015, with involvement of key stakeholders.</p> <p>DSW decided to hold regular JCNM meeting twice a year. UJC's proposal on regular meeting was approved by key stakeholders at the initial JCNM meeting. .</p> <p>4 TOT of DET Trainers, 4 DET Senior Trainers and 48 DET trainers were trained.</p> <p>43 companies attended DET sessions in DET & Job Coach seminars organised by the Project. Besides, another 254 companies were identified to attend DET facilitated by DET Trainers trained by the Project including former phases of projects, during the Project.(*9)</p> <p>19% (8 out of 43) companies employed PWDs after attending DET & Job Coach seminars, and 12% (5 out of 43) companies with making use of JCSP. Among 3 companies which did</p>
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<p>Satisfactory level of DET session by participants is more than 80% in average.</p> <p>3. Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities.</p> <p>20 people from 5 countries learn DET by participating TOT of DET</p> <p>30 people from 5 countries learn Job Coach by participating regional seminar</p> <p>Web Pages on DET and Job Coach are updated bimonthly</p>	<p>not use JCSP, one company is identified that in-house Job coach was involved in employment support of PWD.</p> <p>Satisfactory level of DET session by participants is 80.0% in average.<u>([*]10)</u></p> <p>Senior Job Coach Trainers and Senior DET Trainers in Malaysia have acquired enough capacity and skills to organise regional activities.</p> <p>26 people from 13 countries (excluding Malaysia) learned DET by participating TOT of DET.</p> <p>53 people from 16 countries and territories attended Asia Pacific Supported Employment and Job Coach Seminar (4-7 May 2015). Besides, through the bilateral cooperation programme with China and Jordan, and participation to Job Coach Training course held in Malaysia, 251 foreign participants from 8 countries and territories attended Supported Employment and Job Coach Seminar and 146 foreign participants from 8 countries and territories attended Job Coach Basic Courses. In total, 304 foreign participants from 20 countries and territories attended Supported Employment and Job Coach seminar and 146 foreign participants from 8 countries and territories attended Job Coach basic courses.</p> <p>Web Pages on DET and Job Coach have been updated regularly.</p>
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Notes:

. (*1) PWDs employed with Job Coach support of in-house Job Coach during the period of the Project: See appended Form A

(*2) PWDs employed with Job Coach support provided by governmental agencies / institutions in 2014

Agency / Institution	No. of PWDs
National Industrial Training and Rehabilitation Centre (DSW)	25
Kimanis Rehabilitation complex (DSW Sabah)	16
Bengkel Daya Sungai Petani (Kedah, DSW)	6
DSW Sabah	3
DSW Kuala Lumpur	2
Family Development Fund (Johor)	19
Taman Sinar Harapan	6
Total	77

(*3) The following 21 organisations hold DET as disability awareness programme by their own fund.

No.	Agencies/Organisations
1.	DSW (DDPWDs)
2.	Department of Labour
3.	SOCSSO
4.	Ministry of Transport
5.	Ministry of Health
6.	Central Bank of Malaysia
7.	Kompleks Pemulihan OKU Kimanis Sabah
8.	Universiti Kebangsaan Malaysia(UKM)
9.	Universiti Malaya Medical Centre
10.	Universiti Sarawak
11.	Universiti Malaya Sabah
12.	Universiti Tunku Abdul Rahman(UTAR)
13.	Air Asia
14.	Mydin
15.	Sime Darby Group
16.	InterContinental Hotel
17.	Alliantz Malaysia
18.	Golden Land Expo
19.	AEON
20.	Malaysian Advocates for Cerebral Palsy
21.	Sabah Cheshire Home

(*4) 15 information dissemination activities on Job Coach and DET

Information dissemination activities on Job Coach and DET

	Activity		Time	Note
	Job Coach			
1	1	Technical Cooperation on Job Coach training with China	(JC training Course) Guangzhou, November 2013 Beijing, August 2014	- translation of Job Coach Handbook (in Chinese (Mandarin)) - dispatched trainers for JC training courses held in China
2	2	Receive Study tour of Industrial Rehabilitation Centre Thailand	October 2013	
3	3	Seminar with UK research team	March 2015	
4	4	Asia Pacific Supported Employment and Job Coach Seminar	May 2015	
5	5	Technical Cooperation on Job Coach training with Myanmar (receive trainee of Job Coach training from Myanmar,		- translation of Job Coach Handbook (in Myanmar) - in consultation on Job Coach training in Myanmar)
6	6	Technical Cooperation on Job Coach training with Jordan (translation of Job Coach Handbook (in Arabic), dispatched trainers for Job Coach training held in Jordan (Amman, May 2015))	(JC training course) Amman, May 2015	
7	7	Overseas participants attended JC training courses held in Malaysia		- Myanmar(5), Thailand(2), Singapore(1)
8	8	Information Dissemination by Web page (Job Coach Network Malaysia)		
	DET			
9	1	DET TOT in Malaysia	January 2013	
10	2	DET TOT in Malaysia	January 2014	
11	3	DET TOT in Malaysia	January 2015	
12	4	DET TOT in Jordan	October 2012	
13	5	DET TOT in Uzbekistan	November 2012	
14	6	DET TOT in Rwanda	December 2012	
15	7	Information Dissemination by Web page (DET Forum Malaysia)		

(*5) A list of Partner companies and Partner NGO/CBR: See appended Form B

(*6) JCSP claim by zone and state (as of 30th April 2015): See appended Form C

(*7) Below is a list of new Job Coach Trainers trained.

New Job Coach Trainers trained by the Project

	Name	Organisation
Third batch		
	Norasnida bt Nordin	DSW
	Mohammad Affendy bin Mat Sani	DSW
	Ho Wai Sam (Wendy)	InterContinental Hotel
	Jamayah bt Abdul Maji	OMRON
	Anis Amira bt Rajis	Social Security Organisation (SOC SO)
	Pua Ghin Chu (Ivy)	Beautiful Gate
Fourth batch		
	Zamri bin Mat Said	DSW
	Hanuna bt Salleh	DSW
	Siti Fazrina bt Suboh	SOC SO
	Shahril Azizul bin Leman	Hospital Permai(Ministry of Health)
	Meow Eng Ho (Yvonne)	Malaysian Care
	Jee Ching Pang	United Voice
First Malaysian TOT (Fifth batch)		
	Anna Lim Choo Peng	Persatuan Daybreak
	Ahmad Yironzainee Yaacob	Mydin
	Christine Foo	Malaysian Care
	Mas Nurhayati Hajjar bt Mohd Akhir	SOC SO
	Fairuzatasya binti Kamaruddin	DSW
	Khamsiah Hussain	DSW
	Kennedy Kumar	Department of Labour
Others		
	Wan Arnidawati Wan Abdullah	Department of Labour

Besides, another 6 new Job Coach trainers were completed TOT of Job Coach by 30th July 2015, and is expected to be officially certified as Job Coach trainers by December 2015. Below is a list of these 6 persons.

	Name	Organisation
Second Malaysian TOT (Sixth batch)		
	Sarida bt Saidin	DSW
	Umihani bt Awang	DSW
	Suraya bt Sulaiman	Department of Labour
	Noraini Abidin	Special Education Division (Ministry of Education)
	Farah Jori	Malaysian Blind Association
	Zullydee b. Sulaiman	Hospital Permai

(*8) Below is a list of Senior trainers of Job Coach trained by the Project (as already shown in the main text.).

No.	Name	Organisation
1.	Yeo Swee Lan	Consultant for JICA
2.	Yeong Moh Foong	United Voice
3.	Chang Fan Choon (Clarissa)	Malaysian Care
4.	Mazayu bt Kasan	Cheshire Home Selangor
5.	Gan Wei Cheng (Grace)	Malaysian Care
6.	Nurulhuda bt. Zainal	DSW
7.	Ho Wai Sam (Wendy)	InterContinental Hotel
8.	Gayathri a/p Vadivel	SOCESO

(*9) Below is the details of 254 companies which were identified to attend DET facilitated by DET facilitated by trainers trained by the Project.

Organiser	No. of companies attended
SOCESO	144
Department of Labour	40
Central Bank of Malaysia	64
Total	248

DET organised by private companies

No.	Company
1.	Mydin
2.	Allianz
3.	Sime Darby
4.	InterContinental Hotel
5.	Air Asia
6.	AEON

(*10) Satisfactory level of DET session was calculated as follows.

Zone	Average score (full mark) (a)	Respondents (b)	a×b	Total Average(d/c)
East	8.4 (10)	91	764.4	-
Sarawak	7.46 (10)	106	790.76	-
South	8.2 (10)	88	721.6	-
		285 (c)	2,276.76(d)	7.99

The score of 7.99 is a weighted average of respective scores of the following 3 seminars.

- DET & Job Coach Seminar (East zone): 27 September 2012
- DET & Job Coach Seminar (Sarawak): 22 October 2012
- DET & Job Coach Seminar (South zone): 14 March 2012

Form A (Note 1)
Result of survey of Private Companies

	Name of Company	PWDs in Phase 2	Total PWDs	Job Coach	Remarks	Data source
1	AEON	29	61	14		A
2	Gamuda	9	9	3		A
3	Pioneer	0	4	1		A
4	QSR	80	162	24	*	A
5	Shangri-La K. Lumpur	4	16	2		A
6	Sony	12	12	8		A
7	Intercontinental KL	6	12	2		A
8	OMRON	3	6	8		A
9	GCH	40	98	5	*	A
10	Holiday Inn Penang	1	1	1		A
11	VADS	22	49	3		A
12	VENUS	4	4	2		A
13	Great Eastern Insurance	5	5	1		A
14	Mydin	90	120	86		A
15	Holiday Inn Glenmarie	1	2	1		A
16	Prince Hotel	0	2	1		A
17	PPK Technology	2	2	2		A
18	Shangri-La Rasa Ria	2	7	1	*	B
19	Other Shangri-La Hotels	14	40	0	*	B
20	Classita	6	18	5	*	B
21	Jebco	3	9	4	*	B
22	TESCO	5	14	4	*	B
23	McDonalds	18	50	2	*	B
24	Parkson	2	5	1	*	B
25	IBM	0	1	1	*	B
	TOTAL	358	709	182		

Note: *PWDs in Phase 2 is estimated values.

Data source: Follow-up survey (May 2015) (A)

Follow-up survey (Dec 2013) (B)

Form B (Note 5): A list of Model companies and NGO/CBR

Zone	Model company		Model NGO/CBR	
	Companies identified by State DSW	Partner of the Project	NGO/CBR identified by State DSW	Partner of the Project
Central Zone	15		12	
Federal Territory	QSR KFC	InterContinental KL Prince Hotel	PDK Titiwangsa PDK 4 Division Malaysian Care	Malaysian Care Malaysian Federation of the Deaf Malaysian Association for the Blind
Selangor	Pizza Hut McDonalds AEON	Mydin Omron Jebco KFC GCH Retail AEON McDonalds Gamuda	PDK Klang Utara PDK Teluk Datuk Cheshire Home Selangor	Cheshire Home Selangor United Voice Pusat Kanak-Kanak Istimewa Kajang
North Zone	8		6	
Perlis	The Store Niat Murni		PDK Indera Kasih	
Kedah	Camphill Rubbertech		Bengkel Daya Sungai Petani	
P.Pinang	KFC Jeruk Pak Ali		PDK Harmoni Asian Community Service	
Perak	Mydin Yee Lee Oil	Classita	Persatuan Daybreak	Persatuan Daybreak
South Zone	5		12	
Johor	Econsave McDonalds Giants		Yayasan Pembangunan Keluarga Pusat Perkembangan Intervensi Awal Batu Pahat PDK Ulu Belitong PDK Kota Tinggi	Yayasan Pembangunan Keluarga Hospital Permai
Negeri Sembilan			Bengkel Seri Sembilan Bengkel Seri Perkasa PDK Senawang	
Melaka	Lian Foo Pourty Farm McDonalds		Bengkel Joy PDK Seri Malindo PDK Seri Kemunting	
East Zone	8		6	
Kelantan	Jaya Gading Mini Market Mini RTC Mydin		PDK Al Kauthar PDK Perincat PDK Kok Lanas	
Terengganu	Mydin		PDK Marang	
Pahang	Pasaraya Aktif Tong Fatt Mydin Tunas Manja		PDK Titian Murni PDK Jerantut	
Sabah Zone	4		3	
	Innovatory Furniture KFC Giant Hidayah CoolStorage		Komplek Pemulihan OKU Kimanis Cheshire Home Sabah PDK Lahad Datu	
Sarawak Zone	4		7	
	KFC H & L Supermarket Mary Brown Cindy Accessories		PDK Kem Penrissen PDK Samarahan PDK Mambong PDK Bau PDK Miri PDK Aman, Sibujaya PDK Sri Aman	
Total	33	11	37	9
	44		46	

Form C (Note 6)

Total Job Coach Service Claim from September 2012 to 16 June 2015

Region	No. of PWDs	Target	status
Central zone	209	40	Achieved
Federal teritory	122		
Selangor	87		
North zone	43	40	Achieved
Perak	11		
P.Pinang	12		
Kedah	16		
Perlis	4		
East zone	68	40	Achieved
Kelantan	48		
Terengganu	8		
Pahang	12		
South zone	80	40	Achieved
Melaka	31		
Johor	33		
N. Sembilan	16		
Sabah zone	13	30	Not achieved
Sarawak zone	24	30	Not achieved
Total	437[220]	220	Achieved

Attachment 3: Major Activities of the Project (Time table)

Job Coach Training (September 2012 - April 2015)

Serial Number	Regular Course	Week: Date	Activities	Venue	Contact Person	Key Partner/s	PIC (Proposal)	No. of participants
2012								
1	✓	Oct 15-19	JC Training (Pahang)	Kuantan	Azib	JKM Pahang	*Azib, Shopian, Yasmin, (Mydin)	35
2		Oct 16-18	Mydin (2nd JC Training)	Subang Jaya	Azlin	Mydin	*Mazayu, Nora, Suriana, Swee Lan	36
3	✓	Nov 19-23	JC Training (Sarawak)	Kuching	Pn Hadiyah	JKM Sarawak	*Swee Lan, Grace, Mr Oikawa	33
								104
2013								
4	✓	Jan 14-17	JC Training (Johor)	JB	Wan Fadlina	JKM N. Johor	*Azib, Suriana, Nora	32
5	✓	Feb 4-8	JC Training (Perak)	Ipoh	Terumi	JKM N. Perak	*Shopian, Mazayu, Affendy, Wendy (Mydin)	34
6	✓	Feb 4-8	JC Training (Selangor)	S. Alam	Swee Lan	JKM N Selangor	*Sharifah, Suriana, Jemayah, Yasmin, Ain (Mydin)	34
7	✓	Feb 25 - Mac 1	JC Training for NGO	ISM	Swee Lan	JKMM - JICA	*Grace, Swee Lan, Ivy, Wan Fadlina (Mydin, Wendy)	36
8	✓	Mac 11-13	JC Training (Hotelier & Fastfood)	SOCISO PJ	Gayathri	JKMM - JICA	*Gayathri, Clarissa, Wendy, Grace, Nurul	21
9	✓	Mac 18-21	JC Training (Melaka)	Melaka	Azib	JKM N. Melaka	*Moh Foong, Azib, Wan Fadlina, Nurul	34
10		April 1-5	JC Training (ISM)	ISM	Nora	ISM	Nora, Nurul, Wan Fadlina and Sharifah	27
11	✓	April 22-25	JC Training (Perlis-Kedah)	Pendang Lake Resort	Azib	JKM N. Kedah	*Azib, Nurul, Mazayu (Mydin)	36

12	✓	April 28-30	JC Training (JTK staff)	Niosh Bangi	Swee Lan	JTK	*Mazayu, Wan Fadlina, Gayathri, Wendy, Wan Arnidawati	17
13	✓	May 13-17	JC Training (N. Sembilan)	Seremban	Affendy	JKM N. Sembilan	*Affendy, Clarissa, Wan Fadlina, SOCSO	36
14	✓	May 12-16	JC Training (Trengganu)	K. Trengganu	Nurul	JKM N. Trengganu	*Nurul, Nora, Moh Foong (Mydin)	34
15	✓	May 20-23	JC Training (Sabah)	K. Kinabalu	Azib	JKM N Sabah	*Shopian, Azib, Wan Fadlina	44
16		16-18 June	JC Course for Government Officers	Port Dickson		JPA(Public Service Department)		22
17	✓	6-8 July	JC Introductory Course for PS Private Sector	Pearl Int Hotel	JTK	JTK	*Swee Lan, Grace, Fadlina, Wendy, Moh Foong, Nida	36
18		2-5 Sept	JC Basic Course for BP Khas	Hotel Sri Petaling	Malaysian Care	Pemandu	*Swee Lan, Grace, Fadlina,	31
19	✓	23-27 Sept	JC Basic Course for JTK	Pearl Int Hotel	Nida	JTK	*Nurul, Mazayu, Wendy and Suriana	31
20	✓	4-7 Oct	JC Basic Course for NGOs	ISM	Terumi	JKM/JICA	*Clarissa, Anis, Nurul, Mazayu, Jamayah, Terumi, Yvvone	31
21	✓	26-28 Oct	JC Introductory Course for Private Sector	Hotel Naza TalyaPenang	Nida	JTK	*Swee Lan, Wendy, Gaya, Nida	32
22		10-13 Dec	JC Basic Course Polytecnic	Hotel Selesa JB	Dept of Polytecnic	Bahagian Politeknik	*Mazayu, Swee Lan, Shahril, Hanuna	23
								591
		2014						
23		15-16 Jan	JC Introductory Course for Gamuda Sdn Bhd	Wisma Gamuda	Grace Gan, Jee Ching	UV, M Care, Gamuda	*Grace, Jee Ching	24
24	✓	11-14 Mac	JC Basic Course Sarawak	Kuching	Oikawa, Hadiyah	JKMN Sarawak	*Affendy, Suriana, Nurul	36
25	✓	6-9 May	JC Basic Course Penang	Penang	Swee Lan	JKM Penang	*Mazayu, Azib and Zamri	49

Job Coach Follow-up Workshop

Date	Activities	Venue	Contact Person	Key Partner/s	PIC
2013					
11-Sept	JC Follow-up Workshop (Federal territories)	Kuala Lumpur	Wan Fadlina, Swee Lan	JKMN Sabah	Wan Fadlina, Swee Lan, Terumi
1-Oct	JC Follow-up Workshop (Selangor)	Shah Alam	Wan Fadlina, Swee Lan	JKMN Selangor	Wan Fadlina, Swee Lan, Terumi
30-Oct	JC Follow-up Workshop (Melaka)	Melaka	Wan Fadlina, Swee Lan	JKMN Melaka	Wan Fadlina, Swee Lan, Terumi
17-Dec	JC Follow-up meeting (Sarawak)	Kuching	Wan Fadlina, Swee Lan	JKMN Sarawak	Wan Fadlina, Swee Lan, Terumi
2014					
6-Mar	JC Follow-up Workshop (N. Sembilan)	Seremban	Nurul/Swee Lan	JKMN N. Sembilan	Nurul, Swee Lan, Oikawa, Terumi
2-Apr	JC Follow-up Workshop (Sabah)	Kota Kinabalu	Nurul/Swee Lan	JKMN Sabah	Nurul, Swee Lan, Oikawa, Terumi
15-Apr	JC Follow-up Workshop (Perak)	Ipoh	Nurul/Swee Lan	JKMN Perak	Nurul, Swee Lan, Terumi
16-Apr	JC Follow-up Workshop (Penang)	Penang	Nurul/Swee Lan	JKMN Penang	Nurul, Swee Lan, Terumi
17-Apr	JC Follow-up Workshop (Kedah/Perlis)	Alor Setar	Nurul/Swee Lan	JKMN Kedah	Nurul, Swee Lan, Terumi
5-May	JC Follow-up Workshop (Pahang)	Kuantan	Nurul/Swee Lan	JKMN Pahang	Nurul, Swee Lan, Terumi
6-May	JC Follow-up Workshop (Terengganu)	K Terengganu	Nurul/Swee Lan	JKMN Trengganu	Nurul, Swee Lan, Terumi
8-May	JC Follow-up Workshop (Kelantan)	Kota Bahru	Nurul/Swee Lan	JKMN Kelantan	Nurul, Swee Lan, Terumi
26-Jun	JC Follow-up Workshop (Johor)	Johor Bahru	Nurul/Swee Lan	JKMN Johor	Nurul, Swee Lan, Terumi, Oikawa

Job Coach Service Programme (JCSP) Workshop

Date	Activities	Venue	Contact Person	Key Partner/s	PIC
2014					
14-17 July	Johor JCSP Workshop	YPK Johor Bahru	Swee Lan, Pn Mawar	JKMN Johor, YPK	Yayasan Pembangunan Keluarga (YPK) Johor, Dual Blessing JB, Calvary Miracle centre
9-11 Sept	JC Service Program Workshop for Penyelaras OKU/PDK	JPOKU	Sarida/Swee Lan	All states JKM	Sarida, Swee Lan, Terumi, Oikawa, Nurul
13-15 Oct	Sabah JCSP Workshop	JKM Kota Kinabalu	Swee Lan, Pn Natalie	JKMN Sabah	Swee Lan, Sarida
21-23 Oct	Sarawak JCSP Workshop	Bengkel Pemulihan OKU Sarawak	Swee Lan, Pn Hadiah	JKMN Sarawak	Swee Lan, Sarida
26-27 Oct	Kedah JCSP Workshop	PKS Bedong, Kedah	Swee Lan, En Fauzi	JKMN Kedah	Swee Lan, Oikawa
28-Oct	Perlis JCSP Workshop	JKM Perlis	Swee Lan, En Hairi	JKMN Kedah	Swee Lan
29-30 Oct	Penang JCSP Workshop	JKM Penang	Swee Lan, Pn Kamelia	JKMN Penang	Swee Lan, Sarida

Job Coach Enhancement Workshop

Date	Activities	Venue	Contact Person	Key Partner/s	PIC
2014					
18-21 Nov	Seminar for companies, Seminar for parents and Job Coach Enhancement Workshop	Penang	Swee Lan, En Shukri, Pn Kamelia	JKMN Penang	Swee Lan, Affendy, Zainee

Workshop for PWDs coordinators of State DSW

Date	Activities	Venue	PIC
9~11 Sep 2014	-Briefing of Guideline and FAQ of JCSP -Designate JCSP indicator and Minister's KPI with specified target for each state -Each State DSW makes Action Plan to achieve the target by December 2014.	DSW HQ	Sarida
26~27 Feb 2015	-Each State DSW reports their achievement and activities based on Action Plan 2014 respectively. -Each State DSW makes Action Plan for 2015.	Kuala Terengganu	Sarida

CDD Management Workshop

Date	Activities	Venue	PIC
11~15 July 2014	- Draft Guideline and FAQ of JCSP - Draft organisational structure and annual activities of CDD - Draft role and activities of JCNM	JPOKU	Sarida
7~11 July 2015	- Draft Guideline of Monitoring and Evaluation - Draft Guideline of Model NGO/CBR and Model companies	JPOKU	Sarida

Training of Trainers of Job Coach

Date	Venue	Contact Person	Key Partner/s	PIC
3-19 Sep, 2012	Tokyo and Osaka, Japan	Terumi	Job Coach Network Japan, Kashima Yuaikai	Terumi, Sakai, Tsune
2-18 Sep, 2013	Tokyo and Osaka, Japan	Terumi	Job Coach Network Japan, Kashima Yuaikai	Terumi, Sakai, Tsune
11-15 Aug, 2014	Kuala Lumpur	Terumi	JCNM	Swee Lan, Oikawa
27-30 July, 2015	Kuala Lumpur	Terumi	JCNM	Terumi, Umi

Training of Employment of Persons with Disabilities and Job Coach System in Japan

Date	Venue	Contact Person	Key Partner/s	PIC
9-17 Jun, 2014	Osaka (Kansai), Japan	Oikawa, Nurul	Kashima Yuaikai Job Coach Network Japan,	Oikawa, Nurul

Training of Trainers and Training of Senior Trainers of DET

Date	Venue	Contact Person	Key Partner/s	PIC
8-18 Jan, 2013 (TOT) 7-19 Jan, 2013(TOST)	National Council of Welfare and Social Development Malaysia (MAKPEM)	Terumi	Dr. Kenji Kuno and DET Senior Trainers	Peter Tan, Nurul, Fariz, Siew Chin
14-24 Jan, 2014 (TOT) 13-25 Jan, 2015(TOST)	National Council of Welfare and Social Development Malaysia (MAKPEM)	Terumi	Dr. Kenji Kuno and DET Senior Trainers	Peter Tan, Nurul, Fariz, Siew Chin
26Jan-6 Feb 2015 (TOT) 24 Jan-6 Feb 2015 (TOST)	National Council of Welfare and Social Development Malaysia (MAKPEM)	Terumi	Dr. Kenji Kuno and DET Senior Trainers	Peter Tan, Nurul, Fariz, Siew Chin

Seminar and Job Coach basic course in China and Jordan

Date	Activities	Venue	Contact Person	Key Partner/s	PIC
19 Nov 2013	Supported Employment Conference	Guangzhou, China	Swee Lan	International Labour Organisation (ILO) Beijing, China Intellectual and Development Disabilities Network (CIDDN), Beijing Rong Ai Rong Le Parents Organisation for Persons with Intellectual Disabilities and Guangzhou Yang Ai Special Children Parent Club	Mr Zhang Wei, Ms Wang Xiaogeng, Mr Zhou Haibin, Ms Yeo Swee Lan and Ms Grace Gan
20-23 Nov 2013	Job Coach Basic course	Guangzhou, China	Swee Lan	(Same as above)	(Same as above)
19 Aug 2014	Supported Employment Conference	Beijing, China	Swee Lan	ILO Beijing, CIDDN, Beijing Rong Ai Rong Le, China Disabled People Federation and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ: German Corporation for International Cooperation)	Mr Song Song, Ms Wang Xiaogeng, Mr Zhou Haibin, Ms Yeo Swee Lan and Ms Grace Gan
20-23 Aug 2014	Job Coach Basic course	Beijing, China	Swee Lan	(Same as above)	(Same as above)
17 May 2015	Regional Supported Employment and Job Coach Seminar	Amman, Jordan	Swee Lan	JICA Jordan and Ministry of Labour, Jordan	Ms Yahoko Asai
18-24 May 2015	Job Coach Basic course	Amman, Jordan	Swee Lan	(Same as above)	(Same as above)

Asia Pacific Supported Employment and Job Coach Seminar

Date	Activities	Venue	Contact Person	Key Partner/s	PIC
4-7 May 2015	Asia Pacific Supported Employment and Job Coach Seminar	The Royale Chulan, Kuala Lumpur	Sarida, Terumi	DSW	Madam Noormah, Hamidah

Attachment 4: Macro Data Related to Employment Situation by State

	Per Capita GDP 2015 (Estimate)	Unemployment Rate 2013 (%)	Labour Force Participation Rate 2013 (%)
W.P. KL	92,802	3.2	72.0%
W.P. Labuan	47,268	4.0	67.4%
Sarawak	47,051	3.8	68.9%
P. Pinang	46,019	1.7	69.1%
Selangor	45,617	2.5	70.7%
Melaka	38,666	0.7	64.3%
N. Sembilan	37,573	3.2	64.5%
Pahang	29,907	2.9	64.9%
Johor	29,268	2.8	67.5%
Terengganu	26,239	3.4	60.1%
Perak	25,017	3.9	60.3%
Perlis	21,512	3.8	60.3%
Sabah	20,743	5.2	69.9%
Kedah	18,053	2.4	63.6%
Kelantan	11,993	2.8	59.3%
W.P. Putrajaya	n/a	1.2	82.3%
All Malaysia	36,937	3.1	67.0%

Source:

1. *Per Capita GDP 2015: Appendix of 11th Malaysia Plan (Original Source: Economic Planning Unit)*
2. *Unemployment Rate 2013 and Labour Force Participation Rate 2013: Principal Statistics of the Labour Force: Department of Statistics*

Explanatory note:

Regional Factors on Economic, Industry and Employment Aspect.

Discrepancy on Per Capita GDP (Gross Domestic Products) is fairly big among 15 states and territories of Malaysia. According to the data used in 11th Malaysia Plan, estimate Per Capita GDP in 2015 is RM 36,937 nationwide. The highest is Kuala Lumpur (Federal territory) with Per Capita GDP of RM 92,802, and the lowest is Kelantan with RM 11,993 (Refer to the Table below). The differential largely reflects the industrial structure of each state. Common features of states with lower Per Capita GDP is lack of manufacturing bases and dependence on agriculture.

As for employment situation, unemployment rate in Malaysia is keeping around 3 % recently. Unemployment rate of this level is generally regarded as full employment in global standard. Malaysian employers in some sectors suffers from shortage of workers, and demand for foreign workers is prevalent. Such situation is favourable factor to promote employment of PWDs. However, unemployment rate by states and territories (2013) shows the differential between 5.2% (Sabah) and 0.7% (Melaka) with national average of 3.1% (gain).

Further attention should be paid on Labour force participation rates. Among working age population (age of 15 to 64 years), all persons not classified as employed or unemployed are classified as outside labour force, including housewives, students, retired, and those not interested in looking for a job. Labour force participation rate in some states with weak employment demand tend to be lower than national average. It seems reasonable to regard considerable part of people classified as outside labour force as potential unemployed persons who gave up to look for employment opportunities. PWDs can be included among these people.

Another important element is the quality of employment. International Labour Organisation (ILO) advocates the concept of Decent work as guiding principle of International Labour Standard. It involves opportunities for work that is productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration, freedom for people to express their concerns, organize and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men. Nationwide creation of job opportunities with fair labour condition including minimum wage is one of the important agenda of Malaysian national strategy incorporated in 11th Malaysia Plan.

Attachment 5: A list of Trainers of DET TOT, DET Senior Trainers and DET Trainers

Trainer of DET TOT

No.	Name	Type of Impairments	Country	Organisation	Year of TOT	Place of TOT	Year of TOST	Place of TOST	Year of TOT DET	Place of TOT DET
1	Peter Tan Hua Choon	Spinal Cord Injury / Wheelchair user	Malaysia	Peter Tan Training	2005	Malaysia	2010	Malaysia	2014, 2015	Malaysia
2	Nurul Huda binti Zainal	Paralyze on right hand	Malaysia	Department of Social Welfare		Malaysia	2013	Malaysia	2014, 2015	Malaysia
3	Fariz bin A.Rani	Wheelchair User	Malaysia	JB Prosthetic & Rehab Supply		Malaysia	2013	Malaysia	2014, 2015	Malaysia
4	Sia Siew Chin	Physical	Malaysia	Beautiful Gate Foundation For The Disabled, Malaysia		Malaysia	2012	Rwanda	2014, 2015	Malaysia

DET Senior Trainers

1	Samnieng Thammavong	Physical	Laos	Lao Disabled People's Association-Sekong Branch	2013	Malaysia	2015	Malaysia		
2	Muzammal Islam	wheelchair user	Pakistan	A Star Assoc. (ASA)	2013	Malaysia	2015	Malaysia		
3	Siti Zuraidah Binti Muhammad Husain	Physical impairment	Malaysia	nil	2014	Malaysia	2015	Malaysia		
4	Kiran Shilpakar	Physical Disability	Nepal	National Association of the Physical Disabled-Nepal	2010	Malaysia	2015	Malaysia		

DET Trainers

1	Samnieng Thammavong	Physical	Laos	Lao Disabled People's Association-Sekong Branch	2013	Malaysia				
2	Grace D. Servas	wheelchair user	Philippines	PWD Assoc. of New Lucena, Iloilo	2013	Malaysia				
3	Pich Saroeun	wheelchair user	Cambodia	Battambang Disabled People's Organisation (BDPO)	2013	Malaysia				
4	Jose da Silva Monteiro	Physical	Timor-Leste	Ministry of Education RDTL	2013	Malaysia				

5	Nofovaleane Mapusua	wheelchair user	Samoa	Nuanua O Le Alofa Inc.-Nola (National Advocacy Organisation of PWD's Samoa)	2013	Malaysia				
6	Zhao Yuewei	Physical	China	Guangzhou English Training Center for the Handicapped (GETCH)	2013	Malaysia				
7	Tran Ngoc Tuyet Mai	Physical	Vietnam	Action to the Community Development Center	2013	Malaysia				
8	Tran Duc Hai	Physical	Vietnam	Action to the Community Development Center	2013	Malaysia				
9	Analyn V.Porras	Physical	Philippines	Assoc. of Disabled Person's.Iloilo (ADP-I)	2013	Malaysia				
10	Muzammal Islam	wheelchair user	Pakistan	A Star Assoc. (ASA)	2013	Malaysia				
11	Htoo Htoo	Physical	Myanmar	Shwe Minn Tha Foundation (Myanmar)	2013	Malaysia				
12	Senevirathnalage Don Kumarasiri	Physical	Sri Lanka	Sahanoda Foundation	2013	Malaysia				
13	Mohd Hafiz bin Halim	Blind	Malaysia	Jabatan Pembangunan Orang Kurang Upaya	2013	Malaysia				
14	Khu Li Huang	wheelchair user	Malaysia	nil	2013	Malaysia				
15	Pua Ghin Chu	wheelchair user	Malaysia	Beautiful Gate Foundation For The Disabled	2013	Malaysia				
16	Noryanti Mahbub	Physical	Malaysia	Jabatan Pembangunan Orang Kurang Upaya	2013	Malaysia				
17	Natsuki Soda	Physical	Philippines	Assoc. of Disabled Person's.Iloilo (ADP-I)	2013	Malaysia				
18	Cheng Chandy	Physical	Cambodia	Disability Action Council-DAC	2013	Malaysia				
19	Yu Ya Thu	Physical	Myanmar	Myanmar Independent Living Initiative	2013	Malaysia				
20	Ang Kim Boon (Elizabeth)	Physical	Malaysia	nil	2013	Malaysia				

21	Zamzuri Bin Ghani	Blind	Malaysia	Persatuan Orang Kurang Anggota dan Penglihatan Malaysia (Cahaya Ehsan)	2014	Malaysia				
22	Kelinus Mudi	Above Knee Prosthetic User	Malaysia	JB Prosthetic & Rehab Supply	2014	Malaysia				
23	Lidwina Isidore Andilah	Physical-Trainverse Myelitis	Malaysia	Sabah Cheshire Home	2014	Malaysia				
24	Rozana Mail	Physical (Polio)	Malaysia	Sabah Cheshire Home	2014	Malaysia				
25	Lee Tuin Juspat	Traumatic Spinal Cord Injury	Malaysia	Sabah Cheshire Home	2014	Malaysia				
26	Siti Zuraidah Binti Muhammad Husain	Physical impairment	Malaysia	nil	2014	Malaysia				
27	Lee Yoke Theng	Visual Impairment (B3)	Malaysia	Beautiful Gate Foundation For The Disabled	2014	Malaysia				
28	Murera Emmanuel	Physical impairment	Rwanda	National Council of Persons with Disabilities(NCPD)	2014	Malaysia				
29	Renzaho Faustin	Physical impairment	Rwanda	NUDOR (National Union of Disabilities Organisation of Rwanda)	2014	Malaysia				
30	Haydarov Muzaffar	Infantile Paralysis-polio	Uzbekistan	Self-help Group 'Istiqbol'	2014	Malaysia				
31	Azibaeva Zabohon	Left leg above knee amputation	Uzbekistan	The Society of Disabled People of Uzbekistan, Chortoq District Branch	2014	Malaysia				
32	Watcharapol Chuengcharoen	Cerebral Palsy	Thailand	Asia-Pacific Development Centre on Disability (APCD)	2015	Malaysia				
33	Siriporn Praserdchat	Physical Disability	Thailand	Asia-Pacific Development Centre on Disability (APCD)	2015	Malaysia				
34	Benjamin Pascal	Visual Impairment	Pakistan	Unity in Christ Ministry	2015	Malaysia				
35	Chong Wai Sum	Visual Impairment	Malaysia	Beautiful Gate Foundation For The Disabled	2015	Malaysia				

36	Daranporn Timniguy	Physical Disability	Thailand	Foundation for Empowerment of Persons with Disabilities	2015	Malaysia				
37	Omer Pervaiz	Physical(spinal bifida)	Pakistan	HEERA(highly enthusiastic and educative for rights and awareness)	2015	Malaysia				
38	Mendoza, Rodolfo Agustin	Orthopedic Disability	Philippine	Nueva Ecija Association of PWD, PMC	2015	Malaysia				
39	Ahmad Shamsuri, Muhamad	Visual Impairment	Malaysia	Society of the Blind in Malaysia(SBM)	2015	Malaysia				
40	Aizan Sofia bt Amin	Right Leg amputee,Physical	Malaysia	The national University of Malaysia	2015	Malaysia				
41	Xuehong Wang (Michelle)	Physical	China	Guangzhou English Training Center for the Handicapped (GETCH)	2015	Malaysia				
42	Saaerah bt Abd. Wahab	Physical Disability	Malaysia	Ministry of Health Malaysia (Unit Pentaftbiran dan Kewangan, Bahagian Sumber Manusia, KKM)	2015	Malaysia				
43	Nur Jihan bt Othman	Mental Disability	Malaysia	Hospital Permai JB	2015	Malaysia				
44	Gan Chin Chye	Mental Disability	Malaysia	Hospital Permai JB	2015	Malaysia				
45	Muhamad Nadhir Abdul Nasir	Visual Impairment	Malaysia	Persatuan Mahasiswa Istimewa Universiti Malaya (PERMIUM)	2015	Malaysia				
46	Ahmad Fakhrul b Redzuan	Multi-handicapped (Traumatic Brain Injuries & Spinal Cord Injuries)	Malaysia	Nil	2015	Malaysia				
47	Muhammad Firdaus bin Abu Hassan	Visual Impairment	Malaysia	Persatuan Mahasiswa Istimewa Universiti Malaya (PERMIUM)	2015	Malaysia				
48	Harmesh Singh A/L Harcharam Singh	Physical Disability Spinal Bifida	Malaysia	SOCISO (Social Security Organisation of Malaysia)	2015	Malaysia				

Attachment 6: Activities and Outcomes in regard to “the List of the Project activities to be conducted” of the Mid-term Review

	Objectives & Activities	Planned activities	By when	Points to be clarified through each activity	Actual Results (Activities and Outcomes)
1	1. Job Coach programme is developed and implemented in sustainable manner.				
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner				
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).	<ul style="list-style-type: none"> • 10 Follow-up workshops are held. (Johor, Negeri Sembilan, Terengganu, Kelantan, Pahang, Pengang, Kedah-Perlis, Perak, Sarawak, Sabah) 	The end of June 2014	<ul style="list-style-type: none"> • The needs of stakeholders are clarified. • Current situation of each zone is identified. • Understanding on the Project and Job Coach Service programme is confirmed in each zone. • Unit Job Coach in each state follows the processes of these plans. • The partner companies/NGOs are identified. 	<ul style="list-style-type: none"> • Follow-up workshops were held in every state (by June 2014). • Model companies and Model NGOs/CBRs were identified in every state.(by February 2015)
	Monitor the progress of the service provision and retention of employment	<ul style="list-style-type: none"> • Unit Job Coach in each state reports latest info to DSW HQ. • The Project members discuss M&E system on Job Coach Service programme. 	The end of May 2014	<ul style="list-style-type: none"> • Accurate figures on Job Coach Service programme are recorded and publicised timely. • Figures are managed by Unit Job Coach and examined among the Project members monthly. • M&E system on Job Coach Service programme is developed. 	<ul style="list-style-type: none"> • Figures on Job Coach Service were updated and examined among the Project members regularly. • Every State DSW made Action Plan of JCSP for 2014 and 2015.
	Publicity on Job Coach Service programme for employers and client (PWDs and NGOs/CBR))	<ul style="list-style-type: none"> • Crucial info for the employer side (public/private sectors) on Job Coach service programme is analysed based on the result of the seminars. • Crucial info for the job seeker side (PWD, NGO, PDK) on Job Coach service programme is analysed based on the result of the seminars. 	The end of July 2014	<ul style="list-style-type: none"> • Guide brochures of Job Coach Service programme for employers/job seekers are edited and distributed to stakeholders. 	<ul style="list-style-type: none"> • Guide brochure of JCSP focusing on incentive measures for companies was edited (by March 2015). • Q&A on JCSP was compiled based on the results of Follow-up workshops and disseminated to every State DSW (by September 2014).
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.				
	Training of Trainers (TOT) of Job Coach	<ul style="list-style-type: none"> • Each JC Trainer tries to support a new case of JCSP. • Lessons learnt from supporting the new case are analysed and supervised by Senior Trainers. 	The end of May 2014	<ul style="list-style-type: none"> • JC Trainers can supervise JCs in practical circumstances 	<ul style="list-style-type: none"> • Support system to new Job Coaches by Trainers and Senior Trainers of JC was not established as system yet.
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	<ul style="list-style-type: none"> • Each Senior Trainers support 3-5 JC trainers when they start the new case above. • Senior Trainers summarise lessons learnt from supporting JC trainers. 	The end of May 2014	<ul style="list-style-type: none"> • Senior Trainers can implement TOT in practical circumstances 	<ul style="list-style-type: none"> • Support system to new Job Coaches by Trainers and Senior Trainers of JC was not established as system yet.
	Module Development of local Training of Trainers of Job Coach	<ul style="list-style-type: none"> • Necessary contents are analysed 	The end of July 2014	<ul style="list-style-type: none"> • Module of TOT is developed/revised based on the results of Job Coach seminars 	<ul style="list-style-type: none"> • Module of TOT of Job Coach was developed and revision reflecting the analysis of the first TOT (August 2014) was completed (by December 2014).
1.3.	Unit Job Coach of DSW is enhanced as leading mechanism of Job Coach programme				
	Enhancement of Unit Job Coach as coordinating body on Job Coach Service programme	<ul style="list-style-type: none"> • Difficulties and inconveniences on Job Coach Service programme are analysed based on the needs of stakeholders 	The end of 2014	<ul style="list-style-type: none"> • A detailed regulation of Job Coach Service programme is developed and terms of reference of officers in charge on Unit Job Coach at each level (National, State, and District) is clarified. 	<ul style="list-style-type: none"> • Guideline and Q&A on JCSP was documented and disseminated to every State DSW (by September 2014).
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.				
	Implementation of DET for employers and other organisations	<ul style="list-style-type: none"> • Develop Monitoring system of DET implementation by DET Facilitators. (every 6 month) 	The end of March 2014	<ul style="list-style-type: none"> • Include DET Facilitators in other countries. 	<ul style="list-style-type: none"> • The Project requests reports of DET implementation to every DET Facilitators (by the beginning of April 2015). This survey is part of development of Monitoring system based on regular reports.
	Enhancement of DET providing bodies	<ul style="list-style-type: none"> • Regular meetings with BEAT and DET Forum Malaysia 	The end of April 2014	<ul style="list-style-type: none"> • Clarification of the roles of BEAT and DET Forum Malaysia 	<ul style="list-style-type: none"> • DET providers meeting was held on 15th March 2015. • CDD's role was confirmed on that meeting and the policy to hold regular meeting was approved.
3.	Lessons learned on Job Coach and DET are shared in region by various means.				
	Regional training course of DET trainers	Develop detailed PO for the regional TOT	The end of April 2014	<ul style="list-style-type: none"> • DET Forum Malaysia takes initiative 	<ul style="list-style-type: none"> • Detailed PO for the regional DET TOT was developed and DET Forum Malaysia took initiative in holding the DET TOT (Jan-Feb 2015)
	(Regional seminar on Supported Employment and Job Coach)	Develop detailed PO for the regional seminar	The end of February 2014	<ul style="list-style-type: none"> • Communication with Job Coach Network Japan in advance 	<ul style="list-style-type: none"> • Preparation for the Asia Pacific Supported Employment and Job Coach Seminar(4-7 May 2015) has been done systematically with working committee established with full involvement of every sections of DSW.

Attachment 7: TIMELINE (2015-2016) of MTCP/TCTP

Course Title: Supported Employment of PWDs and Understanding Disability

Training Institute (TI): Institute Social Malaysia

NO.	ACTIVITY	TARGET DATE		Remarks	Organization in-charge				Appointed Travel Agent
		Desirable Timing (before the course commences)	Due Date		DSW	TI	MFA	JICA	
1	Proposal is approved by DSW Director meeting	1 year plus	End of Feb 2015		✓				
2	Proposal is approved by Ministry DG meeting	1 year plus	End of Mar. 2015		✓				
3	ISM submit their proposal to register as training Institute in MOFA	1 year plus	By mid of April 2015			✓			
4	DSW makes concrete proposal for the training in 2016	1 year plus	By mid of May 2015		✓	✓			
5	MOFA approved ISM to be registered TI	1 year plus	By end of July 2015			✓	✓		
6	DSW submit to ISM: Proposal of the Course Duration/Target Countries/Number of Participants	1 year plus	By mid of July 2015		✓	✓			
7	ISM submit to MOFA: Proposal of the Course Duration/Target Countries/Number of Participants	1 year plus	By end of July 2015			✓			
8	MOFA submit TCTP Proposal to Embassy of Japan and JICA	1 year plus	By end of Aug 2015				✓	✓	
9	Kick-Off Meeting	10 months	By Feb 2016	Discuss and agree: 1. course duration 2. course contents 3. target countries/number of participants (total & by country) 4. Timeline 5. budget 6. GI (draft)	✓	✓	✓	✓	
10 (1st yr)	a Send the draft of R/D, GI, and budget to MFA and JICA		By March 2016	*new R/D template *new GI template		✓			
	b Finalize R/D					✓		✓	
	c Signing of R/D					✓		✓	
	d Finalizing the Budget					✓	✓	✓	
	e Finalizing the General Information (GI)		By April 2016	*deadline for submission of application *deadline for submission of VDR related documents *date of notification to selected participants		✓	✓	✓	
11 (2nd yr & 3rd yr)	a Send the draft of GI and budget to MFA and JICA			*new GI template		✓			
	b Finalizing the Budget				✓	✓	✓	✓	
	c Finalizing the General Information (GI)			*deadline for submission of application *deadline for submission of VDR related documents *date of notification to selected participants	✓	✓	✓	✓	
12	Email the finalized GI and the list of target ministries/agencies to MFA for distribution			*send the finalized GI together with the list of target organization info		✓			
13	Distribution of the GI by MFA (diplomatic channel)	6 months	By May 2016				✓	(✓)	
14	Deadline for submission of application	10 weeks (2.5 months)	By June 2017	This deadline has to be stated in the GI			✓		
15	MFA receives all the application from High Commissions in relevant countries (share all the applications with TI and JICA)	9 weeks	By early July 2016	Final deadline			✓	(✓)	
16	a Interview of applicants by Malaysian Mission						✓		
	b Feedback from Malaysian Mission						✓		
17	Send the applicants' list to MFA and JICA for selection meeting	not later than 2 days before the selection meeting	early July 2016	*Use template	✓	✓			
18	Selection Meeting	8 weeks (2 months)	Mid of July 2016		✓	✓	✓	✓	

19		Notify the results of the selection meeting to the applicants to confirm their intention of the participation	Grace period: 3 days		<ul style="list-style-type: none"> • By e-mail • In e-mail, please state: <ol style="list-style-type: none"> 1. participants must obtain VWR/VDR in advance by themselves; 2. check list of VDR related documents need to be submitted; 3. deadline for submission of the VDR related documents (no later than 7 weeks before the course commences) 		✓			
20	a	Receive confirmation, passport copy (colour), and passport size colour photo from selected participants	7 weeks before the course commences	By early Aug. 2016	<ul style="list-style-type: none"> • confirmation of participation • passport color copy • passport size color photo • consent to obtain VDR in advance 		✓	✓	(✓)	
	b	Identify participants' passport type			Official/diplomatic passport holders do not need to obtain VDR		✓	✓		
	c	Follow-up on selected participants			By 5pm Malaysian Time		✓			
21		Send Final Selected List of Participants to MFA	Immediately after receiving necessary information from participants	By early Aug. 2016	The list should includes: <ol style="list-style-type: none"> 1. Name of the participants; 2. Passport number and type 3. Contact information of the particulars 		✓			
22		Endorsement by MFA (letter to be sent from MFA to TI; cc to JICA)	7 weeks	By early Aug. 2016				✓		
23	a	TI send out official "Offer Letter" to the selected participants	7 weeks	By early Aug. 2016	• Notify the participants to bring the Offer letter and the Approval Letter along to Malaysia (KLIA) and to Malaysian High Commission		✓			
	b	TI also send out official Rejection Letter to applicants who were not selected		By early Aug. 2016			✓			
24	a	TI will send necessary information to appointed Travel Agent	7 weeks	By early Aug. 2016	Participants name (exactly same as that in passport), address, contact information, passport copy, and their choice regarding VWR/VDR application		✓			
	b	Travel Agent start arranging flight itinerary for selected participants		By early Aug. 2016	e-tickets to be emailed by travel agent to participants (cc to TI and JICA)		(✓)		(✓)	✓
25		TI apply for Visa with Reference (VDR)	7 weeks	By early Aug. 2016	<ul style="list-style-type: none"> • VDR procedure: max 3wks. • letters to support VWR/VDR application: Offer Letter and the MFA's endorsement letter • TI shall contact with relevant officer at immigration department (@ counter number 9 - 11); • Contact with immigration dept if VWR/VDR to be ready as scheduled (within 48 hours after application); 		✓	(✓)		
26		Distribution of e-tickets and VWR/VDR Approval Letter to the participants	not later than 4 weeks (1 month)	Mid of Sep. 2016			✓			✓
27		Participants pick-up VWR/VDR at Malaysian High Commission in their country or in the nearest country by their own travel/courier arrangement					✓	(✓)		
28	a	Participants start traveling to Malaysia			Travel Agent check if the participants are travelling as scheduled		(✓)		(✓)	✓
	b	Arrival at Malaysia (participants)			Travel Agent pick up the participants at the KLIA, and TI receives participants at the training venue/accommodation		✓			✓
29		Course Starts		Mid of Oct. 2016		✓	✓			
30		Course Ends		End of Oct. 2016		✓	✓			
31		Departure of participants			<ul style="list-style-type: none"> • TI stands by at the training venue/accommodation until participants leave the training venue/accommodation • Travel Agent arrange transportation to KLIA (or international airport in Penang/Sabah) 		✓			✓
32		Financial Report & Accounting settlement	Within 4 weeks (one month) after the course ends		Financial report will be submitted by TI within one month from the course ends		✓			
33		Course Report by TI			Course report will be submitted by TI within one month from the course ends	✓	✓			
34		Post Mortem Meeting	Within 6 weeks (1.5 month) after the course ends		<ul style="list-style-type: none"> • review of the course • duration of next year's course • inviting countries of next year's course • # of participants (total & by country) 	✓	✓	✓	✓	

TERAS STRATEGIK 2:
MEMPERKASAKAN EKONOMI GOLONGAN OKU
(Economic Empowerment for PWDs)

Strategi:

Meningkatkan penyertaan golongan OKU dalam pasaran pekerjaan terbuka, inklusif dan boleh diakses bagi membolehkan mereka hidup berdikari dan menyumbang kepada pembangunan negara.

Objektif:

1. Meningkatkan peluang pekerjaan OKU dalam semua sektor pekerjaan sama ada awam mahupun swasta;
2. Meningkatkan peluang golongan OKU untuk bekerja sendiri (*self-employment*) dengan menyertai bidang keusahawanan dan program pemerkasaan ekonomi; dan
3. Menggalakkan penglibatan OKU dalam latihan vokasional dan lain-lain program sokongan pekerjaan yang disediakan oleh kerajaan, swasta dan NGO.

Strategy:

Increase the participation of persons with disabilities in the open labor market, inclusive and accessible for them to live independently and contribute towards nation building

Objectives:

1. *Promote employment opportunities for PWDs in all sectors of employment, in the public and private sector;*
2. *Increase the opportunities for PWDs to work (self-employment) by participating in entrepreneurship and economic empowerment programme; and*
3. *Encourage the involvement of PWDs in vocational training and other employment support programmes provided by the government, private sector and NGOs.*

TERAS STRATEGIK 9:
ADVOKASI
(Advocacy)

Strategi 1:

Meningkatkan kesedaran dan membentuk sikap positif di kalangan masyarakat terhadap OKU.

Objektif:

1. Memberi pemahaman tentang isu ketidakupayaan dari perspektif model sosial kepada pihak yang bertanggungjawab dan masyarakat.
2. Meningkatkan kesedaran masyarakat termasuk ahli keluarga berhubung hak OKU.
3. Menggalakkan penglibatan sukarelawan dalam program pembangunan OKU.
4. Menggalakkan penglibatan sektor swasta dalam melaksanakan tanggungjawab sosial korporat.

Strategy:

Enhance awareness and develop a positive attitude towards PWDs in society

Objectives:

1. *To provide an understanding of disability issues from a social model perspective to the responsible parties and society*
2. *Enhancing public awareness, including family members, to respect the rights of PWDs*
3. *Promote the participation of volunteers in development programs for PWDs*
4. *Promote private sector participation in the implementation of corporate social responsibility*

— 71 —

P: Plan
A: Actual

Annex 1: Results of the Project

Dispatched experts

Name of Experts	Subject of engaged business	Period of dispatch		Affiliated organisation
Long-term expert				
Katsura Oikawa	Chief Adviser	17/9/2012	29/8/2015	Ministry of Health, Labour and Welfare
Terumi Shikata	Project Coordinator	1/9/2012	31/8/2015	(unattached)
Short-term expert				
Kenji Kuno	Guidance on DET	1/9/2012	26/3/2013	Senior Adviser, JICA
Kenji Kuno*	Guidance on DET	7/1/2014	19/1/2014	Senior Adviser, JICA
Kenji Kuno*	Guidance on DET	22/1/2015	8/2/2015	Senior Adviser, JICA
Hiroshi Ogawa	Support for employment of PWDs	16/2/2013	21/2/2013	Otsuma Women's University
Hiroshi Ogawa	Support for employment of PWDs	22/2/2014	28/2/2014	Otsuma Women's University
Hiroshi Ogawa	Support for employment of PWDs	2/5/2015	7/5/2015	Otsuma Women's University
Daisuke Sakai	Support for employment of PWDs	16/2/2013	21/2/2013	Social welfare corporation Kasima Yuaikai
Daisuke Sakai	Support for employment of PWDs	22/2/2014	28/2/2014	Social welfare corporation Kasima Yuaikai
Daisuke Sakai	Support for employment of PWDs	25/2015	7/5/2015	Social welfare corporation Kasima Yuaikai

* Kenji Kuno in 2014 and 2015 was dispatched for Project Consultation on DET as a Senior Adviser on Social Welfare, JICA Headquarters.

Training courses in Japan

Training Course(English)		Name	Period of training		Affiliated organisation, position
1	country based training	Training of Trainers of Job Coach 2012	Norasnida bt Nordin	3/9/2012 19/9/2012	Department of Social Welfare, Senior Assistant Director
2	country based training	Training of Trainers of Job Coach 2012	Mohammad Affendy bin Mat Sani	3/9/2012 19/9/2012	DSW Federal territory, Assistant Director
3	country based training	Training of Trainers of Job Coach 2012	Ho Wai Sam (Wendy)	3/9/2012 19/9/2012	InterContinental Hotel Kuala Lumpur, Director of Human Resources
4	country based training	Training of Trainers of Job Coach 2012	Jamayah bt Abdul Maji	3/9/2012 19/9/2012	Omron, Department Manager
5	country based training	Training of Trainers of Job Coach 2012	Anis Amira bt Rajis	3/9/2012 19/9/2012	Social Security Organization (SOCISO) N. Sembilan, Case Manager
6	country based training	Training of Trainers of Job Coach 2012	Pua Ghin Chu (Ivy)	3/9/2012 19/9/2012	NGO,BeautifulGate ,Superintendent
7	country based training	Training of Trainers of Job Coach 2013	Zamri bin Mat said	2/9/2013 18/9/2013	DSW Perak ,Assistant Director
8	country based training	Training of Trainers of Job Coach 2013	Hanuna bt Salleh	2/9/2013 18/9/2013	DSW Taman Sinar Harapan Jubli (Johor)
9	country based training	Training of Trainers of Job Coach 2013	Siti Fazrina bt Suboh	2/9/2013 18/9/2013	Social Security Organization (SOCISO) , Assistant Case Manager
10	country based training	Training of Trainers of Job Coach 2013	Shahril Azizul bin Ieman	2/9/2013 18/9/2013	Hospital Permai, Job Placement Officer
11	country based training	Training of Trainers of Job Coach 2013	Meow Eng Ho (Yvonne)	2/9/2013 18/9/2013	NGO, Malaysian Care, Leader for People with Special Needs
12	country based training	Training of Trainers of Job Coach 2013	Jee Ching Pang	2/9/2013 18/9/2013	NGO, United Voice, Training Coordinator
13	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Roshayati binti Omar	9/6/2014 17/6/2014	Department of Social Welfare Kelantan
14	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Nurulhuda binti Zainal	9/6/2014 17/6/2014	Department of Social Welfare Malaysia
15	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Bashah bin Bachik	9/6/2014 17/6/2014	Department of Labour
16	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Anees binti Abdul Hamid	9/6/2014 17/6/2014	Department of Health Kelantan
17	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Mohd Shahril Ahmad	9/6/2014 17/6/2014	Bandar Kuantan Health Clinic, Departmeny of Health Pahang
18	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Munirah Azmi	9/6/2014 17/6/2014	AEON Co. (M) Bhd
19	country based training	Employment of Persons with Disabilities & Job Coach System in Japan	Wee Mian Tan	9/6/2014 17/6/2014	Golden Arches Restaurants Sdn Bhd (McDonalds)

Expenditure for local activities

Year(*1)	Japanese side (JPY)	Malaysian side (RM)
2012	4,585,000	181,900.00
2013	6,612,000	165,000.00
2014	8,195,000	200,000.00
2015	7,000,000	200,000.00
Total amount	26,392,000	746,900.00

*1. Respective year is the fiscal year of each side

Japanese fiscal year: April to March

Malaysian fiscal year: January to December

*2 Respective amount shown above is allocated budget. Expenditure is as same as the allocated budget.

*3 The allocated budget (expenditure) shown above include both Job Coach Programme and DET.

List of Counterparts

1. Project Director: Secretary General of the Ministry of Women, Family and Community Development
2. Project Manager: Director General of the Department of Social Welfare
3. Project Deputy Manager: Director of the Department for the Development of PWDs
4. Project Members: Directors of the Department of Social Welfare, Officers of the Department for the Development of PWDs, Authorities concerned of related Ministries and organisations

Training of Malaysian Personnel in Japan

Training of trainers of Job Coach

	Name	Beginning	End	Organisation, Job description
1	Norasnida bt Nordin	3-Sep-2012	19-Sep-2012	Senior Assistant Director Department of Social Welfare
2	Mohammad Affendy bin Mat Sani	3-Sep-2012	19-Sep-2012	DSW Federal territory Assistant Director
3	Ho Wai Sam (Wendy)	3-Sep-2012	19-Sep-2012	InterContinental Hotel Kuala Lumpur Director of Human Resources
4	Jamayah bt Abdul Maji	3-Sep-2012	19-Sep-2012	Omron, Department Manager
5	Anis Amira bt Rajis	3-Sep-2012	19-Sep-2012	Social Security Organization (SOC SO) N. Sembilan Case Manager
6	Pua Ghin Chu (Ivy)	3-Sep-2012	19-Sep-2012	NGO, BeautifulGate ,Superintendent
7	Zamri bin Mat said	2-Sep-2013	18-Sep-2013	DSW Perak Assistant Director
8	Hanuna bt Salleh	2-Sep-2013	18-Sep-2013	DSW Taman Sinar Harapan Jubli (Johor)
9	Siti Fazrina bt Suboh	2-Sep-2013	18-Sep-2013	Social Security Organization (SOC SO) , Assistant Case Manager
10	Shahril Azizul bin leman	2-Sep-2013	18-Sep-2013	Hospital Permai, Job Placement Officer
11	Meow Eng Ho (Yvonne)	2-Sep-2013	18-Sep-2013	NGO, Malaysian Care, Leader for People with Special Needs
12	Jee Ching Pang	2-Sep-2013	18-Sep-2013	NGO, United Voice, Training Coordinator

Employment of Persons with Disabilities & Job Coach System in Japan

	Name	Beginning	End	Organia tion, Job description
13	Roshayati binti Omar	9 Jun 2014	17 Jun 2014	Department of Social Welfare Kelantan
14	Nurulhuda binti Zainal	9 Jun 2014	17 Jun 2014	Department of Social Welfare Malaysia
15	Bashah bin Bachik	9 Jun 2014	17 Jun 2014	Department of Labour
16	Anees binti Abdul Hamid	9 Jun 2014	17 Jun 2014	Department of Health Kelantan
17	Mohd Shahril Ahmad	9 Jun 2014	17 Jun 2014	Bandar Kuantan Health Clinic, Departmeny of Health Pahang
18	Munirah Azmi	9 Jun 2014	17 Jun 2014	AEON Co. (M) Bhd
19	Wee Mian Tan	9 Jun 2014	17 Jun 2014	Golden Arches Restaurants Sdn Bhd (McDonalds)

Annex 2: Lists of Products Produced by the Project

Annex 2

List of Products Produced by the Project

Output1: Job Coach

Videos of Job Coach in action

- (01311) 17 Video Clips following Job Coach Support steps

Brochure

- (01312) Job Coach Brochure for Private Sector

Manual and other material for HRD

Revised Job Coach Training Manual, English and Malay Version

- (01313) Job Coach Basic Course Handbook (English)
- (01314) Job Coach Basic Course Handbook (Bahasa Malaysia)
- (01315) Job Coach Introductory Course Handbook (English)

Revised Job Coach Trainers' Manual

- (01316) Job Coach Introductory Course, Trainers' Manual

Manual of Training of Trainers on Job Coach

- (01317) Job Coach Training of Trainers Manual

Trainers' Manual of Training of Trainers' on Job Coach

- (01318) Job Coach Training of Trainers, Trainers' Handbook

Output2: DET

Manual and other material of DET TOT

Revised Text of Training of Senior DET Trainers (4th Asia Pacific Regional DET TOT/TOST)

- (01321) Training of Senior Trainers of DET, Participants' Guidebook

Revised Text of Training of DET Trainers

- (01322) Training of Trainers, Participants' Guidebook

Output3: Regional Activities

- (01331) Chinese Version of Job Coach Handbook
- (01332) Chinese module of Job Coach Training
- (01333) Arabic Version of Job Coach Handbook

Annex 3: Project Design Matrix (PDM)

Annex 3: Project Design Matrix (PDM)

ANNEX I: Project Design Matrix: Project to Support Participation of Persons with Disabilities (2nd Phase: 2012-2015)

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Overall Goal Social participation of PWDs in terms of employment is increased and improved.	<ul style="list-style-type: none"> - 150 PWDs are employed⁵ with Job Coach Service annually. - 50 per cent of Job Coach users retain in employment after 6 months. - 120 new job coaches are trained annually. - Number of companies which applies Job Coach Service increase 10% annually 	<ul style="list-style-type: none"> - Report of 2nd Action Plan of PWDs (2013-2018) - Annual report of the DSW - Report of the JCNM - Follow up survey. 	Situation around employment and disability is not worsening.
Project Purpose Structure for sustainable development of Job Coach programme as a part of supported employment is established; and, Job Coach programme is implemented nationwide with proper disability awareness ¹ *2.*3*4	<ul style="list-style-type: none"> - In total 220 PWDs are employed with Job Coach Service. - 30 organisations utilise Job Coach Service. - At least RM 200,000.00 is allocated annually for Job Coach programme. - Institutional status of JCNM⁶ in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). - 15 organisations hold DET as disability awareness programme by their own fund. - 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc) 	<ul style="list-style-type: none"> - Project Completion Report - Annual report of the DSW and JCNM 	Policies and plans on employment and disability remain same or improved.
Output 1. Job Coach programme is developed and implemented in sustainable manner. 1.1. Job Coach Service programme is implemented throughout Malaysia in sustainable manner. 1.2. Human resource development on Job Coach is developed and implemented in sustainable manner. 1.3. Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme. 2. Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations. 3. Lessons learned on Job Coach and DET are shared in region by various means.	<p>1.1.</p> <ul style="list-style-type: none"> - A set of implementation programme of Job Coach are implemented at each 6 zone⁷. - 3 partner companies and 3 NGOs are identified at each zone - 40 PWDs are employed with Job Coach supports at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period. <p>1.2.</p> <ul style="list-style-type: none"> - 200 new Job Coaches are trained. (moved from Project purpose) - 18 new Job Coach trainers are trained - 6 Senior trainer of Job Coach are trained - 6 courses are held as regular training course of Job Coach annually. <p>1.3.</p> <ul style="list-style-type: none"> - Organisational structure of JCNM is confirmed - Annual activities of JCNM are planned and implemented <p>2.</p> <ul style="list-style-type: none"> - 12 DET senior trainers and 42 DET trainers are trained. - 100 companies attend DET which organised by the Project - 20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service within Project period. - Satisfactory level of DET session by participants is more than 80% in average. <p>3.</p> <ul style="list-style-type: none"> - Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities. - 20 people from 5 countries learn DET by participating TOT of DET - 30 people from 5 countries learn Job Coach by participating regional seminar - Web Pages on DET and Job Coach are updated bimonthly 	<p>1.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Budget documents of the DSW <p>2.</p> <ul style="list-style-type: none"> - Progress reports of the Project <p>3.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Report of the DET & Job Coach seminars 	<p>1. 2. 3.</p> <p>Budget and other resource allocation and inputs are secured through the Project period.</p> <p>DSW and other related agencies have constructive collaboration on Job Coach and DET.</p>
Activities	Input		Preconditions
<p>1.1.</p> <ul style="list-style-type: none"> - Implement Job Coach programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak)*7. - Development of partnership with both pioneering employers and Job Coach Service providers - Monitor the progress of the service provision and retention of employment - Publicity on Job coach Service programme for employers and client (PWDs and NGOs/CBR) <p>1.2.</p> <ul style="list-style-type: none"> - Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies - Training of Trainers (TOT) of Job Coach - Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally) - Module Development of local Training of Trainers of Job Coach <p>1.3.</p> <ul style="list-style-type: none"> - Enhancement of JCNM as coordinating body on Job Coach programme - Confirm the status of JCNM - Develop the organisation structure and mechanism <p>2.</p> <ul style="list-style-type: none"> - Implementation of DET for employers and other organisations - Training of senior DET trainers - Training of DET trainers - Enhancement of DET providing bodies <p>3.</p> <ul style="list-style-type: none"> - Regional training course of DET trainers - Regional seminar on Supported Employment and Job Coach - Information dissemination of Job Coach and DET 	<p>The Government of Japan</p> <p>(1) Long term experts Chief Advisor (1 x 3 years) Expert / coordinator (1 x 3 years)</p> <p>(2) Short term expert(s) - Supported Employment and Job Coach - DET - Other aspects (if necessary) (Number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(3) Training course in Japan on Job Coach (Number of courses, number of participants, duration and the detailed contents of the course will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(4) Equipment and materials (if necessary)</p> <p>(5) Expenditure for local activities (if necessary)</p>	<p>The Government of Malaysia</p> <p>(1) Counterpart personnel Project Director Project Manager Project Deputy Manager Officers in charge on Project and its each output</p> <p>(2) Office space and facilities For JICA experts and the activities of the Project</p> <p>(3) Expenditure For various activities of the Project</p> <p>(4) Other facilities and expenses Mutually agreed upon as necessary</p>	Sufficient budget and human resource for the Project are ensured by the MWFCO, DSW, and DDPWDs and related agencies.

Explanatory Note for PDM:

*1: “Structure for sustainable development of Job Coach programme” is for Malaysian side to sustain, develop, and implement Job Coach programme on its own. The “structure” includes legislation, policy, action plan, budget, human resource allocation, organisations and sections (e.g. Job Coach Network Malaysia), training courses, programmes, services, networks, etc.

*2: Job Coach programme is a range of activities related to Job Coach by DSW, including: 1) Job Coach Service programme and 2) Job Coach resource development. 1) Job Coach Service programme is a government programme to provide allowance for utilizing job coach and is planned to promote throughout the country in the Phase 2, which can be achieved with proper human resources (quantity and quality) and financial inputs for the Service provision. 2) Job Coach resource development means human resource development on Job Coach, which includes development of training programmes (courses, modules, training materials, etc.) and needs to be sustainable by establishing a structure to train Job Coaches trainers in Malaysia.

*3: Supported employment is a concept and approach to promote paid employment of PWDs with ongoing support in integrated (open) work site.

*4: “Disability” is defined in the “PWDs Act (2008)” of Malaysia as follows; Disability is an evolving concept and results from interaction between PWD and attitudinal and environmental barriers that hinders their full and effective participation on equal basis with persons without disabilities. The Project is to promote the understanding of disability defined as above.

*5: Condition of “being employed” is being paid salary by employer, excluding a condition being paid allowance as trainees.

*6: JCNM (Job Coach Network Malaysia):

Main functions of JCNM at the end of 1st phase are coordination of training courses including preparation of program and arranging trainers, proceeding Job Coach Service applications, and networking among job coach and job coach trainers.

*7 : Process of implementation at each zone: 1) DET & Seminar on Job Coach for employers and potential Job Coach Service providers → 2) Job Coach Basic Training Course (5-day) → 3) Job Coach Service programme implementation → 4) Monitoring/Evaluation

(Above explanations applied only to the project.)

<Abbreviations>

MWFC: Ministry of Women, Family and Community Development

DSW: Department of Social Welfare

DDPWDs: Department for the Development of Persons with Disabilities

PWDs: Persons with Disabilities

<Other Terminologies>

Job Coach: Job Coach who can provide Job Coach Service

Job Coach Trainer: Job Coach who can conduct training course for Job Coaches

Senior Job Coach Trainer: Job Coach who can conduct training of trainers of Job Coach

Job Coach Service programme: Government allowance for Job Coach

DET Trainer: Trainer who can conduct DET

Senior DET Trainer: Trainer who can conduct training of trainers of DET

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Overall Goal Social participation of PWDs in terms of employment is increased and improved.	- 150 PWDs are employed*5 with Job Coach Service programme annually. - 50 per cent of Job Coach users retain in employment after 6 months. - 120 new job coaches are trained annually. - Number of companies which applies Job Coach Service programme increase 10% annually	- Report of 2 nd Action Plan of PWDs (2013-2018) - Annual report of the DSW - Report of the JCNM - Follow up survey.	Situation around employment and disability is not worsening.
Project Purpose Structure for sustainable development of Job Coach programme as a part of supported employment is established; and, Job Coach programme is implemented nationwide with proper disability awareness*1*2.*3*4	- In total 220 PWDs are employed with Job Coach Service programme. - 30 organisations utilise Job Coach Service programme. - At least RM 200,000.00 is allocated annually for Job Coach programme. - Institutional status of JCNM *6 in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). - 15 organisations hold DET as disability awareness programme by their own fund. - 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc)	- Project Completion Report - Annual report of the DSW and JCNM	Policies and plans on employment and disability remain same or improved.
Output 1. Job Coach programme is developed and implemented in sustainable manner. 1.1. Job Coach Service programme is implemented throughout Malaysia in sustainable manner. 1.2. Human resource development on Job Coach is developed and implemented in sustainable manner. 1.3. Unit Job Coach of DSW is enhanced as leading mechanism of Job Coach programme.. 2. Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations. 3. Lessons learned on Job Coach and DET are shared in region by various means.	1.1. - A set of implementation programme of Job Coach are implemented at each 6 zone *7. - 3 partner companies and 3 NGOs are identified at each zone - 40 PWDs are employed with Job Coach Service programme at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period. 1.2. -200 new Job Coaches are trained. -18 new Job Coach trainers are trained - 6 Senior trainer of Job Coach are trained - 6 courses are held as regular training course of Job Coach annually. 1.3. - Organisational structure of Unit Job Coach is established with adequate human resources -Annual activities of Unit Job Coach are planned and implemented -The role and activities of Unit Job Coach and JCNM are confirmed among key stakeholders. - Consultation mechanism among key stakeholders of Job Coach programme is established under the initiative of Unit Job Coach 2. - 12 DET senior trainers and 42 DET trainers are trained. - 100 companies attend DET which organised by the Project - 20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service programme within Project period. - Satisfactory level of DET session by participants is more than 80% in average. 3. - Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities. - 20 people from 5 countries learn DET by participating TOT of DET - 30 people from 5 countries learn Job Coach by participating regional seminar - Web Pages on DET and Job Coach are updated bimonthly	1. - Progress reports of the Project - Budget documents of the DSW 2. - Progress reports of the Project 3. - Progress reports of the Project - Report of the DET & Job Co ach seminars	1. 2. 3. Budget and other resource allocation and inputs are secured through the Project period. DSW and other related agencies have constructive collaboration on Job Coach and DET.

Activities	Input		Preconditions
1.1. - Implement Job Coach programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak)*7. - Development of partnership with both pioneering employers and Job Coach Service providers - Monitor the progress of the service provision and retention of employment *8 - Publicity on Job coach Service programme for employers and client (PWDs and NGOs/CBR 1.2. - Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies - Training of Trainers (TOT) of Job Coach - Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally) - Module Development of local Training of Trainers of Job Coach 1.3. - Enhancement of Unit Job Coach as coordinating body on Job Coach programme -Confirm the status of Unit Job Coach - Develop the organisation structure and mechanism of Unit Job Coach -Confirm the role,and structure of JCNM *9 -Develop networking and advisory activities of JCNM 2. - Implementation of DET for employers and other organisations - Training of senior DET trainers - Training of DET trainers - Enhancement of DET providing bodies 3. - Regional training course of DET trainers - Regional seminar on Supported Employment and Job Coach - Information dissemination of Job Coach and DET	The Government of Japan	The Government of Malaysia	Sufficient budget and human resource for the Project are ensured by the MWFCDD, DSW, and DDPWDs and related agencies.
	(1) Long term experts Chief Advisor (1 x 3 years) Expert / coordinator (1 x 3 years) (2) Short term expert(s) - Supported Employment and Job Coach - DET - Other aspects (if necessary) (Number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.) (3) Training course in Japan on Job Coach (Number of courses, number of participants, duration and the detailed contents of the course will be decided depending on the needs of the Project and budget condition of JICA.) (4) Equipment and materials (if necessary) (5) Expenditure for local activities (if necessary)	(1) Counterpart personnel Project Director Project Manager Project Deputy Manager Officers in charge on Project and its each output (2) Office space and facilities For JICA experts and the activities of the Project (3) Expenditure For various activities of the Project (4) Other facilities and expenses Mutually agreed upon as necessary	

Explanatory Note for PDM:

- *1: “Structure for sustainable development of Job Coach programme” is for Malaysian side to sustain, develop, and implement Job Coach programme on its own. The “structure” includes legislation, policy, action plan, budget, human resource allocation, organisations and sections (e.g. Job Coach Network Malaysia), training courses, programmes, services, networks, etc.
- *2: Job Coach programme is a range of activities related to Job Coach by DSW, including: 1) Job Coach Service programme and 2) Job Coach resource development. 1) Job Coach Service programme is a government programme to provide allowance for utilizing job coach and is planned to promote throughout the country in the Phase 2, which can be achieved with proper human resources (quantity and quality) and financial inputs for the Service provision. 2) Job Coach resource development means human resource development on Job Coach, which includes development of training programmes (courses, modules, training materials, etc.) and needs to be sustainable by establishing a structure to train Job Coaches trainers in Malaysia.
- *3: Supported employment is a concept and approach to promote paid employment of PWDs with ongoing support in integrated (open) work site.
- *4: “Disability” is defined in the “PWDs Act (2008)” of Malaysia as follows; Disability is an evolving concept and results from interaction between PWD and attitudinal and environmental barriers that hinders their full and effective participation on equal basis with persons without disabilities. The Project is to promote the understanding of disability defined as above.
- *5: Condition of “being employed” is being paid salary by employer, excluding a condition being paid allowance as trainees.
- *6: JCNM (Job Coach Network Malaysia):
Main functions of JCNM at the end of 1st phase are coordination of training courses including preparation of program and arranging trainers, proceeding Job Coach Service applications, and networking among job coach and job coach trainers.
- *7 : Process of implementation at each zone: 1) DET & Seminar on Job Coach for employers and potential Job Coach Service providers → 2) Job Coach Basic Training Course (5-day) → 3) Job Coach Service programme implementation →4) Monitoring/Evaluation
- *8: Through the process of monitoring, besides the direct outcome of Job Coach Service programme, collect the data concerning the outcome of activities done by Job Coaches stationed in private companies and SOCSO)
- *9 JCNM’s institutional status was confirmed in the midst of 2nd phase as non-registered network of Job Coaches and Job Coach trainers, JCNM is expected to play its role under the guidance of unit Job Coach of DSW.

(Above explanations applied only to the project.)

<Abbreviations>

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Project Purpose Structure for sustainable development of Job Coach programme as a part of supported employment is established; and, Job Coach programme is implemented nationwide with proper disability awareness*1*2.*3*4	<ul style="list-style-type: none"> - In total 220 PWDs are employed with Job Coach Service programme. - 30 organisations utilise Job Coach Service programme. - At least RM 200,000.00 is allocated annually for Job Coach programme. - Institutional status of JCNM *6 in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). - 15 organisations hold DET as disability awareness programme by their own fund. - 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc) 	<ul style="list-style-type: none"> - Project Completion Report - Annual report of the DSW and JCNM 	Policies and plans on employment and disability remain same or improved.
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Activities	Input		Preconditions
	The Government of Japan	The Government of Malaysia	
<p>1.1.</p> <ul style="list-style-type: none"> - Implement Job Coach programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak)*7. - Development of partnership with both pioneering employers and Job Coach Service providers - Monitor the progress of the service provision and retention of employment *8 - Publicity on Job coach Service programme for employers and client (PWDs and NGOs/CBR <p>1.2.</p> <ul style="list-style-type: none"> - Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies - Training of Trainers (TOT) of Job Coach - Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally) - Module Development of local Training of Trainers of Job Coach <p>1.3.</p> <ul style="list-style-type: none"> - Enhancement of Unit Job Coach as coordinating body on Job Coach programme -Confirm the status of Unit Job Coach - Develop the organisation structure and mechanism of Unit Job Coach -Confirm the role,and structure of JCNM *9 -Develop networking and advisory activities of JCNM <p>2.</p> <ul style="list-style-type: none"> - Implementation of DET for employers and other organisations - Training of senior DET trainers - Training of DET trainers - Enhancement of DET providing bodies <p>3.</p> <ul style="list-style-type: none"> - Regional training course of DET trainers - Regional seminar on Supported Employment and Job Coach - Information dissemination of Job Coach and DET 	<p>(1) Long term experts Chief Advisor (1 x 3 years) Expert / coordinator (1 x 3 years)</p> <p>(2) Short term expert(s) - Supported Employment and Job Coach - DET - Other aspects (if necessary) (Number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(3) Training course in Japan on Job Coach (Number of courses, number of participants, duration and the detailed contents of the course will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(4) Equipment and materials (if necessary)</p> <p>(5) Expenditure for local activities (if necessary)</p>	<p>(1) Counterpart personnel Project Director Project Manager Project Deputy Manager Officers in charge on Project and its each output</p> <p>(2) Office space and facilities For JICA experts and the activities of the Project</p> <p>(3) Expenditure For various activities of the Project</p> <p>(4) Other facilities and expenses Mutually agreed upon as necessary</p>	<p>Sufficient budget and human resource for the Project are ensured by the MWFC, DSW, and DDPWDs and related agencies.</p>

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- *1: “Structure for sustainable development of Job Coach programme” is for Malaysian side to sustain, develop, and implement Job Coach programme on its own. The “structure” includes legislation, policy, action plan, budget, human resource allocation, organisations and sections (e.g. Job Coach Network Malaysia), training courses, programmes, services, networks, etc.
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- *4: “Disability” is defined in the “PWDs Act (2008)” of Malaysia as follows; Disability is an evolving concept and results from interaction between PWD and attitudinal and environmental barriers that hinders their full and effective participation on equal basis with persons without disabilities. The Project is to promote the understanding of disability defined as above.
- *5: Condition of “being employed” is being paid salary by employer, excluding a condition being paid allowance as trainees.
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Main functions of JCNM at the end of 1st phase are coordination of training courses including preparation of program and arranging trainers, proceeding Job Coach Service applications, and networking among job coach and job coach trainers.
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- *8: Through the process of monitoring, besides the direct outcome of Job Coach Service programme, collect the data concerning the outcome of activities done by Job Coaches stationed in private companies and SOCSO)
- *9 JCNM's institutional status was confirmed in the midst of 2nd phase as non-registered network of Job Coaches and Job Coach trainers, JCNM is expected to play its role under the guidance of unit Job Coach of DSW.

(Above explanations applied only to the project.)

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DSW: Department of Social Welfare
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PWDs: Persons with Disabilities
- <Other Terminologies>
Job Coach: Job Coach who can provide Job Coach Service
Job Coach Trainer: Job Coach who can conduct training course for Job Coaches
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Job Coach Service programme: Government allowance for Job Coach
DET Trainer: Trainer who can conduct DET
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ANNEX I: PLAN OF OPERATIONS

Project to Support Participation of Persons with Disabilities Phase 2 (ver. 10 May 2012)

	Objectives & Activities	P/A	2012				2013												2014												2015								Note
			9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	
1	1. Job Coach programme is developed and implemented in sustainable manner.																																						
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner																																						
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).*	P																																					
	Development of partnership with both pioneering employers and Job Coach service providers	A																																					
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.																																						
	Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies	P																																					
	Training of Trainers (TOT) of Job Coach	A																																					
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	P																																					
	Module Development of local Training of Trainers of Job Coach	A																																					
1.3.	Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme.																																						
	Enhancement of Job Coach Network Malaysia as coordinating body on Job Coach	P																																					
		A																																					
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.																																						
	Implementation of DET for employers and other organisations	P																																					
	Training of senior DET trainers	A																																					
	Training of DET trainers	P																																					
	Enhancement of DET providing bodies	A																																					
3.	Lessons learned on Job Coach and DET are shared in region by various means.																																						
	Regional training course of DET trainers	P																																					
	(Regional seminar on Supported Employment and Job Coach)	A																																					
	Information dissemination on Job Coach and DET	P																																					
		A																																					

P: Plan

A: Actual

TOT: Training of Trainers

FU: Follow up

DET: Disability Equality Training

JCNM: Job Coach Network Malaysia

PWDs: Persons with Disabilities

LTE: Long Term Expert

STE : Short Term Expert

*(Process: DET & Seminar on Job Coach for employers and potential Job Coach service providers → Job Coach Basic Training Course (5-day) → Job Coach service programme implementation → Monitoring/Evaluation)

**TOT(2): DET TOT in Jordan & Uzbekistan (includes senior Trainer training of Malaysian trainer: costs are borne by the JICA projects in these countries)

Activities by STE/Counterpart Trainings

Activities by LTE

Annex 2 Plan of Operation
Project to Support Participation of Persons with Disabilities Phase 2 (ver. 21st November 2013)

	Objectives & Activities	P/A	2012				2013												2014												2015								Note
			9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	
1	1. Job Coach programme is developed and implemented in sustainable manner.																																						
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner																																						
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).*	P																																					
		A																																					
	Development of partnership with both pioneering employers and Job Coach service providers	P																																					
		A																																					
	Monitor the progress of the service provision and retention of employment**	P																																					
		A																																					
	Publicity on Job Coach Service programme for employers and client (PWDs and NGOs/CBR))	P																																					
		A																																					
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.																																						
	Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies	P																																					
	Training of Trainers (TOT) of Job Coach	P																																					
		A																																					
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	P																																					
		A																																					
	Module Development of local Training of Trainers of Job Coach	P																																					
		A																																					
1.3.	Unit Job Coach of DSW is enhanced as leading mechanism of Job Coach programme																																						
	Enhancement of Unit Job Coach as coordinating body on Job Coach programme	P																																					
		A																																					
	Confirm the status of Unit Job Coach	P																																					
		A																																					
	Develop the organisation structure and mechanism of Unit Job Coach	P																																					
		A																																					
	Confirm the role and status of JCNM	P																																					
		A																																					
	Develop networking and advisory activities of JCNM	P																																					
		A																																					
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.																																						
	Implementation of DET for employers and other organisations	P																																					
		A																																					
	Training of senior DET trainers	P																																					
		A																																					
	Training of DET trainers	P																																					
		A																																					
	Enhancement of DET providing bodies	P																																					
		A																																					
3.	Lessons learned on Job Coach and DET are shared in region by various means.																																						
	Regional training course of DET trainers	P																																					
		A																																					
	(Regional seminar on Supported Employment and Job Coach)	P																																					
		A																																					
	Information dissemination on Job Coach and DET	P																																					
		A																																					

P: Plan

A: Actual

TOT: Training of Trainers

FU: Follow up

DET: Disability Equality Training

JCNM: Job Coach Network Malaysia

PWDs : Persons with Disabilities

LTE: Long Term Expert

STE : Short Term Expert

Activities by STE/Counterpart Trainings

Activities by LTE

Activities by LTE modified in November 2013

Activities by STE modified in November 2013

*, (Process: DET & Seminar on Job Coach for employers and potential Job Coach service providers→ Job Coach Basic Training Course (5-day) → Job Coach service programme implementation→ Monitoring/Evaluation)

** Through the process of monitoring, besides the direct outcome of Job coach service programme, collect the data concerning the outcome of activities done by Job Coaches stationed in private companies and SOCSO)

***TOT(2): DET TOT in Jordan & Uzbekistan (includes senior Trainer training of Malaysian trainer: costs are borne by the JICA projects in these countries)

Annex 4: Record of Discussion(R/D)

Minutes of Meetings (M/M)

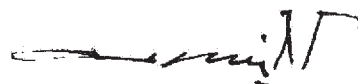
Minutes of Joint Coordinating Committee Meetings

RECORD OF DISCUSSIONS
ON
THE PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES (PHASE 2)
IN
MALAYSIA
AGREED UPON BETWEEN
MINISTRY OF WOMEN, FAMILY AND COMMUNITY
DEVELOPMENT
AND
JAPAN INTERNATIONAL COOPERATION AGENCY

PUTRAJAYA, 6th July, 2012



Mr. Kunihiro SATO
Chief Representative
Malaysia Office,
Japan International Cooperation Agency



Mr. Harjeet Singh a/l Hardev Singh
Deputy Secretary General (Strategy)
The Ministry of Women, Family and
Community Development

THE ATTACHED DOCUMENT

I. COOPERATION BETWEEN JICA AND THE GOVERNMENT OF MALAYSIA

The MWFCDD will jointly implement a technical cooperation project to support participation of persons with disabilities (Phase 2) (hereinafter referred to as “the Project”) in cooperation with JICA.

The Project title will be ‘Project to Support Participation of Persons with Disabilities (Phase 2)’.

A master plan of the Project in the form of Project Design Matrix (hereinafter referred to as “PDM”) and a Plan of Operation (hereinafter referred to as “PO”) are given in Annex I. The PDM and the PO may be revised whenever necessity arises by the consent of the Joint Coordinating Committee.

II. MEASURES TO BE TAKEN BY JICA

JICA will take, at its own expense, the following measures under the technical cooperation scheme of Japan.

(1) DISPATCH OF JAPANESE EXPERTS

JICA will provide services of JICA experts as listed in Annex II.

(2) TRAINING OF MALAYSIAN PERSONNEL IN JAPAN

JICA will receive the Malaysian personnel concerned with the Project for technical training in Japan.

(3) UTILISATION OF JICA-NET

JICA will utilise JICA-Net for mutual communication between the JICA experts and the Malaysian counterparts when necessary.

III. MEASURES TO BE TAKEN BY THE GOVERNMENT OF MALAYSIA

1. The MWFCF will take necessary measures to ensure that the self-reliant operation of the Project will be sustained during and after the period of Japanese technical cooperation, through full and active involvement in the Project by all related authorities, beneficiary groups and institutions.
2. The MWFCF will ensure that the technologies and knowledge acquired by the Malaysian nationals as a result of Japanese technical cooperation will contribute to the educational, economic and social development of Malaysia.
3. The MWFCF will grant or apply for Malaysian privileges, exemptions and benefits to the Japanese experts and their families, which are no less favourable than those accorded to experts of third countries working in Malaysia.
4. The MWFCF will take necessary measures to ensure that the knowledge and experience acquired by the Malaysian personnel from technical training in Japan will be utilised effectively in the implementation of the Project.
5. In accordance with the laws and regulations in force in Malaysia, the MWFCF will take necessary measures to provide at its own expense:
 - (1) Services of the Malaysian counterpart personnel as listed in Annex III;
 - (2) Land, buildings and facilities as listed in Annex IV;
 - (3) Supply or replacement of machinery, equipment, instruments, vehicles, tools, spare parts and any other materials necessary for the implementation of the Project;
 - (4) Necessary arrangement to secure adequate budget for implementation of the Project as follows;
 - a. Salaries and other allowances for the Malaysian counterpart personnel
 - b. Expenses such as electricity, water, gas fuel and local telecommunication
 - c. Other contingency expenses related to the Project incurred by Malaysian counterpart

- (5) Means of transport and travel allowances for the Japanese experts for official travel within Malaysia; and
- (6) Coordination among institutions that are involved in providing services regarding to the Project, if necessary

IV. ADMINISTRATION OF THE PROJECT

1. Secretary General of the MWFCF, as the Project Director, will bear overall responsibility for the administration and implementation of the Project.
2. Director General of the DSW under the MWFCF, as the Project Manager, will be responsible for the managerial and technical matters of the Project.
3. The Chief Advisor will provide necessary recommendations and advice to the Project Director and the Project Manager on any matters pertaining to the implementation of the Project.
4. The JICA experts will give necessary technical guidance and advice to the Malaysian counterpart personnel on technical matters pertaining to the implementation of the Project.
5. For the effective and successful implementation of technical cooperation for the Project, a Joint Coordinating Committee (hereinafter referred to as "JCC") will be established whose functions and composition are described in Annex V.

V. JOINT EVALUATION

Mid-term review and terminal evaluation of the Project will be conducted jointly by team(s) consisted of JICA and the Malaysian counterparts in the JCC, in order to examine the level of achievement.

VI. MUTUAL CONSULTATION

There will be mutual consultation between JICA and the MWFCDD on any major issues arising from or in connection with this Attached Document.

VII. MEASURES TO PROMOTE UNDERSTANDING OF AND SUPPORT FOR THE PROJECT

For the purpose of promoting support for the Project among the people of Malaysia, the MWFCDD will take appropriate measures to make the Project widely known to the people of Malaysia.

VIII. TERM OF COOPERATION

The duration of the technical cooperation for the Project under this Attached Document will be three years from the date of the arrival of the expert.

ANNEX I	PDM AND PO
ANNEX II	LIST OF JAPANESE EXPERTS
ANNEX III	LIST OF MALAYSIAN COUNTERPART PERSONNEL
ANNEX IV	LIST OF OFFICE SPACES AND FACILITIES
ANNEX V	JOINT COORDINATING COMMITTEE
ANNEX VI	DRAFT OF R/D

ANNEX I: Project Design Matrix: Project to Support Participation of Persons with Disabilities (2nd Phase: 2012-2015)

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Overall Goal Social participation of PWDs in terms of employment is increased and improved.	<ul style="list-style-type: none"> - 150 PWDs are employed*5 with Job Coach Service annually. - 50 per cent of Job Coach users retain in employment after 6 months. - 120 new job coaches are trained annually. - Number of companies which applies Job Coach Service increase 10% annually 	<ul style="list-style-type: none"> - Report of 2nd Action Plan of PWDs (2013-2018) - Annual report of the DSW - Report of the JCNM - Follow up survey. 	Situation around employment and disability is not worsening.
Project Purpose Structure for sustainable development of Job Coach programme as a part of supported employment is established; and, Job Coach programme is implemented nationwide with proper disability awareness*1*2.*3*4	<ul style="list-style-type: none"> - In total 220 PWDs are employed with Job Coach Service. - 30 organisations utilise Job Coach Service. - At least RM200,000.00 is allocated annually for Job Coach programme. - Institutional status of JCNM *6 in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). - 15 organisations hold DET as disability awareness programme by their own fund. - 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc) 	<ul style="list-style-type: none"> - Project Completion Report - Annual report of the DSW and JCNM 	Polides and plans on employment and disability remain same or improved.
Output 1. Job Coach programme is developed and implemented in sustainable manner. 1.1. Job Coach Service programme is implemented throughout Malaysia in sustainable manner. 1.2. Human resource development on Job Coach is developed and implemented in sustainable manner. 1.3. Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme. 2. Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations. 3. Lessons learned on Job Coach and DET are shared in region by various means.	<p>1.1.</p> <ul style="list-style-type: none"> - A set of implementation programme of Job Coach are implemented at each 6 zone *7. - 3 partner companies and 3 NGOs are identified at each zone - 40 PWDs are employed with Job Coach supports at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period. <p>1.2.</p> <ul style="list-style-type: none"> - 200 new Job Coaches are trained. (moved from Project purpose) - 18 new Job Coach trainers are trained - 6 Senior trainer of Job Coach are trained - 6 courses are held as regular training course of Job Coach annually. <p>1.3.</p> <ul style="list-style-type: none"> - Organisational structure of JCNM is confirmed - Annual activities of JCNM are planned and implemented <p>2.</p> <ul style="list-style-type: none"> - 12 DET senior trainers and 42 DET trainers are trained. - 100 companies attend DET which organised by the Project - 20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service within Project period. - Satisfactory level of DET session by participants is more than 80% in average. <p>3.</p> <ul style="list-style-type: none"> - Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities. - 20 people from 5 countries learn DET by participating TOT of DET - 30 people from 5 countries learn Job Coach by participating regional seminar - Web Pages on DET and Job Coach are updated bimonthly 	<p>1.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Budget documents of the DSW <p>2.</p> <ul style="list-style-type: none"> - Progress reports of the Project <p>3.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Report of the DET & Job Coach seminars 	<p>1. 2. 3.</p> <p>Budget and other resource allocation and inputs are secured through the Project period.</p> <p>DSW and other related agencies have constructive collaboration on Job Coach and DET.</p>
Activities	Input		Preconditions
<p>1.1.</p> <ul style="list-style-type: none"> - Implement Job Coach programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak)*7. - Development of partnership with both pioneering employers and Job Coach Service providers - Monitor the progress of the service provision and retention of employment - Publicity on Job coach Service programme for employers and client (PWDs and NGOs/CBR) <p>1.2.</p> <ul style="list-style-type: none"> - Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies - Training of Trainers (TOT) of Job Coach - Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally) - Module Development of local Training of Trainers of Job Coach <p>1.3.</p> <ul style="list-style-type: none"> - Enhancement of JCNM as coordinating body on Job Coach programme - Confirm the status of JCNM - Develop the organisation structure and mechanism <p>2.</p> <ul style="list-style-type: none"> - Implementation of DET for employers and other organisations - Training of senior DET trainers - Training of DET trainers - Enhancement of DET providing bodies <p>3.</p> <ul style="list-style-type: none"> - Regional training course of DET trainers - Regional seminar on Supported Employment and Job Coach - Information dissemination of Job Coach and DET 	<p>The Government of Japan</p> <p>(1) Long term experts Chief Advisor (1 x 3 years) Expert / coordinator (1 x 3 years)</p> <p>(2) Short term expert(s) - Supported Employment and Job Coach - DET - Other aspects (if necessary) (Number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(3) Training course in Japan on Job Coach (Number of courses, number of participants, duration and the detailed contents of the course will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(4) Equipment and materials (if necessary)</p> <p>(5) Expenditure for local activities (if necessary)</p>	<p>The Government of Malaysia</p> <p>(1) Counterpart personnel Project Director Project Manager Project Deputy Manager Officers in charge on Project and its each output</p> <p>(2) Office space and facilities For JICA experts and the activities of the Project</p> <p>(3) Expenditure For various activities of the Project</p> <p>(4) Other facilities and expenses Mutually agreed upon as necessary</p>	<p>Sufficient budget and human resource for the Project are ensured by the MWFCO, DSW, and DDPWDs and related agencies.</p>

2

ANNEX I: PLAN OF OPERATIONS

Project to Support Participation of Persons with Disabilities Phase 2 (ver. 10 May 2012)

		2012				2013								2014								2015								Note									
Objectives & Activities		P/A	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	
1	1. Job Coach programme is developed and implemented in sustainable manner.																																						
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner																																						
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).*	P	6 zone component implementation																																				
		A																																					
	Development of partnership with both pioneering employers and Job Coach service providers	P																																					
		A																																					
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.																																						
	Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies	P																																					
		A																																					
	Training of Trainers (TOT) of Job Coach	P	TOT in Japan				STE (FU)								TOT in Japan				STE (FU)								TOT in Japan				STE (FU)								
		A																																					
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	P					STE								STE								STE																
		A																																					
	Module Development of local Training of Trainers of Job Coach	P																																					
		A																																					
1.3.	Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme.																																						
	Enhancement of Job Coach Network Malaysia as coordinating body on Job Coach	P																																					
		A																																					
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.																																						
	Implementation of DET for employers and other organisations	P	(esp. for 6 zone Job Coach Implementation)																																				
		A																																					
	Training of senior DET trainers	P	TOT(2) in Japan				STE																																
		A																																					
	Training of DET trainers	P					National DET TOT (STE)								National DET TOT (STE)																								
		A																																					
	Enhancement of DET providing bodies	P																																					
		A																																					
3.	Lessons learned on Job Coach and DET are shared in region by various means.																																						
	Regional training course of DET trainers	P					Regional DET TOT/Senior TOT (STE)												Regional DET TOT (STE)																				
		A																																					
	(Regional seminar on Supported Employment and Job Coach)	P																																					
		A																																					
	Information dissemination on Job Coach and DET	P																																					
		A																																					

P: Plan

A: Actual

TOT: Training of Trainers

FU: Follow up

DET: Disability Equality Training

JCNM: Job Coach Network Malaysia

PWDs: Persons with Disabilities

LTE: Long Term Expert

STE : Short Term Expert

*: (Process: DET & Seminar on Job Coach for employers and potential Job Coach service providers → Job Coach Basic Training Course (5-day) → Job Coach service programme implementation → Monitoring/Evaluation)

**TOT(2): DET TOT in Jordan & Uzbekistan (includes senior Trainer training of Malaysian trainer: costs are borne by the JICA projects in these countries)

Activities by STE/Counterpart Trainings

Activities by LTE

Explanatory Note for PDM:

*1: "Structure for sustainable development of Job Coach programme" is for Malaysian side to sustain, develop, and implement Job Coach programme on its own. The "structure" includes legislation, policy, action plan, budget, human resource allocation, organisations and sections (e.g. Job Coach Network Malaysia), training courses, programmes, services, networks, etc.

*2: Job Coach programme is a range of activities related to Job Coach by DSW, including: 1) Job Coach Service programme and 2) Job Coach resource development. 1) Job Coach Service programme is a government programme to provide allowance for utilizing job coach and is planned to promote throughout the country in the Phase 2, which can be achieved with proper human resources (quantity and quality) and financial inputs for the Service provision. 2) Job Coach resource development means human resource development on Job Coach, which includes development of training programmes (courses, modules, training materials, etc.) and needs to be sustainable by establishing a structure to train Job Coaches trainers in Malaysia.

*3: Supported employment is a concept and approach to promote paid employment of PWDs with ongoing support in integrated (open) work site.

*4: "Disability" is defined in the "PWDs Act (2008)" of Malaysia as follows; Disability is an evolving concept and results from interaction between PWD and attitudinal and environmental barriers that hinders their full and effective participation on equal basis with persons without disabilities. The Project is to promote the understanding of disability defined as above.

*5: Condition of "being employed" is being paid salary by employer, excluding a condition being paid allowance as trainees.

*6: JCNM (Job Coach Network Malaysia):

Main functions of JCNM at the end of 1st phase are coordination of training courses including preparation of program and arranging trainers, proceeding Job Coach Service applications, and networking among job coach and job coach trainers.

*7 : Process of implementation at each zone: 1) DET & Seminar on Job Coach for employers and potential Job Coach Service providers → 2) Job Coach Basic Training Course (5-day) → 3) Job Coach Service programme implementation → 4) Monitoring/Evaluation

(Above explanations applied only to the project.)

<Abbreviations>

MWFCD: Ministry of Women, Family and Community Development

DSW: Department of Social Welfare

DDPWDs: Department for the Development of Persons with Disabilities

PWDs: Persons with Disabilities

<Other Terminologies>

Job Coach: Job Coach who can provide Job Coach Service

Job Coach Trainer: Job Coach who can conduct training course for Job Coaches

Senior Job Coach Trainer: Job Coach who can conduct training of trainers of Job Coach

Job Coach Service programme: Government allowance for Job Coach

DET Trainer: Trainer who can conduct DET

Senior DET Trainer: Trainer who can conduct training of trainers of DET

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ANNEX II LIST OF JAPANESE EXPERTS

1. Long-term Experts

(1) Chief Advisor

(2) Expert: Networking with relevant organisations and Project Coordination

2. Short-term Experts

According to the Project Design Matrix shown in Annex 1, the following experts are expected.

(1) Experts on Supported Employment and Job Coach

(2) Experts on Disability Equality Training (DET)

- ✓ Other short-term experts will be dispatched when Japanese and Malaysian personnel find it necessary for the Project under the supervision of JCC.
- ✓ The number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.

ANNEX III LIST OF MALAYSIAN COUNTERPART PERSONNEL

1. Project Director: Secretary General of the MWFC
2. Project Manager: Director General of the Department of Social Welfare
3. Project Deputy Manager: Director of the Department for the Development of PWDs
4. Project Members: Directors of the Department of Social Welfare, Officers of the Department for the Development of PWDs, Authorities concerned of related Ministries and organisations

The above list is to be reviewed and approved by the JCC.

ANNEX IV LIST OF OFFICE SPACES AND FACILITIES

1. Office spaces for JICA experts and any other administrative staff in the building of the MWFC
2. Other necessary facilities for implementing the Project

28

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ANNEX V JOINT COORDINATING COMMITTEE

1. Functions

The Joint Coordinating Committee shall;

- (1) Approve each year's annual cooperation plan of the Project in line with the PDM and the PO,
- (2) Coordinate necessary actions to be taken by both Japanese and Malaysian sides,
- (3) Review, advice and endorse the progress of the Project,
- (4) Discuss and decide any other matters related to the Project,
- (5) Review and approve the list of associate authorities/organisations

2. Composition

The Joint Coordinating Committee shall be composed of;

- (1) Chairman: Secretary General of the Ministry of Women, Family and Community Development
- (2) Deputy Chairman:
 - 1) Director General of Department of Social Welfare
 - 2) JICA Chief Advisor for the Project
- (3) Members:
 - Representative of Economic Planning Unit
 - Deputy Director General (Operation) of the DSW
 - Director of the Department for the Development of PWDs
 - Director of the Division of Planning and Development
 - Director of the Division of Community Development
 - Director of the Division of International Affairs
 - Representative of the MWFC
 - Authorities concerned of related Ministries
(ex. Ministry of Finance, Department of Labour)
 - Representative of Embassy of Japan
 - Representative of JICA Malaysia Office
 - JICA Expert
 - Representatives of PWDs related NGOs
- (4) Secretariat:
 - Department for the Development of PWDs

3. Frequency of Meeting

The Joint Coordinating Committee shall meet at least twice a year and whenever necessity

arises.

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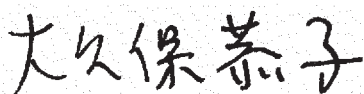
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MINUTES OF MEETINGS
BETWEEN JAPAN INTERNATIONAL COOPERATION AGENCY
AND
MINISTRY OF WOMEN, FAMILY, AND COMMUNITY DEVELOPMENT
ON
DETAILED PLANNING SURVEY FOR THE PROJECT TO
SUPPORT PARTICIPATION OF PERSONS WITH DISABILITIES (PHASE 2)

The Japanese Detailed Planning Survey Team (hereinafter referred to as “the Team”) organised by Japan International Cooperation Agency (hereinafter referred to as “JICA”) and headed by Ms. Kyoko OKUBO, visited Malaysia from 17th June, 2012 until 22nd June, 2012. During its stay in Malaysia, the Team exchanged views and had a series of discussions with the Department of Social Welfare (hereinafter referred to as “DSW”) under the Ministry of Women, Family and Community Development, Malaysia (hereinafter referred to as “MWFCD”) with respect to desirable measures to be taken by JICA and the Government of Malaysia for the successful implementation of the above-mentioned Project.

As a result of the discussions, the Team and Malaysian authorities concerned agreed to make this minutes of meetings in order to confirm mutual understandings reached through the discussions.

PUTRAJAYA, 6th July, 2012



Ms. Kyoko OKUBO
Leader
The Japanese Detailed Planning Survey
Team,
Japan International Cooperation Agency



Mr. Harjeet Singh a/l Hardev Singh
Deputy Secretary General (Strategy)
The Ministry of Women, Family and
Community Development

Based on the minutes of meetings on the Detailed Planning Survey on the Project to Support Participation of Persons with Disabilities (Phase 2) (hereinafter referred to as “the Project”) signed on 6th July, 2012 between the Ministry of Women, Family and Community Development of Malaysia (hereinafter referred to as “MWFC”) and the Japan International Cooperation Agency (hereinafter referred to as “JICA”), JICA held a series of discussions with the MWFC and relevant organisations to develop a detailed plan of the Project.

Both parties agreed the details of the Project and the main points discussed as described in the Appendix 1 and the Appendix 2 respectively.

Both parties also agreed that the MWFC, the counterpart to JICA, will be responsible for the implementation of the Project in cooperation with JICA, coordinate with other relevant organisations and ensure that the self-reliant operation of the Project is sustained during and after the implementation period in order to contribute toward social and economic development of Malaysia.

The Project will be implemented within the framework of the Colombo Plan Technical Cooperation Scheme and the Note Verbales exchanged on 26th June 2012 between the Government of Japan and the Government of Malaysia.

Appendix 1: Project Description

Appendix 2: Main Points Discussed

Appendix 3: Minutes of Meetings on Detailed Planning Survey on the Project to Support Participation of PWDs (Phase 2)

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PROJECT DESCRIPTION

Both parties confirmed that there is no change in the Project Description agreed on in the minutes of meetings on the concerning Detailed Planning Survey on the Project signed on 6th July, 2012 (Appendix 3).

I. BACKGROUND

The Government of Malaysia and JICA have been implementing projects to promote participation and inclusion of Persons with Disabilities (PWDs) in which stated as the goal of the 1st and 2nd Asia Pacific Decades of PWDs. As results of collaborative efforts, various policies and services which are based on the framework of the social model of disability have been developed and implemented in Malaysia. However, it still requires JICA's cooperation to establish the sustainable programme of Job Coach not only in pilot areas but also within the whole country and to share the knowledge and experience of Disability Equality Training (DET) to the whole Malaysia as well as other countries in the region for the purpose of awareness raising on disability.

II. OUTLINE OF THE PROJECT

Details of the Project are described in the Logical Framework (Project Design Matrix: PDM) (Annex 1) and the tentative Plan of Operation (Annex 2).

1. Implementation Structure

The Project organisation chart is given in the Annex 3. The roles and assignments of relevant organisations are as follows:

(1) The MWFCDD including the Department of Social Welfare (hereinafter referred to as "DSW") and Department for the Development of PWDs (hereinafter referred to as "DDPWDs")

- (a) Project Director: Secretary General of the MWFCDD
- (b) Project Manager: Director General of the DSW under the MWFCDD
- (c) Project Deputy Manager: Director of the DDPWDs under the MWFCDD

(2) Names of relevant organisations

- (a) Department of Labour, Ministry of Human Resources
- (b) Social Security Organisation
- (c) Job Coach Network Malaysia (JCNM)
- (d) PWDs related NGOs

(3) JICA Experts

The JICA experts will give necessary technical guidance, advice and recommendations to the MWFCDD on any matter pertaining to the

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implementation of the Project.

(4) Joint Coordinating Committee

Joint Coordinating Committee (hereinafter referred to as "JCC") will be established in order to facilitate inter-organisational coordination. JCC will be held at least twice a year and whenever deems it necessary. JCC will approve an annual work plan, review overall progress, conduct monitoring and evaluation of the Project, and exchange opinions on major issues that arise during the implementation of the Project. A list of proposed members of JCC is shown in the Annex 4.

2. Project Site and Beneficiaries

(1) Project Site

Malaysia nationwide

(2) Beneficiaries

PWDs, Families of PWDs, Employers

3. Duration

3 (three) years from the date of arrival of the expert

4. Reports

(1) Mid-term Report

(2) Completion Report

5. Environmental and Social Considerations

The MWFCDD agreed to abide by 'JICA Guidelines for Environmental and Social Considerations' in order to ensure that appropriate considerations will be made for the environmental and social impacts of the Project.

III. UNDERTAKINGS OF MALAYSIA

1. The MWFCDD will take necessary measures to:

(1) ensure that the technologies and knowledge acquired by the Malaysia nationals as a result of Japanese technical cooperation contributes to the economic and social development of Malaysia, and that the knowledge and experience acquired by the personnel of Malaysia from technical training as well as the equipment provided by JICA will be utilised effectively in the implementation of the Project; and

(2) grant privileges, exemptions and benefits to the JICA experts referred to in Annex 1 and their families, which are no less favourable than those granted to experts of third countries performing similar missions in Malaysia under the Colombo Plan Technical Cooperation Scheme.

2. The MWFCDD will take necessary measures to:

(1) provide security-related information as well as measures to ensure the safety of the JICA experts.

(2) permit the JICA experts to enter, leave and sojourn in Malaysia for the

- duration of their assignments therein and exempt them from foreign registration requirements and consular fees.
- (3) exempt the JICA experts from taxes and any other charges on the equipment, machinery and other material necessary for the implementation of the Project;
 - (4) exempt the JICA experts from income tax and charges of any kind imposed on or in connection with any emoluments or allowances paid to them and/or remitted to them from abroad for their services in connection with the implementation of the Project; and
 - (5) meet taxes and any other charges on the equipment, machinery and other material, referred to in Annex 1, necessary for the implementation of the Project.
3. The MWFCD will bear claims, if any arises, against the JICA experts resulting from, occurring in the course of, or otherwise connected with, the discharge of their duties in the implementation of the Project, except when such claims arise from gross negligence or willful misconduct on the part of the JICA experts.

IV. EVALUATION

JICA and the MWFCD will jointly conduct the following review and evaluation.

1. Mid-term review at the middle of the cooperation term
2. Terminal evaluation during the last six (6) months of the cooperation term.

V. PROMOTION OF PUBLIC SUPPORT

For the purpose of promoting support for the Project, the MWFCD will take appropriate measures to make the Project widely known to the people of Malaysia.

VI. MUTUAL CONSULTATION

JICA and the MWFCD will consult each other whenever any major issues arise in the course of Project implementation.

VII. AMENDMENTS

The record of discussions may be amended by the minutes of meetings between JICA and the MWFCD.

The minutes of meetings will be signed by authorised persons of each side who may be different from the signers of the record of discussions.

- Annex 1 Logical Framework (Project Design Matrix: PDM)
Annex 2 Tentative Plan of Operation
Annex 3 Project Organisation Chart
Annex 4 List of Proposed Members of Joint Coordinating Committee

ANNEX 1: Project Design Matrix: Project to Support Participation of Persons with Disabilities (2nd Phase: 2012-2015)

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Overall Goal Social participation of PWDs in terms of employment is increased and improved.	<ul style="list-style-type: none"> - 150 PWDs are employed*5 with Job Coach Service annually. - 50 per cent of Job Coach users retain in employment after 6 months. - 120 new job coaches are trained annually. - Number of companies which applies Job Coach Service increase 10% annually 	<ul style="list-style-type: none"> - Report of 2nd Action Plan of PWDs (2013-2018) - Annual report of the DSW - Report of the JCNM - Follow up survey. 	Situation around employment and disability is not worsening.
Project Purpose Structure for sustainable development of Job Coach programme as a part of supported employment is established; and, Job Coach programme is implemented nationwide with proper disability awareness*1*2.*3*4	<ul style="list-style-type: none"> - In total 220 PWDs are employed with Job Coach Service. - 30 organisations utilise Job Coach Service. - At least RM 200,000.00 is allocated annually for Job Coach programme. - Institutional status of JCNM *6 in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). - 15 organisations hold DET as disability awareness programme by their own fund. - 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc) 	<ul style="list-style-type: none"> - Project Completion Report - Annual report of the DSW and JCNM 	Policies and plans on employment and disability remain same or improved.
Output 1. Job Coach programme is developed and implemented in sustainable manner. 1.1. Job Coach Service programme is implemented throughout Malaysia in sustainable manner. 1.2. Human resource development on Job Coach is developed and implemented in sustainable manner. 1.3. Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme. 2. Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations. 3. Lessons learned on Job Coach and DET are shared in region by various means.	<p>1.1.</p> <ul style="list-style-type: none"> - A set of implementation programme of Job Coach are implemented at each 6 zone *7. - 3 partner companies and 3 NGOs are identified at each zone - 40 PWDs are employed with Job Coach supports at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period. <p>1.2.</p> <ul style="list-style-type: none"> - 200 new Job Coaches are trained. (moved from Project purpose) - 18 new Job Coach trainers are trained - 6 Senior trainer of Job Coach are trained - 6 courses are held as regular training course of Job Coach annually. <p>1.3.</p> <ul style="list-style-type: none"> - Organisational structure of JCNM is confirmed - Annual activities of JCNM are planned and implemented <p>2.</p> <ul style="list-style-type: none"> - 12 DET senior trainers and 42 DET trainers are trained. - 100 companies attend DET which organised by the Project - 20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service within Project period. - Satisfactory level of DET session by participants is more than 80% in average. <p>3.</p> <ul style="list-style-type: none"> - Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities. - 20 people from 5 countries learn DET by participating TOT of DET - 30 people from 5 countries learn Job Coach by participating regional seminar - Web Pages on DET and Job Coach are updated bimonthly 	<p>1.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Budget documents of the DSW <p>2.</p> <ul style="list-style-type: none"> - Progress reports of the Project <p>3.</p> <ul style="list-style-type: none"> - Progress reports of the Project - Report of the DET & Job Coach seminars 	<p>1. 2. 3.</p> <p>Budget and other resource allocation and inputs are secured through the Project period.</p> <p>DSW and other related agencies have constructive collaboration on Job Coach and DET.</p>
Activities	Input		Preconditions
<p>1.1.</p> <ul style="list-style-type: none"> - Implement Job Coach programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak)*7. - Development of partnership with both pioneering employers and Job Coach Service providers - Monitor the progress of the service provision and retention of employment - Publicity on Job Coach Service programme for employers and client (PWDs and NGOs/CBR) <p>1.2.</p> <ul style="list-style-type: none"> - Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies - Training of Trainers (TOT) of Job Coach - Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally) - Module Development of local Training of Trainers of Job Coach <p>1.3.</p> <ul style="list-style-type: none"> - Enhancement of JCNM as coordinating body on Job Coach programme - Confirm the status of JCNM - Develop the organisation structure and mechanism <p>2.</p> <ul style="list-style-type: none"> - Implementation of DET for employers and other organisations - Training of senior DET trainers - Training of DET trainers - Enhancement of DET providing bodies <p>3.</p> <ul style="list-style-type: none"> - Regional training course of DET trainers - Regional seminar on Supported Employment and Job Coach - Information dissemination of Job Coach and DET 	<p>The Government of Japan</p> <p>(1) Long term experts Chief Advisor (1 x 3 years) Expert / coordinator (1 x 3 years)</p> <p>(2) Short term expert(s) - Supported Employment and Job Coach - DET - Other aspects (if necessary) (Number and duration of short term experts and their specific technical fields will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(3) Training course in Japan on Job Coach (Number of courses, number of participants, duration and the detailed contents of the course will be decided depending on the needs of the Project and budget condition of JICA.)</p> <p>(4) Equipment and materials (if necessary)</p> <p>(5) Expenditure for local activities (if necessary)</p>	<p>The Government of Malaysia</p> <p>(1) Counterpart personnel Project Director Project Manager Project Deputy Manager Officers in charge on Project and its each output</p> <p>(2) Office space and facilities For JICA experts and the activities of the Project</p> <p>(3) Expenditure For various activities of the Project</p> <p>(4) Other facilities and expenses Mutually agreed upon as necessary</p>	Sufficient budget and human resource for the Project are ensured by the MW/FCD, DSW, and DDPWDs and related agencies.

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Explanatory Note for PDM:

*1: "Structure for sustainable development of Job Coach programme" is for Malaysian side to sustain, develop, and implement Job Coach programme on its own. The "structure" includes legislation, policy, action plan, budget, human resource allocation, organisations and sections (e.g. Job Coach Network Malaysia), training courses, programmes, services, networks, etc.

*2: Job Coach programme is a range of activities related to Job Coach by DSW, including: 1) Job Coach Service programme and 2) Job Coach resource development. 1) Job Coach Service programme is a government programme to provide allowance for utilizing job coach and is planned to promote throughout the country in the Phase 2, which can be achieved with proper human resources (quantity and quality) and financial inputs for the Service provision. 2) Job Coach resource development means human resource development on Job Coach, which includes development of training programmes (courses, modules, training materials, etc.) and needs to be sustainable by establishing a structure to train Job Coaches trainers in Malaysia.

*3: Supported employment is a concept and approach to promote paid employment of PWDs with ongoing support in integrated (open) work site.

*4: "Disability" is defined in the "PWDs Act (2008)" of Malaysia as follows; Disability is an evolving concept and results from interaction between PWD and attitudinal and environmental barriers that hinders their full and effective participation on equal basis with persons without disabilities. The Project is to promote the understanding of disability defined as above.

*5: Condition of "being employed" is being paid salary by employer, excluding a condition being paid allowance as trainees.

*6: JCNM (Job Coach Network Malaysia):

Main functions of JCNM at the end of 1st phase are coordination of training courses including preparation of program and arranging trainers, proceeding Job Coach Service applications, and networking among job coach and job coach trainers.

*7 : Process of implementation at each zone: 1) DET & Seminar on Job Coach for employers and potential Job Coach Service providers → 2) Job Coach Basic Training Course (5-day) → 3) Job Coach Service programme implementation → 4) Monitoring/Evaluation

(Above explanations applied only to the project.)

<Abbreviations>

MWFC: Ministry of Women, Family and Community Development

DSW: Department of Social Welfare

DDPWDs: Department for the Development of Persons with Disabilities

PWDs: Persons with Disabilities

<Other Terminologies>

Job Coach: Job Coach who can provide Job Coach Service

Job Coach Trainer: Job Coach who can conduct training course for Job Coaches

Senior Job Coach Trainer: Job Coach who can conduct training of trainers of Job Coach

Job Coach Service programme: Government allowance for Job Coach

DET Trainer: Trainer who can conduct DET

Senior DET Trainer: Trainer who can conduct training of trainers of DET

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Annex 2 Tentative Plan of Operation
Project to Support Participation of Persons with Disabilities Phase 2 (ver. 6th July 2012)

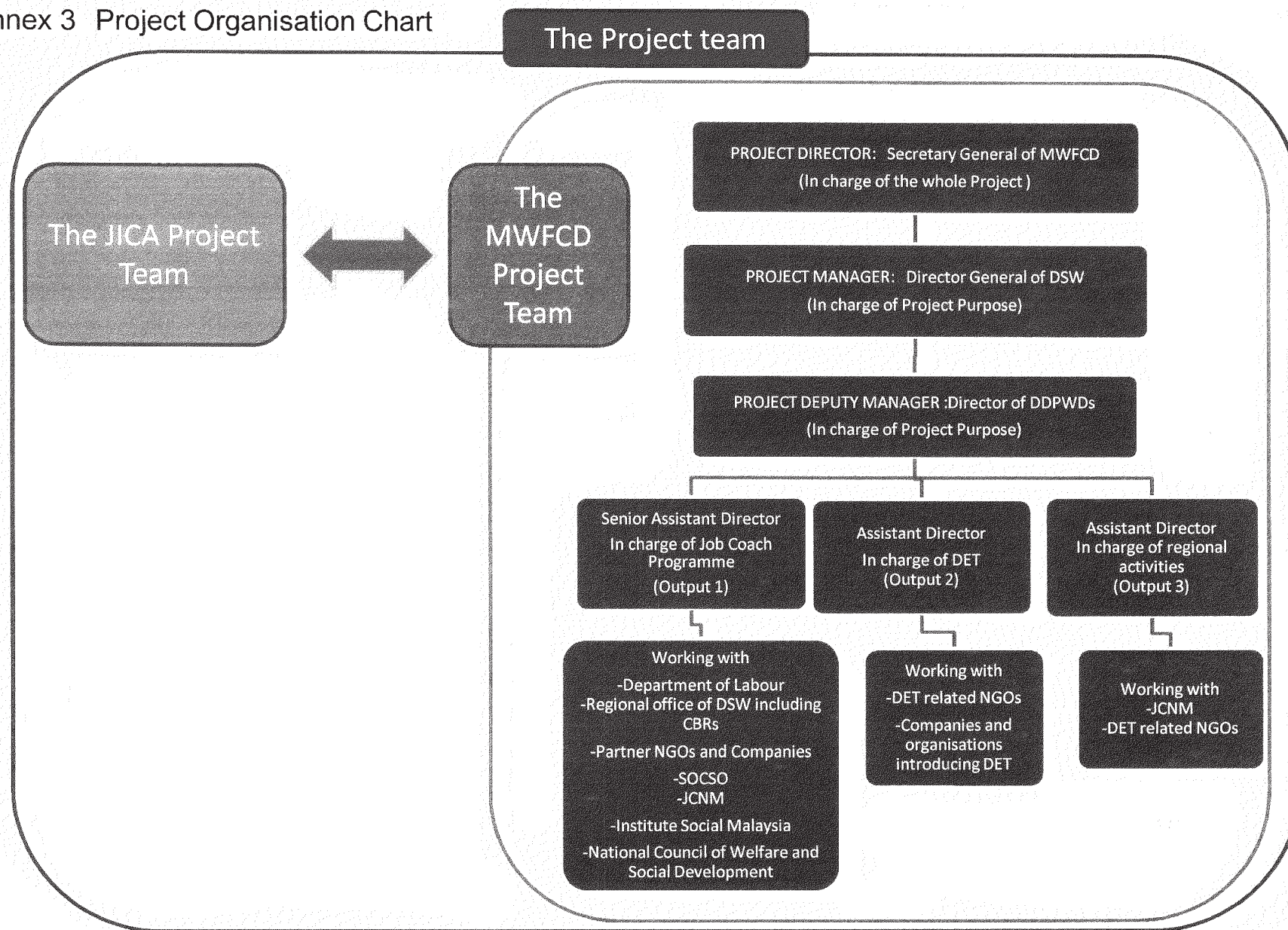
	Objectives & Activities	P/A	2012				2013												2014												2015								Note
			9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	
1	1. Job Coach programme is developed and implemented in sustainable manner.																																						
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner																																						
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).*	P																																					
		A																																					
	Development of partnership with both pioneering employers and Job Coach service providers	P																																					
		A																																					
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.																																						
	Implementation of Job Coach Training for all sectors (government, private, NGOs) in collaboration with other agencies	P																																					
		A																																					
	Training of Trainers (TOT) of Job Coach	P																																					
		A																																					
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	P																																					
		A																																					
	Module Development of local Training of Trainers of Job Coach	P																																					
		A																																					
1.3.	Job Coach Network Malaysia (JCNM) is enhanced as key component of Job Coach programme.																																						
	Enhancement of Job Coach Network Malaysia as coordinating body on Job Coach	P																																					
		A																																					
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.																																						
	Implementation of DET for employers and other organisations	P																																					
		A																																					
	Training of senior DET trainers	P																																					
		A																																					
	Training of DET trainers	P																																					
		A																																					
	Enhancement of DET providing bodies	P																																					
		A																																					
3.	Lessons learned on Job Coach and DET are shared in region by various means.																																						
	Regional training course of DET trainers	P																																					
		A																																					
	(Regional seminar on Supported Employment and Job Coach)	P																																					
		A																																					
	Information dissemination on Job Coach and DET	P																																					
		A																																					

P: Plan
A: Actual
TOT: Training of Trainers
FU: Follow up
DET: Disability Equality Tr.
JCNM: Job Coach Network
PWDs: Persons with Disab
LTE: Long Term Expert
STE: Short Term Expert

*: (Process: DET & Seminar on Job Coach for employers and potential Job Coach service providers → Job Coach Basic Training Course (5-day) → Job Coach service programme implementation → Monitoring/Evaluation)
**:TOT(2): DET TOT in Jordan & Uzbekistan (includes senior Trainer training of Malaysian trainer: costs are borne by the JICA projects in these countries)

Activities by STE/Counterpart Trainings
Activities by LTE

Annex 3 Project Organisation Chart



Annex 4 List of Proposed Members of Joint Coordinating Committee

The Joint Coordinating Committee shall be composed of;

(1) Chairman:

Secretary General of the Ministry of Women, Family and Community Development

(2) Deputy Chairman:

1) Director General of Department of Social Welfare

2) JICA Chief Advisor for the Project

(3) Members:

- Representative of Economic Planning Unit
- Deputy Director General (Operation) of the DSW
- Director of the Department for the Development of PWDs
- Director of the Division of Planning and Development
- Director of the Division of Community Development
- Director of the Division of International Affairs
- Representative of the MWFC
- Authorities concerned of related Ministries
(ex. Ministry of Finance, Department of Labour)
- Representative of Embassy of Japan
- Representative of JICA Malaysia Office
- JICA Expert
- Representatives of PWDs related NGOs

(4) Secretariat:

- Department for the Development of PWDs



MAIN POINTS DISCUSSED

- The importance of establishing a sustainable structure on Job Coach programme by Malaysian domestic resources is confirmed.
- The MWFCD and JICA identified that relevant personnel of CBR, NGOs, and public and private sectors are the main targets for Job Coach training.
- The MWFCD and JICA agreed that the present criteria for application of Job Coach Service programme (government allowance for Job Coach) are 1) to have experience in providing services for PWDs, 2) to have attended recognised Job Coach training.
- The MWFCD and JICA confirmed that Job Coach Network Malaysia should be formalised as a body to develop Job Coach programme in Malaysia.
- The MWFCD and JICA will discuss further how to publicise Job Coach and DET to Malaysian entrepreneurs, PWDs, relevant organisations and society through the implementation of the Project.
- The MWFCD requested JICA that the collaboration with Job Coach Network Japan to be continued in the training of Job Coach Trainers and Job Coach Senior Trainers.
- Under the output 3, countries which have not been involved in the Project Phase 0 and 1 will be encouraged to participate in regional activities on Job Coach and DET.
- The MWFCD will ensure that human resources to be trained under the Project will have long term involvements towards the sustainability of Job Coach programme and DET.

MINUTES OF MEETING
1st JOINT COORDINATING COMMITTEE MEETING :
JKM/JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS WITH
DISABILITIES PHASE 2

Date : 7 November 2012 ()
Time : 9.30AM
Location : 18th Floor Meeting Room,
The Social Welfare Department of Malaysia.

ATTENDEES

1. Mr. Shaharuddin Shah Kassim - **Chairman**
Deputy Director General (Planning)
2. Mr. Adnan Abu Bakar
Director of the Development Department for People with Disability
3. Mrs. Zarina (SUB KPWKM)
KPWKM
4. Dr. Kenji Kuno
Advisor, JICA
5. Mr Katsura Oikawa
Chief Advisor, JICA
6. Mrs. Rokiah
Economic Planning Unit
7. Mr. Sivaneswaran Ramachandran
Economic Planning Unit
7. Dr. Hafiz
PERKESO
8. Mr. Roshaimi Rosely
PERKESO
9. Miss...
JPA
10. Mrs. Junaidah Tukiman
Department of Labour Putrajaya
11. Mrs. Shirlyna Hassan
Assistant Program Manager, JICA
12. Mrs. Rosmiati Bt Ahmad
Policy Division, KPWKM

13. Mr Patmanathan A/L Ramachandran
JPOKU
14. Mr Ishak
JPOKU
15. Mr Mohd Hafiz Halim
JPOKU
16. Madam Terumi Shikata
JICA
17. Miss Yeo Swee Lan
JICA
- 18.

Wan Fadlina Wan Husain
JPOKU

- Recorder

NO	AGENDA	ACTION
1.	CHAIRMAN'S WELCOMING SPEECH	
1.1	The Chairman greets all members of the meeting and thanked to JICA for continuing cooperation with the Department of Social Welfare through JICA second phase program - Project To Support Participation Of Persons With Disabilities. This project started in September 2012 and will end in August 2015.	Notification
1.2	The Chairman welcomes the presence of Mr. Katsura Oikawa, the new Chief Advisor, and thanked Dr. Kenji Kuno for giving his support to ensure the success of JICA programs over the years.	Notification
1.3	The Chairman informed that the representatives of the Public Service Department (PSD) and the Ministry of Finance will be invited to attend this meeting to help JKM-JICA projects, especially a Job Coach approach to disabled people in the public sector and financial provisions for the continuations for the project.	Notification
2.	WELCOE SPEECH BY JICA	
2.1.	Mr. Kunihiko Sato thanked the Malaysian government especially JKM and Charity Voluntary Bodies (NGOs) for cooperation on programs organized by JICA all this time.	Notification
2.2.	He wished this second project will be able to assist the people with disabilities in Malaysia and adopted by JKM, and also to get cooperation in term of financial allocations and manpower to ensure the programs; especially Supported Employment program runs smoothly.	JKM
2.3	Mr. Sato Kunihiko has introduced Mr. Katsura Oikawa as Chief Advisor, Mrs. Terumi Shikata as Coordinator and Miss Yeo Swee Lan as a Consultant for this project.	Notification
3.	MATTERS OF DISCUSSION	
3.1.	PROJECT IDENTIFICATION AND PROJECT OUTPUT Mr. Oikawa explained that this time the project is to support more jobs for the people with disabilities; where there are three main outputs: 1. Job Coach is develop and implemented in sustainable manner 2. Disability Equality Training (DET) is utilized to raise awareness on disability for employers and organizations 3. Lessons learn on Job Coach and DET are shared in region by various means. A number of officials were elected to support this project:	Notification

NO	AGENDA	ACTION
	Project Director: KSU Project Manager: Director General JKM Assistant Project Manager: Director JPOKU Chief Advisor: Mr. Katsura Oikawa .	
3.2.	PROVISIONS The Chairman informed that financial provisions from JKM are limited and seek the cooperation from EPU and the Ministry of Finance for the continuous support to this program. All members of the meeting agreed because this is a project between the Malaysian government and JICA.	Notification
3.3.	JICA PROGRAMME PROMOTION	
3.3.1	Dr. Kenji informed that Malaysia is a very popular country in promoting Disability Equality Training (DET) and will be extended to other countries. Similarly, China is also keen to learn about Job Coach.	Notification
3.3.2	Job Coach promotion were also been made to private sector employers such as sending them Japan to raise awareness about the employment of disable people. As result, more opportunities will be given to the disabled people especially those that have difficulties in learning.	Notification
3.4	JOB COACH TRAINING	
3.4.1	Meeting was informed that in Japan, there is only 6 person per year will be selected from a various employment-related agencies to be trained as Train of Trainer (TOT). Preparations has been made in this project to train TOT Job Coach in Malaysia, and JKM shall prepare module and financial aid for the training of Job Coach in Malaysia.	Notification
3.4.2	Members of SOCSO proposed Job Coach Trainers should also be exposed in the field of rehabilitation such as supporting devices aids for the disable people to work.	Notification
3.5	JOB COACH SERVICES	
3.5.1	Meeting was informed that the payment for Job Coach services is to be paid to NGOs and the Committee of the Community-Based Rehabilitation (PDK) and not to disabled workers.	Notification
3.5.2	SOCSO representative informed that Job Coach approach is also	Notification

NO	AGENDA	ACTION
	applied to participants under SOCSO Return To Work, but more support is needed when employing disabled people with learning disabilities.	
4.	OTHER MATTERS	
4.1	DISABLED IN PUBLIC SECTOR	
4.1.1	Meeting was informed that achievement of 1% participation of disabled people in public sector a bit slow because the number of job seekers in public sector are very high compared to the total jobs offered. So far, only 2 ministries and 7 agencies surpassed the 1% of which is KPWK and JKM.	Notification
4.1.2	Mrs. Rokiah from EPU suggested that the Head of Department to let disabled people to be employed for Short Term services.	Notification
4.2	Members of the EPU suggested that terms and concepts used in the meeting shall be elaborated in detail especially for members attending the meeting for the first time.	Notification
4.3	Dr Kenji thanked all participants for the cooperation given to him so far, and hope that the cooperation can be continued to the new Chief Advisor Mr. Katsura Oikawa.	
5.	ADJOURNMENT OF MEETING	
5.1.	The meeting was adjourned by the chairman and thanked all the members. The meeting was adjourned at 11.00 am.	

Prepared by

.....
(WAN FADLINA WAN HUSAIN)
 ASSISTANT TO SENIOR DIRECTOR
 JPOKU

Verified by

.....
(ADNAN ABU BAKAR)
 JPOKU DIRECTOR

MINIT MESYUARAT
1st JOINT COORDINATING COMMITTEE MEETING :
JKM/JICA PROJECT TO SUPPORT PARTICIPATION OF
PERSONS WITH DISABILITIES FASA 2

Tarikh : 7 November 2012 (Rabu)

Masa : 9.30 pagi

Tempat : Bilik Mesyuarat Tingkat 18,
Jabatan Kebajikan Masyarakat Malaysia.

KEHADIRAN

1. Encik Sharudin Shar Kashim - **Pengerusi**
Timbalan Ketua Pengarah (Perancangan)
2. Encik Adnan Abu Bakar
Pengarah Jabatan Pembangunan Orang Kurang Upaya
3. Puan Zarina Ahmad
SUB KPWK
4. Encik Katsura Oikawa
Chief Advisor, JICA
5. Encik Zohari Said
Jabatan Perkhidmatan Awam (JPA)
6. Dr Kenji Kuno
Penasihat, JICA
7. Cik Miho Okubo
JICA
8. Puan Rokiah Haron
Unit Perancang Ekonomi
9. Encik Sivanewaran Ramachandran
Unit Perancang Ekonomi

10. Dr Hafez Hussain
PERKESO
 11. Encik Roshaimi Rosely
PERKESO
 12. Cik Shyamala Jothi
Kementerian Kewangan
 13. Puan Wan Arnidawati Wan Abdullah
Jabatan Tenaga Kerja Putrajaya
 14. Puan Junaidah Tukiman
Jabatan Tenaga Kerja, Putrajaya
 15. Puan Rosmiati Bt Ahmad
Bahagian Dasar, KPWKM
 16. Encik Pathmanathan A/L R. Nalasamy
JPOKU
 17. Puan Noorhaniza Jusoh
Bahagian Kaunseling, JKM
 18. Puan Noorhafiza Ahmad
Bahagian Antarabangsa dan Keurusetiaan, JKM
 19. Puan Nurhayati Mohamad
PKM, JKM
 20. Puan Emilia Syatirah Derahim
PP, JKM
 21. Encik Ishak Bin Muhamad
JPOKU
 22. Puan Terumi Shikata
JICA
 23. Cik Yeo Swee Lan
JICA
 24. Wan Fadlina Wan Husain
JPOKU
- Pencatat

BIL	PERKARA	TINDAKAN
<p>1.</p> <p>1.1</p> <p>1.2</p> <p>1.3</p>	<p>UCAPAN ALUAN Pengerusi</p> <p>Pengerusi mengucapkan salam kepada semua ahli mesyuarat dan mengucapkan terima kasih pada JICA kerana meneruskan kerjasama dengan JKM melalui program fasa kedua JICA iaitu Project To Support Participation Of Persons With Disabilities. Projek bermula pada September 2012 dan akan berakhir pada Ogos 2015.</p> <p>Pengerusi mengaluakan kedatangan Chief Coordinator yang baru iaitu Mr Katsura Oikawa dan mengucapkan terima kasih kepada Dr Kenji Kuno kerana telah banyak memberikan bantuan dalam menjayakan program-program JICA selama ini.</p> <p>Pengerusi juga memaklumkan wakil Jabatan Perkhidmatan Awam (JPA) dan Kementerian Kewangan akan dijemput hadir ke mesyuarat ini bagi membantu projek JKM-JICA terutama melibatkan pendekatan Job Coach kepada OKU di sektor awam dan peruntukan kewangan bagi meneruskan projek.</p>	<p>Makluman</p> <p>Makluman</p> <p>Makluman</p>
<p>2.</p> <p>2.1.</p>	<p>MEMPERKENALKAN CHIEF COORDINATOR BARU Encik Katsura Oikawa</p> <p>Pengerusi memperkenalkan Chief Coordinator baru iaitu Encik Katsura Oikawa sebagai Ketua Penasihat, beliau mempunyai pengalaman luas dalam bidang pekerjaan di Jepun.</p> <p>Selain Encik Oikawa, anggota lain yang terlibat adalah Puan Terumi Shikata sebagai Coordinator dan Cik Yeo Swee Lan sebagai Konsultant bagi projek ini.</p>	<p>Makluman</p>

BIL	PERKARA	TINDAKAN
3.	PERKARA-PERKARA YANG DIBINCANGKAN	
3.1.	<p>PENGENALAN PROJEK DAN OUTPUT PROJEK</p> <p>Encik Oikawa memaklumkan bahawa projek kali ini lebih kepada sokongan pekerjaan kepada OKU dimana terdapat tiga output utama :</p> <ol style="list-style-type: none"> <i>1. Job Coach is develop and implemented in sustainable manner</i> <i>2. Disability Equality Training (DET) is utilized to raise awareness on disability for employers and organizations</i> <i>3. Lesson learn on Job Coach and DET are shared in region by various means.</i> <p>Bagi menyokong projek ini, beberapa pegawai dilantik iaitu :</p> <p>Pengarah Projek : KSU Pengurus Projek : Ketua Pengarah JKM Penolong Pengurus Projek : Pengarah JPOKU Ketua Projek/Penasihat : Encik Katsura Oikawa</p>	Makluman
3.1.2	<p>Encik Oikawa menerangkan mengenai Projek Design Matrix (PDM) dan Plan of Operation (PO) mengenai projek JKM-JICA fasa 2. Beliau memaklumkan perlu dimasukkan output tambahan di dalam PO iaitu :</p> <p><i>Output 1.1 : Monitoring the process of the service provision and retention of employment, Publicity on the Job Coach Service Programme for employers and client (PWD/NGO/CBR).</i></p> <p><i>Output 1.3 : Confirm the status of JCNM, develop the organisation structure and mechanism.</i></p>	Makluman
3.1.3	<p>Mesyuarat bersetuju untuk menambahkan output ini di dalam perjanjian projek JKM-JICA.</p>	Makluman

BIL	PERKARA	TINDAKAN
3.2.	<p>PERUNTUKAN</p> <p>Pengerusi memaklumkan bahawa peruntukan JKM terhadap projek adalah terhad dan mohon kerjasama pihak EPU dan Kementerian Kewangan untuk terus menyokong projek ini. Pada masa ini, peruntukan kewangan adalah diambil daripada peruntukan PDK.</p>	Makluman
3.3.	<p>PROMOSI PROGRAM JICA</p>	
3.3.1	Dr Kenji memaklumkan bahawa Malaysia adalah negara yang popular dalam mempromosikan Disability Equality Training (DET) dan akan diperluaskan kepada negara luar. Begitu juga dengan Job Coach dimana negara Cina berminat untuk belajar mengenainya.	Makluman
3.3.2	Promosi Job Coach juga dibuat kepada pihak majikan swasta dengan menghantar mereka ke Jepun bagi meningkatkan kesedaran mengenai penyertaan OKU dalam pekerjaan. Hasilnya lebih banyak ruang dibuka kepada OKU terutamanya OKU masalah pembelajaran.	Makluman
3.4	<p>LATIHAN JOB COACH</p>	
3.4.1	Mesyuarat dimaklumkan latihan di Jepun hanya untuk menjadi Train of Trainer (TOT) dimana 6 orang setiap tahun akan dipilih daripada pelbagai agensi berkaitan pekerjaan OKU. Penyediaan modul latihan TOT Job Coach di Malaysia sedang dibuat, maka pihak JKM juga perlu menyediakan peruntukan bagi menjalankan latihan-latihan Job Coach di Malaysia.	JPOKU
3.4.2	Pihak PERKESO mencadangkan Jurulatih Job Coach juga diberi pendedahan dalam bidang pemulihan seperti alat bantu untuk OKU bekerja.	Makluman

BIL	PERKARA	TINDAKAN
3.5	PERKHIDMATAN JOB COACH	
3.5.1	Mesyuarat dimaklumkan elaun perkhidmatan Job Coach akan dibayar kepada NGO dan Jawatankuasa Program Pemulihan dalam Komuniti (PDK) dan bukannya kepada pekerja OKU.	Makluman
3.5.2	Wakil PERKESO memaklumkan pendekatan Job Coach juga digunakan kepada peserta Return To Work dibawah PERKESO, namun sokongan lebih diperlukan apabila menggajikan OKU bermasalah pembelajaran.	Makluman
4.	HAL- HAL LAIN	
4.1	OKU DI SEKTOR AWAM	
4.1.1	Mesyuarat dimaklumkan bahawa pencapaian dasar 1% OKU di sektor awam masih kurang dicapai oleh agensi dan kementerian. Ini juga berpunca daripada jumlah pencari kerja sektor awam sangat tinggi berbanding jumlah kerja kosong yang ditawarkan. Sehingga kini hanya 2 kementerian dan 7 agensi yang telah melepasi tahap 1% diantaranya adalah KPWKM dan JKM.	Makluman
4.1.2	Pn Rokiah daripada EPU mencadangkan agar Ketua Jabatan mengambil pekerja OKU menggunakan perkhidmatan Khidmat Singkat.	Makluman
4.2	Pihak EPU mencadangkan agar terma dan konsep yang digunakan dalam diterangkan dengan terpenci terutama kepada ahli mesyuarat yang pertama kali hadir.	Makluman
4.3	Dr Kenji mengucapkan terima kasih di atas kerjasama yang diberikan kepadanya selama ini dan mengharapkan agar kerjasama dapat diteruskan kepada	

BIL	PERKARA	TINDAKAN
	Chief Coordinator baru iaitu Encik Katsura Oikawa.	
5.	PENANGGUHAN MESYUARAT	
5.1.	Mesyuarat ditangguhkan dengan pengerusi mengucapkan terima kasih kepada semua ahli mesyuarat. Mesyuarat ditangguhkan pada pukul 11.00 pagi	

Disediakan oleh



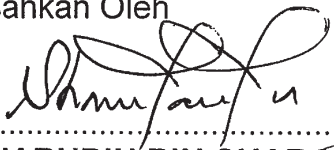
(WAN FADLINA WAN HUSAIN)
 Pen. Pengarah Kanan, JPOKU

Disemak oleh



(KATSURA OIKAWA)
 Chief Coordinator, Projek JKM-JICA

Disahkan Oleh



(SHARUDIN BIN SHAR KASHIM)
 Timb. Ketua Pengarah (Perancangan)

MINUTE OF MEETING
2nd JOINT COORDINATING COMMITTEE MEETING :
JKM/JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES PHASE 2

Date : 28 May 2013 (Wednesday)

Time : 9.30 a.m

Venue : Conference Room, Level 18
Department of Social Welfare Malaysia

Present :

1. YBhg Dato' Norani Bt Hj Mohd Hashim - Chairperson
Director General of Department Social Welfare Malaysia
2. Mr Adnan Abu Bakar
Director of Department for the Development of PWDs
3. Mr Kunihiko Sato
Chief Representative, JICA Malaysia
4. Mr Hiroshi Yaginuma
Embassy of Japan
5. Mr Katsura Oikawa
Chief Advisor, JKM-JICA Project
6. Ms Yoshiko Miura
JICA Malaysia
7. Mdm Norlia Mohd Zain
Public Service Department
8. Mr Sivaneswaran Ramachandran
Economy Planning Unit
9. Ms Aida Rahila Rusmahani
Economy Planning Unit

10. Mr Mohd Ridzuan Bin Mohamad Johari
Department of Labour Peninsular Malaysia
11. Mdm Norbayah Ariffin
International Affairs Coordination and Secretariat Division, DSW
12. Ms Fadzilah Ismail
International Affairs Coordination and Secretariat Division, DSW
13. Ms Noor Hanizah Zulkafli
Planning and Development Division, DSW
14. Ms Yeoh Joo Ai
JPOKU
15. Mdm Terumi Shikata
Coordinator, JKM-JICA Project
16. Ms Yeo Swee Lan
Consultant, JKM-JICA project
17. Mr Mohamad Azib Hassan
JPOKU
18. Mdm Wan Fadlina Wan Husain - secretary
JPOKU

NO	ITEM	ACTION
1.	CHAIRPERSON OPENING REMARKS	
1.1	The chairperson expressed her gratitude to JICA for their partnership in the project since 2005. The chairperson also acknowledged JICA's commitment to ensure the objective of project are achieved especially on development of PWDs through DET, Supported Employment and Job Coach Programme.	noted
1.2	The chairperson also addressed on the need for more publicity on the project to create better awareness for this project. The project which is focusing on development of PWDs is very relevant for the 462,000 PWDs registered with DSW.	noted
1.3	Mr Katsura Oikawa was welcomed as the Chief Advisor for the project. The chairperson appreciated his participation as an advisor especially in regards to employment of PWDs.	noted
1.4	The Chairperson also announced that <i>Sistem Pengurusan Maklumat OKU(SMOKU)</i> , the Management Information System for PWDs set up by JKM has been awarded as the 10 Best System which is recognised by the government. Job Matching, for example, is one of the information available in the system.	noted
2.	ENDORSMENT MINUTE OF MEETING	
2.1.	Minutes was approved by Mr Sivaneswaran Ramachandran and seconded by Ms Terumi Shikata.	noted

NO	ITEM	ACTION
3.	MATTERS ARISING	
3.1.	BUDGET	
3.1.1	The chairperson informed that RM150,000 had been allocated for Job Coach programme this year. DSW expected to apply more allocation for 2014 (RM 500,000). This evening, JPOKU will present the budget allocation for next year with the representative budget review officer (BRO) from Ministry of Finance.	JPOKU
3.1.2	The Chief Representative of JICA suggested that Job Coach Programme should have its own budget allocation rather than under CBR programme currently.	JPOKU
3.2.	PROMOTION ON JKM-JICA PROJECT As mentioned earlier, the Chairperson emphasised on the need to have more publicity especially for Disability Equality Training (DET). Many people are not aware about this programme.	JPOKU
3.3.	PWDs IN PUBLIC SECTOR	
3.3.1	Representative from Public Service Department (PSD) informed that the Ministry of Women, Family and Community Development has already achieved 1.18% quota of PWDs serving in the ministry. Other ministry that have achieved 1% are : I. Ministry of Rural and Regional Development II. Ministry of Tourism and Culture Malaysia	noted

NO	ITEM	ACTION
3.3.2	Other ministries and agencies that have yet to achieve the quota will try to employ more PWDs, by using temporary or contract scheme.	noted
3.4	JOB COACH UNIT	
3.4.1	The committee was informed that Job Coach Unit has been established at JKM Kuala Lumpur recently, as for other state, the officer incharge for PWDs have been intructed to give priority to Job Coach program. In JPOKU level, the person in charge for Job Coach is Puan Wan Fadlina, assisting by Puan Nurulhuda, Mohd Azib and Norasnida.	JPOKU
3.4.2	Chairperson agreed to have one staff in charge of Job Coach Unit in all JKM districts office but this can be fully implemented when DSW have more staff. She hopes that PSD will approve the additional staff as she has already proposed before election. If the additional staff is approved then one full-time officer can be appointed as Job Coach in every state.	JPOKU, PSD
3.5	JOB COACH NETWORK MALAYSIA (JCNM)	
3.5.1	The paper to establish Job Coach Network Malaysia (JCNM) as an NGO had been presented to DG. However, there are still some issues to be resolved such as conflict of interest for welfare officer to join as a member. Staff from other NGOs also may not release their member to join other NGOs. DSW agreed that JCNM will be one of the key component under Job Coach Unit at JPOKU.	JPOKU
3.6	JOB COACH TRAINING	

NO	ITEM	ACTION
	Mr Oikawa informed that 6 person will be trained at Japan this coming September 2013 and involved other agencies such as representatives from Hospital Permai, PERKESO, NGOs and Welfare officers. They will be attending a Job Coach Training of Trainers because there are increasing demand for the course to be conducted.	noted
3.6	<p>COMMITMENT OF OTHER AGENCIES</p> <p>The chairperson commented that the issues of employment also require the support from other agencies such as Ministry of Human Resource (MOHR) because employer have to register with MOHR to get new worker through JobsMalaysia.</p> <p>Representative from Japan Embassy informed that the demand of PWDs from employers has increased but there are insufficient PWDs worker with technical certificate due to lack of training. Training centers are not accessible and employers lack information on how to contact NGO's.</p> <p>Chairperson agreed that MOHR and DSW should have more collaboration on this issue.</p>	<p>JPOKU, MOHR</p> <p>JPOKU, MOHR</p>
4.	OTHER ISSUES	
4.1	ACTION PLAN BASED ON INCHEON STRATEGY	
4.1.1	JICA Chief Representative proposed that based on INCHEON strategy, more advocacy and awareness should be included as a key component program. DET program should reach out to the public.	noted

NO	ITEM	ACTION
4.2	<p>EPU representative said that a lot of program had been achieved during this project period. He informed that this progress will be used as indicator for Malaysian Plan. JICA was appreciated -for their support in the project.</p> <p>Chairperson agreed on that point and affirmed the importance of participation in JCC meeting by officers who are already familiar in the project.</p> <p>JICA's chief representative also expressed appreciation because some issue such as budget for project has already been addressed by DSW. Support given to JICA officers is also acknowledged.</p>	noted
4.3	<p>Chairperson also hope some programmes or activities can be done during the Job Coach expert visit (Prof Ogawa and Mr Sakai) such as seminar with Human Resource personnel to create more awareness on Job Coach.</p>	noted
4.4	<p>Mr Oikawa commented that there are a lot of progress in term of training the officers, CBR workers and human resource personnel of private sector. The target now is to ensure PWDs getting their job and retain in the workplace. More strategy planning will be done such as engagement with NGOs and collaboration with more employers.</p>	noted
5.	ADJOURNED OF THE MEETING	
5.1.	<p>The meeting adjourned at 12.15 noon and the next JCC meeting will be held at the end of year 2013.</p>	

Prepared by,



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(WAN FADLINA WAN HUSAIN)
Senior Assistant Director, JPOKU

Verified by,



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(KATSURA OIKAWA)
Chief Advisor, JKM-JICA Project

MINUTE OF MEETING
3rd JOINT COORDINATING COMMITTEE MEETING :
JKM/JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES PHASE 2

Date : 20 December 2013 (Friday)

Time : 9.30 a.m

Venue : Conference Room, Level 18
Department of Social Welfare Malaysia

Present :

1. Tn Hj Zulkifli Bin Ramli - Chairperson
Deputy Director General of Department Social Welfare Malaysia
2. Mr Adnan Abu Bakar
Director of Department for the Development of PWDs
3. Ms Kyoko Okubo
JICA Malaysia
4. Mr Yoshinobu Nozaka
Embassy of Japan
5. Mr Katsura Oikawa
Chief Advisor, JKM-JICA Project
6. Ms Yoshiko Miura
JICA Malaysia
7. Mdm Norlia Mohd Zain
Public Service Department
8. Dr Wan Arnidawati Wan Abdullah
Department of Labour Peninsular Malaysia
9. Ms Aida Rahila Rusmahani
Economy Planning Unit

10. Mr Mohd Ridzuan Bin Mohamad Johari
Department of Labour Peninsular Malaysia
11. Ms Masni Bt Mustafa Kamarul Basah
Planning Division, KPWKM
12. Mr Mohd Fazari Mohd Salleh
Planning and Development Division, DSW
14. Mdm Terumi Shikata
Coordinator, JKM-JICA Project
15. Ms Yeo Swee Lan
Consultant, JKM-JICA project
16. Mdm Nurul Huda Zainal
JPOKU
17. Mdm Wan Fadlina Wan Husain - Secretary
JPOKU

Special Present :

1. Dr Kenji Kuno
JICA Tokyo
2. Mr Takashi Shimizu
JICA Tokyo

NO	ITEM	ACTION
1.	CHAIRPERSON OPENING REMARKS	
1.1	The chairperson expressed his gratitude to all JCC members present at the meeting and conveyed regards from Director General as she is unable to attend this meeting due to other commitment.	Noted
1.2	The chairperson welcomed Dr Kenji Kuno and Mr Takahashi who are here from 15 December to 21 December 2013 as Mid Term Review Team and have done several discussions with the Ministry and evaluated the progress of project.	Noted
1.3	The Chairperson also announced that based on evaluation of the project, Dr Kenji and team already prepare Minute of Meeting and it will be signed between JICA Tokyo and Mr Harjeet Singh, Deputy Secretary General.	Noted
1.4	The Chairperson commented that even though this JKM-JICA project is under the DSW, however, there is strong support from other agencies such as Ministry of Human Resource, Ministry of Finance, Ministry of Education and other related ministries on employment issues of PWDs. He also hope that this networking will continue to create more job opputunities for PWDs in the workforce.	Noted
1.5	The chairperson also announced that JPOKU will have a new division called Career Development Division and the main task of this division is the implementation of Job Coach Programme.	Noted
2.	ENDORSMENT MINUTE OF MEETING	
2.1.	Minutes was approved by Mr Adnan and seconded by	Noted

NO	ITEM	ACTION
	Ms Terumi Shikata	
3.	MATTERS ARISING	
3.1.	BUDGET	
3.1.1	RM150,000 will be allocated for Job Coach programme for 2014. But JPOKU will present the budget allocation for sum of RM500,000 to cover the Job Coach service programme, Job Coach training and other programme in 2014 such as international seminar on Job Coach.	JPOKU
3.2.	PROMOTION ON JKM-JICA PROJECT	
	Job Coach programme was published on the Malaysian Business magazine twice this year (Issue: August 1-15 and October 1-15, 2013). The Job Coach Handbook published by MPH has also been translated to Chinese Version by Rong Ai Rong Li, an NGO in Beijing, China.	Noted
3.4	JOB COACH UNIT	
3.4.1	The committee was informed that Career Development Division will be established at JPOKU and the Job Coach Unit is set up in this division. This division will also be implemented at state level.	JPOKU
3.4.2	Job Coach Unit will collaborate with Job Coach Network Malaysia (JCNM) as close partners	JPOKU
3.5	PATNERS WITH OTHER AGENCY	
3.5.1	The Chairperson thanked the Ministry of Human Resource for sponsoring two Job Coach Introductory courses for the private sector.	Noted

NO	ITEM	ACTION
3.6	REVISION OF PDM	
3.6.1	Mr Oikawa informed that several amendments should be made in the PDM to include new information such as Career Development Division and the establishment of Job Coach Unit. Members of meeting agreed on the changes in Output 1.3, its verifiable indicator and its activities.	Noted
3.7	CHANGES ON PLAN OF OPERATION (PO)	
3.6.1	Mr Oikawa informed that extension of 6 months period is needed to accomplish Output 1.1. For Output 1.3, there are changes accordingly on establishment of Job Coach Unit and agreed by members of meeting.	Noted
3.8	PRESENTATION ON MID TERM REVIEW	
3.8.1	Dr Kenji informed that this project already succeeded beyond the target of the project because of the commitment from the government, partners from NGOs and private company. He also mentioned that Malaysia should be proud because Job Coach Programme in Malaysia is already known by others country.	Noted
3.8.2	More support should be done to ensure all zones are able to achieve the target on employment issues.	JPOKU
3.8.3	Dr Kenji also suggested more effort should be done by DSW on documentation on the progress of the project.	JPOKU
3.8.4	Members of meeting agreed with the report on Mid term review.	Noted


NO	ITEM	ACTION
4.	OTHER ISSUES	
4.1	Job Coach as Key Performance Index (KPI) for Minister, KPWKM	
4.1.1	Mr Fazari informed that for 2014, Job Coach programme was selected as KPI by the minister, whereby 250 PWDs are expected to be employed.	JPOKU
4.2	International Job Coach Seminar Originally, JPOKU planned to organise an international Job Coach seminar in October/November 2014, but will discuss further on this issues with partners. Next year, DSW will be organising several international conferences such as Seminar on Autism and CBR Seminar. The International Job Coach Seminar might be postponed to 2015.	JPOKU
4.3	JPOKU will organise seminar for Human Resource personnel in the public sector during the Job Coach expert visit (Prof Hiroshi Ogawa and Mr Daisuke Sakai) on the 27 February 2014.	Noted
4.4	Mdm Norlia from PSD informed that by June 2013, 2480 PWDs were employed in government sector.	Noted
5.	ADJOURNED OF THE MEETING	
5.1.	The meeting adjourned at 12.00 noon and the next JCC meeting will be held in June 2014.	

Prepared by,



.....
(WAN FADLINA WAN HUSAIN)
Senior Assistant Director, JPOKU

Verified by,



.....
(ADNAN ABU BAKAR)
Director of Department for the Development of PWDs

MINUTES OF MEETING
4th JOINT COORDINATING COMMITTEE MEETING :
JKM/JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES PHASE 2

Date : 23 June 2014 (Monday)

Time : 2.30 p.m

Venue : Conference Room, Level 18
Department of Social Welfare Malaysia

Present :

1. Mr. Adnan bin Abu Bakar - Chairperson
Director of Department for the Development of PWDs
2. Ms. Kyoko Okubo
JICA Malaysia
3. Mr. Tan Siew Chan
JICA Malaysia
4. Ms. Masni binti Mustapa Kamarul Basah
Ministry of Women, Family and Community Development
5. Mr. Katsura Oikawa
Chief Advisor, JKM-JICA Project
6. Mr. Zakwan Azahari
Public Service Department
7. Dr. Wan Arnidawati Wan Abdullah
Department of Labour Peninsular Malaysia
8. Ms. Shyamala Jothi
Ministry of Finance
9. Mdm. Faraanida Mobin
Economy Planning Unit

10. Mr. Mohd Hamizan Nasir
Community Division, DSW
11. Mr. Mujah Hamat
Psychology and Counselling Division, DSW
12. Mr. Mohamad Fizami Idris
Legislation and Enforcement Division, DSW
13. Mdm. Faizah binti Abdullah
Childrens Division, DSW
14. Mdm. Hamidah Hassan
Policy and International Relation Division, DSW
15. Mdm. Faridah Saini
Productive Welfare Division, DSW
16. Ms. Fadzilah binti Ismail
Quality Standard Division, DSW
17. Mr. Azman Mat Zain
Community Service Order Division, DSW
18. Mdm. Terumi Shikata
Coordinator, JKM-JICA Project
19. Ms. Yeo Swee Lan
Consultant, JKM-JICA Project
20. Mdm. Nurul Huda Zainal
Department for the Development of PWDs, DSW
21. Mdm. Norasnida binti Nordin
Department for the Development of PWDs, DSW
22. Mdm. Norhafiza binti Ahmad
Department for the Development of PWDs, DSW
23. Mdm. Sarida Binti Saidin - Secretary
Department for the Development of PWDs, DSW

NO	ITEM	ACTION
1.	CHAIRPERSON OPENING REMARKS	
1.1	The Chairperson welcome and expressed his gratitude to all JCC members for being present at this 4th Joint Coordinating Committee Meeting – Project to Support Participation of Persons With Disabilities Phase 2 this afternoon.	Noted
1.2	The Chairperson also conveyed regards from Director General as she is unable to chair this meeting due to the States Director of Social Welfare meeting at Kuantan, Pahang.	Noted
1.3	The Chairperson informed that Phase 2 project of JKM-JICA commenced in September 2012 and will end in August 2015. This project focuses mainly on Support Employment and Job Coach as an approach to promote sustainable employment for PWDs. He also informed that Disability Equality Training is also being promoted in this project.	Noted
1.4	The Chairperson also announced that the progress of this project in the last one year and 10 months has been positive though there are also some challenges that need to be addressed. On a whole, we managed to create a better awareness on DET, Supported Employment and Job Coach.	Noted
1.5	The Chairperson said that so far, 156 PWDs have been employed with the Job Coach Service Programme in this project. However, the employment opportunities seem to concentrate in the Central Zone. The other five zones which include the northern, southern and eastern zones as well as Sabah and Sarawak have yet to achieve the targetted number of PWDs employed with Job Coach Programme.	Noted

NO	ITEM	ACTION
1.6	The Chairperson also said that JKM and JICA had making efforts to address the current situation. Better administration and monitoring on the implementation on the Job Coach service programme nationwide will be inplaced. In the next one year, the team will be working hard to ensure that each state Department of Social Welfare carries out their duties efficiently to enhance the employment situation of PWDs in their respective states. Key Performance Indicators (KPI) has been set for each state as part of our monitoring effort.	Noted
1.7	The Chairperson announced that the number of Job Coach trainers and DET trainers have increased in the last two years. Local training modules to train local trainers for Job Coach and DET courses have also been developed. In the next one year, these training modules will be used by our Malaysian trainers to conduct Train the Trainers courses for Job Coach and DET trainers in Malaysia.	Noted
1.8	The Chaiperson also announced that besides developing the Job Coach and DET programme within Malaysia, we also managed to share our experience and knowledge at regional level. China and Myanmar for example have been showing keen interest in our Job Coach Programme. We hope this initiative will expand to reach out to more countries in the Asian region.	Noted
1.9	The Chairperson said that Board of Audit of Japan came on 20th May 2014 to audit the implementation progress and the effectiveness of JKM-JICA project. The Chairperson commented that the audit was successful.	Noted

NO	ITEM	ACTION
1.10	The Chairperson commented that even though this JKM-JICA project is under the DSW, however, there is strong support from other agencies such as Ministry of Human Resource, Ministry of Finance, Ministry of Education and other related ministries on employment issues of PWDs. He thanked to all other for their collaborative efforts and hope that this collaboration will continue to create more job opputunities for the best interest of PWDs in the workforce.	Noted
2.	ENDORSMENT MINUTE OF MEETING	
2.1	The 3 rd JCC Meeting Minutes was approved by Ms. Terumi Shikata and seconded by Mdm. Nurulhuda Zainal.	Noted
3.	MATTERS ARISING	
3.1	BUDGET MR150,000.00 has been allocated for Job Coach programme for 2014. JPOKU has requested the budget allocation for the sum of MR500,000.00 to cover the expenses of Job Coach service programme, Job Coach training and other programme in 2015 such as international seminar on Job Coach.	Noted
3.2	JOB COACH UNIT	
3.2.1	The committee was informed that Career Development Division has been established at JPOKU and the Job Coach Unit was set up in this division on March 2014. This division will also be implemented at state level as headquarters.	Noted

NO	ITEM	ACTION
3.2.2	A workshop will be held on 7 July 2014 to 11 July 2014 to discuss about the Term of Reference of Job Coach Unit and Job Coach Network Malaysia (JCNM), to construct the JCNM Guideline and to discuss the Job Coach Unit and JCNM function in order to collaborate Job Coach Unit with Job Coach Network Malaysia (JCNM) as close partners.	Noted
3.3	PRESENTATION ON MID TERM REVIEW	
3.3.1	Job Coach follow up workshop have been done from March 2013 to May 2014 to all zones to support and to ensure all zones are able to achieve the target on employment issues. The last state to conduct the follow-up workshop is Johor, 26 June 2014.	Noted
3.3.2	Effort has been done by DSW to document the progress of the project.	Noted
3.4	Key Performance Index (KPI) for Minister, KPWK M	
3.4.1	Job Coach as Key Performance Index (KPI) for Minister, KPWK M JPOKU has been informed that for 2014, Job Coach programme was selected as KPI by the minister. 250 PWDs are expected to be employed. By 15 June 2014, 74 PWDs had been supported for employed. An aggressive action and effort will being made to assure that MKPI could be achieved through strategies as below; <ul style="list-style-type: none"> i. Follow up workshop for all zone (completed) ii. Enhancing collaboration with other agencies iii. Retaining PWDs after 6 months to sustain for the longer period 	Noted

NO	ITEM	ACTION
3.4.2	The committee has been suggested to consider in pulling together statistic from the other agencies such as Human Resource Ministry and SOCSO which are not using the JC approach to help PWDs to work in the open employment.	Noted
3.5	International Job Coach Seminar	
3.5.1	JPOKU has requested and presented the propose budget on 5 th May 2014 to organise an international Job Coach seminar in February 2015.	Noted
3.6	Job Coach Programme	
3.6.1	Survey/Research on Job Coach Impact The committee has been suggested to conduct a survey or research to see the impact of the Job Coach Services towards the PWDs in Malaysia.	Noted
3.6.2	Job Coach Budget The committee also suggested that a survey is needed to see the impact of the program, it is necessary to propose the budget needed for expenses of JC programme so that treasury could consider for the future allocation.	Noted
3.6.3	Collaboration with Suruhanjaya Perkhidmatan Awam (SPA) Currently the Job Coach Programmes only covered for NGOs and CBR. The committee has been suggested to collaborate with SPA to expand the programme in public sector.	Noted

NO	ITEM	ACTION
3.6.4	Action Plan The committee suggested to continue the effort for this program by; <ul style="list-style-type: none"> i. Setting The Career Development Division in monitoring all the Job Coaches in Malaysia by providing guidance and training ii. Working on Job Coach Network Malaysia (JCNM) in giving support to Career Development Division to train job coaches, NGOs and etc iii. Planning the budget for 2016 and onwards base on JICA provided funds. iv. Monitoring the State DSW to report regularly by assigning specific officer to be incharged. 	JPOKU
3.7	Disability Equality Training (DET) JPOKU was suggested to run a course and training for every ministry as a way to create awareness on PWDs through DET.	JPOKU
4.	OTHER ISSUES	
4.1	Expand to all categories of PWDs JC Services should cater all categories of PWDs and create a Malaysian approach in supported employment.	JPOKU
4.2	Contribute to other Country The committee was suggested to expand the output of JC program. JKM may apply from MTCP funds to continuing on giving training courses.	JPOKU

NO	ITEM	ACTION
	JC program. JKM may apply from MTCP funds to continuing on giving training courses.	JPOKU
5.	ADJOURNED OF THE MEETING	
5.1.	The Chairperson once again thanked all the committee members for their participation. The meeting adjourned at 4.30pm and the next JCC meeting will be held 6 months from now.	Noted


Prepared by,



(SARIDA BINTI SAIDIN)
 Principal Assistant Director
 Department for the Development of PWDs

30 June 2014

Verified by,



(ADNAN ABU BAKAR)
 Director
 Department for the Development of PWDs

7/7/2014

MINUTES OF MEETING
5th JOINT COORDINATING COMMITTEE MEETING :
DSW/JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES PHASE 2

Date : 16 January 2015 (Friday)

Time : 9.30 a.m

Venue : Conference Room, Level 18
Department of Social Welfare (DSW)

Present :

1. Tuan Haji Zulkipli bin Ramli - Chairperson
Deputy Director General (Operations)
Department of Social Welfare
2. Mr. Adnan bin Abu Bakar
Director of Department for the Development of PWDs
3. Ms. Kyoko Okubo
JICA Malaysia
4. Ms. Yoshiko Miura
JICA Malaysia
5. Ms. June Cheng
JICA Malaysia
6. Mr. Yoshinobu Nozaka
Embassy of Japan
7. Ms. Shanta Kumari
Ministry of Women, Family and Community Development
8. Mr. Katsura Oikawa
Chief Advisor, JKM-JICA Project
9. Mr. Mohd Fairus bin Mohd Nasir
Public Service Department

10. Mohd Ridzuan bin Mohamad Johari
Department of Labour Peninsular Malaysia
11. Mdm. Suraya binti Sulaiman
Department of Labour Peninsular Malaysia
12. Mdm. Jurida Shima binti Mohamed
Social Service Section, Economy Planning Unit, PMD
13. Mdm. Gayathri Vadud
Social Security Organisation Malaysia (SOCSO)
14. Mr. Sivaneswaran s/o Ramachandran
International Section, Economy Planning Unit, PMD
15. Mdm Wan Zabariah binti Wan Harun
Productive Welfare Division , DSW
16. Mr. Mujah bin Hamat
Psychology and Counselling Division, DSW
17. Mr. Zaini bin Osman
Planning and Development Division, DSW
18. Mdm. Faizah binti Abdullah
Childrens Division, DSW
19. Mdm. Aidah binti Md. Tan
Quality Standard Division, DSW
20. Ms. Zubaidah binti Muhamed
Community Service Order Division, DSW
21. Mdm. Terumi Shikata
Coordinator, JKM-JICA Project
22. Ms. Yeo Swee Lan
Consultant, JKM-JICA Project
23. Mr. Muhamad Aziz bin Abdul Kapi
Older Person Division, DSW

24. Mr. Zakaria bin Taib
Community Division, DSW
25. Mr. Pathmanathan s/o R. Nalasamy
Department for Development of PWDs, DSW
26. Mr. Zaimi bin Abdul Kadir
Department for Development of PWDs, DSW
27. Mdm. Sarida binti Saidin - Secretary
Department for the Development of PWDs, DSW
28. Mdm. Norasnida binti Nordin
Department for the Development of PWDs, DSW
29. Mr. Zulkefli bin Hj. Mokhtar
Department for the Development of PWDs, DSW
30. Mdm. Rohana binti Yusof
Department for the Development of PWDs, DSW
31. Mdm. Salihah binti Kamarudin
Department for the Development of PWDs, DSW
32. Mdm. Nurul Huda binti Zainal
Department for the Development of PWDs, DSW
33. Aziah binti Noordin - Secretary
Department for the Development of PWDs, DSW

NO	ITEM	ACTION
1.	OPENING REMARKS	
1.1	The Chairperson welcomed and expressed his gratitude to all JCC members for being present at this 5th Joint Coordinating Committee Meeting – Project to Support Participation of Persons With Disabilities Phase 2.	Info Only
1.2	The Chairperson also conveyed regards from The Director General as she is unable to chair this meeting due to her commitment with another important appointment .	Info Only
1.3	The Director of The Department for the Development of PWDs informed that Phase 2 project of DSW-JICA commenced in September 2012 will end in August 2015. This project focuses mainly on Supported Employment and Job Coach as an approach to promote sustainable employment for PWDs. He also informed that Disability Equality Training (DET) is also being promoted in this project.	Info Only
1.4	The Director of The Department for the Development of PWDs also announced that the progress of this project in the last two years and 3 months has been positive despite some challenges that need to be addressed. Overall, DSW succeeded in creating better awareness on DET, Supported Employment and Job Coach.	Info Only
1.5	The Director of The Department for the Development of PWDs then informed that 133 PWDs have been employed with the Job Coach Service Programme since Phase 2 of this project which began in September 2012. During the first year of this project, more employment	Info Only

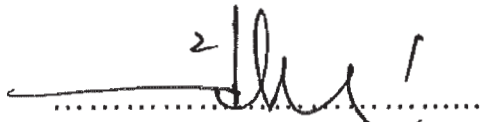
NO	ITEM	ACTION
	<p>opportunities for PWDs concentrated mainly in the Central Zone. By the end of the second year of this project, there was an increase in employment opportunities for PWDs in the northern, southern and eastern zones as well as in Sabah and Sarawak. However, more effort is needed to improve situation in some of these zones.</p>	
1.6	<p>The Director of The Department for the Development of PWDs, also said that DSW and JICA have made a lot of effort to ensure better administration and monitoring on the implementation of the Job Coach Service Programme nationwide. The project team worked closely with each state Department of Social Welfare to enhance the employment situation of PWDs. As a result, The Minister's Key Performance Indicators (MKPI); which stated that at least 250 PWDs is employed with employment support in year 2014 was achieved. A total of 260 PWDs were employed with Job Coach support by the end of 2014.</p>	Info Only
1.7	<p>The Director of The Department for the Development of PWDs also informed that the number of Job Coach Trainers and DET Trainers have increased in the last two years. Currently there are 31 Job Coach Trainers. Training modules to train Job Coaches and DET Trainers have also been developed. The first Job Coach Train the Trainers course was conducted in August 2014. In 24 January – 6 February 2015, several of the Senior DET Trainers will also be involved in Asia Pacific regional DET Train the Trainers course.</p>	Info Only

NO	ITEM	ACTION
1.8	<p>The Director of The Department for the Development of PWDs also said that besides developing the Job Coach and DET programme within Malaysia, DSW managed to share experience and knowlegde at regional level. For example, China has been showing keen interest in our Job Coach Programme. So far, two seminars and training have been held in Guangzhou in 2013 and Beijing in 2014. The Director of the Deparment for the Development of PWDs hopes this initiative will expand and reach out to more countries through the coming Asia Pacific Supported Employment and Job Coach Seminar which will be held on 5-6 May 2015.</p>	Info Only
2.	<p>ENDORSEMENT OF MINUTES OF MEETING</p> <p>The 4th JCC Minutes of Meeting was approved without any amendment.</p>	Info Only
3.	MATTERS ARISING	
3.1	<p>OUTPUT DATA OF THE PROGRESS REPORT</p> <p>JICA requested for the output data of the Progress Report to focus only in Phase 2 (from September 2012 to August 2015) .</p>	DSW

NO	ITEM	ACTION
3.2	<p>JOB COACH NETWORK</p> <p>Madam Kyoko Okubo requested for an explanation on why the structure and role of JCNM have not been endorsed by the Ministry as well as the target date for the endorsement of JCNM. JICA expressed hope to see the network established and functioning as stated in the Project Design Matrix.</p>	DSW
3.3	<p>TARGET FOR PWDs IN JOB PLACEMENT</p> <p>It was suggested that the data of PWDs in job placement with Job Coaches receiving service allowance and without service allowance should be tabled in a report to better represent the actual number of PWDs supported by Job Coaches.</p>	DSW
4.	OTHER ISSUES	
4.1	<p>FINAL EVALUATION</p> <p>Since DSW/JICA project to support participation of PWDs will end in August 2015, JICA will be conducting a final evaluation to see the impact of the project towards PWDs in Malaysia. JICA appreciates cooperation from all parties towards this evaluation.</p> <p>JICA will continue to monitor the development of Job Coach Service Programme for another 3 years after the project ends.</p>	<p>JICA</p> <p>Info Only</p>

NO	ITEM	ACTION
4.2	<p>ASIA PACIFIC SUPPORTED EMPLOYMENT AND JOB COACH SEMINAR 2015</p> <p>The preparation for the Asia Pacific Supported Employment and Job Coach Seminar which will be held on 5-6 May 2015 is currently in progress.</p>	DSW/ JICA
5.	ADJOURNMENT OF THE MEETING	
	<p>The Chairperson once again thanked all the committee members for their participation. The meeting adjourned at 11.30am and the next JCC meeting will be held in June 2015.</p>	Info Only

Prepared by,



(AZIAH BINTI NOORDIN)
Senior Assistant Director
Department for the Development of PWDs

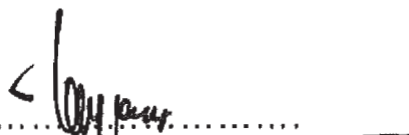
Date : 18/3/2015

Verified by,



(ADNAN BIN ABU BAKAR)
Director
Department for the Development of PWDs

Endorsed by ,



(HAJI ZULKIPLI BIN RAMLI)
Deputy Director General (Operations)
Department of Social Welfare

MINUTES OF MEETING
FINAL JOINT COORDINATING COMMITTEE MEETING:
DSW-JICA PROJECT TO SUPPORT PARTICIPATION OF PERSONS
WITH DISABILITIES PHASE 2

Date : 26 June 2015 (Friday)

Time : 9.30am – 12.00noon

Venue : Conference Room, Level 18
Department of Social Welfare (DSW)

Present :

1. Mr. Azman bin Mohd. Yusof - Chairperson
Deputy Secretary General (Strategic)
Ministry of Women, Family and Community Development
2. Madam Noormah binti Dato' Rauf
Deputy General Director (Operational)
Department of Social Welfare
3. Dr. Kenji Kuno
Senior Advisor
JICA Japan Office
4. Ms. Nor Tipah binti Majin
Senior Principal Assistant Director
Department of Social Welfare
5. Mr. Katsura Oikawa
Chief Advisor, JKM-JICA Project
6. Mr. Hiroshi Takashima
Second Secretary
Embassy of Japan
7. Mr. Kojiro Matsumoto
Chief Representative
JICA Malaysia Office

8. Madam Kyoko Okubo
Senior Representative
JICA Malaysia Office
9. Madam Yuka Sonoyama
Representative
JICA Malaysia Office
10. Madam June Cheng
Program Manager
JICA Malaysia Office
11. Mr. Mohd Shah bin Abdul Rahman
Principal Assistant Director
Public Service Department
12. Dr. Wan Arnidawati Binti Wan Abdullah
Assistant Director
Department of Labour Peninsular Malaysia
13. Madam Khalidah Edayu binti Mohamad Khalid
Assistant Director
Department of Labour Peninsular Malaysia
14. Madam Rokiah binti Haron
Deputy Director
Social Service Section, Economy Planning Unit
15. Mr. R.Sivaneswaran s/o Ramachandran
Principal Assistant Director
International Section, Economy Planning Unit
16. Mr. Roshaimi Mat Rosely
Manager Return To Work Program
Social Security Organisation Malaysia (SOC SO)
17. Madam Gayathri Vadivel
Social Security Organisation Malaysia (SOC SO)

18. Mr. Ibrahim bin Yaacob
Assistant Secretary
Ministry of Finance
19. Mr. Arfan bin Sulaiman
Director of Childrens Division,
Department of Sosial Welfare
20. Mr. Roslan bin Baba
Director of Legislation and Enforcement Division,
Department of Social Welfare
21. Mr. Zulkifli bin Ismail
Director of Community Division
Department of Sosial Welfare
22. Mr. Che Samsuzuki bin Che Noh
Director of Community Service Order Division
Department of Sosial Welfare
23. Mr. Azmir bin Kassim
Senior Principal Assistant Director
Productive Welfare Division
Department of Sosial Welfare
24. Mr. Mujah bin Hamat
Principal Assistant Director
Psychology and Counselling Division
Department of Sosial Welfare
25. Madam Fadzillah binti Ismail
Principal Assistant Director
Quality Standard Division
Department of Sosial Welfare
26. Madam Noryanti binti Mahbub
Assistant Director
Older Person Division
Department of Sosial Welfare

27. Madam Terumi Shikata
Project Coordinator
JICA Malaysia
28. Ms. Yeo Swee Lan
Project Consultant
JICA Malaysia
29. Madam Aziah binti Noordin
Senior Assistant Director
Department for the Development of PWDs
Department of Sosial Welfare
30. Madam Nurul Huda binti Zainal
Assistant Director
Department for the Development of PWDs
Department of Sosial Welfare
31. Madam Sarida binti Saidin - Secretary
Principal Assistant Director
Department for the Development of PWDs
Department of Sosial Welfare

NO	ITEM	ACTION
1.	CHAIRMAN OPENING REMARKS	
1.1	The Chairman welcomed and expressed his gratitude to all JCC members for being present at this 6th Joint Coordinating Committee Meeting – Project to Support Participation of Persons With Disabilities, Phase 2 this morning.	Info Only

1.2	The Chairman informed that The Secretary General, Ministry of Women, Family and Community Development was unable to chair this meeting due to her commitment with another important appointment in Sabah.	Info Only
1.3	The Chairman also welcomed the officer from the Japan Embassy Office, Mr. Hiroshi Takashima and the Chief Representative of JICA, Mr Kojiro Matsumoto and his team from JICA Malaysia.	Info Only
1.4	The Chairman also conveyed a special thanks to Dr. Kenji Kuno, Senior Advisor from JICA Japan who came all the way to attend this JCC meeting at the closure of this project. The Chairman informed that Dr. Kenji was a former Chief Advisor of DSW-JICA project from 2005-2012 and has been promoted to be the Senior Advisor of JICA Headquarters in Tokyo since 2012.	Info Only
1.5	<p>The Chairman informed that the collaboration of DSW – JICA commenced since September 2005 to jointly implement three projects in Malaysia. The current project will end in August 2015. The series of the three projects were:</p> <ul style="list-style-type: none"> i. Project for Capacity Building on Social Welfare Services for Persons With Disabilities (September 2005 – August 2008) ii. Project to Support Participation of Persons with Disabilities Phase 1 (September 2009 – August 2012) iii. Project to Support Participation of Persons with Disabilities Phase 2 (September 2012 – August 2015) 	Info Only

1.6	The Chairman said that Project to Support Participation of Persons with Disabilities focused mainly on Supported Employment and Job Coaching as an approach to promote sustainable employment for PWDs. Disability Equality Training was also being promoted in this project.	Info Only
1.7	The Chairman also informed that the history on the Development of Supported Employment in Malaysia linked back to 2007, when a team of officers from Department of Social Welfare (DSW) and Department of Labour (DOL) visited Japan in March 2007 to learn about Supported Employment and Job Coaching. As a result of that visit, in November 2007, the first Job Coach Training was held in Malaysia. Professor Hiroshi Ogawa and Mr. Daisuke Sakai were the experts invited by JICA to train the officers from DSW, DOL, NGOs, CBRs and private sector.	Info Only
2.	REMARKS BY JICA MALAYSIA OFFICE	
2.1	Mr. Kojiro Matsumoto, Chief Representative expressed his pleasure to say a few words at this Joint Coordinating Committee Meeting on behalf of the Japan International Cooperation Agency (JICA), especially when the meeting today was expected to be the last one before the end of the Project in August this year.	Info Only

2.2	Mr. Matsumoto also flashed back to the history of JICA technical cooperation project in supporting PWDs commenced when the first JICA expert Dr. Kenji Kuno was assigned to Department of Social Welfare in 2005 and started "Project for Capacity Building on Social Welfare Services for PWDs." Then the next stage, "Project to Support Participation of PWDs - Phase 1" commenced in 2009, and this Phase 2 project, which began in 2012, is now in the very final stage after 10 years of joint cooperation.	Info Only
2.3	He said that the significant achievements were made during the collaboration. More than 1,200 Job Coaches were trained throughout the country, and these Job Coaches and Job Coach Service Programme had supported over 430 PWDs to be employed nationwide.	Info Only
2.4	He also expressed JICA's sincere appreciation to the Department of Social Welfare and the Ministry of Women, Family and Social Development Malaysia for the commitment and contribution to organise jointly with JICA "The Asia Pacific Supported Employment and Job Coach Seminar 2015", which was held in Kuala Lumpur in May this year to share the experience in Malaysia with more than 200 participants from 17 countries. The seminar was very successful and this suggested that Malaysia is now ready to extend support to other countries to utilise their experience.	Info Only
2.5	Mr. Matsumoto said that although the Project is going to complete in August, he was confident that Job Coach Service Programme will be expanded by the Department of Social Welfare in partnership with NGOs and private companies and continuously benefited PWDs in Malaysia. Moreover, it is also expected that the experience and expertise of Malaysia will be utilised by neighbouring countries through Third Country Training Programme (TCTP), which is now being prepared.	Info Only

2.5	He also looked forward to seeing these to happen and hoping that JICA and DSW will continue to communicate even after the completion of the Project to contribute further support for active participation of PWDs. Mr. Matsumoto also expressed his sincere appreciation to those who are involved in the Project for their contribution to the success of the Project.	Info Only
3.	ENDORSEMENT OF MINUTES OF MEETING The 5 th JCC Minutes of Meeting was approved without any amendment.	Info Only
4.	PROGRESS REPORT PRESENTATION	
4.1	Presentation of Project Completion Report The Project Completion Report was presented by Madam Noormah binti Dato' Rauf, Deputy Director General (Operational), Department of Social Welfare (Slide Presentation in the attachment)	Info Only
5.	REMARKS BY JICA HEADQUATERS (JAPAN)	
5.1	Dr. Kenji Kuno Senior Advisor said that the Project to Support Participation of Persons With Disabilities Phase 2 was successful. It was not only a great achievement in the outputs of the project but also DSW successfully made a structure and system of implementing the Job Coach Service Program. He is confident that DSW is now be able to continue implement this programme even though there will be less engagement with JICA.	Info Only

5.2	<p>Dr. Kenji also mentioned that it is important to further develop the 2 components of the Job Coach Service Program.</p> <ul style="list-style-type: none"> i. Sustainability – To sustain the established partnership with other agencies such as JTK, SOCSO, privates sector and NGOs for a strong support. JICA made this collaboration because this synergy enhancing the development of employment for PWDs. Besides, the employment issue is not only under the shoulders of the government but the main key player is the private sector. ii. Expansion – based on the capacity and capability of DSW, the expansion of Job Coach Program to the other countries with the support of Third Country Training Program (TCTP) which now is in planning. 	Info Only
5.3	<p>Dr. Kenji also mentioned that in the 11th Malaysian Plan, 7 Independent Living Centre (ILC) will be established within 5 years from 2016 to 2020. ILC actually was an output under the Project for Capacity Building on Social Welfare Services for Persons With Disabilities (September 2005 – August 2008). JICA will consider if Malaysia Government need support or cooperation to establish ILC.</p>	DSW
5.4	<p>Dr. Kenji also mentioned that JICA had a Japan Overseas Cooperation Volunteers (JOCV) program that provides volunteers and senior volunteers in various field. Unfortunately, the number of volunteers at DSW offices in state or district level has decreased from 40 volunteers to 3 volunteers at the moment. JICA suggested that, if needed, they are willing to continue sending more volunteers to support DSW, especially in the states that are behind target in Job Coach Service Program, such as Sabah, Sarawak, Terengganu and Kedah.</p>	DSW

6.	DISCUSSION	
6.1	Hub for Training Committee has been informed that Institute Social Malaysia (ISM) will be hub for Job Coach Training for the Asia Pacific countries. Currently, ISM is waiting for the approval as Training Institute by the Ministry Of Foreign Affairs Malaysia. The first training is expected to be held in October 2016.	DSW
6.2	Third Country Training Program (TCTP) It has been informed that TCTP is a program under JICA. Currently, DSW through DDPWDs had prepared the Job Coach Training program proposal and submitted to ISM for further action. JICA Malaysia will support DSW in preparing and managing the program when necessary.	JICA Malaysia Office
6.3	Translated Handbook It has been informed that Job Coach Handbook had been translated to Chinese, Myanmar and Arabic language due to request from China, Myanmar and Jordan as a resource reference to practice Job Coach Service Programme in their country.	Info Only
6.4	Subject Matter Expert (SME) It has been informed that DSW has to increase the number of required officers. SME is needed to make sure that the officer will be a specialist and will not be assigned to the other tasks.	Info Only
6.5	Sharing Data It was suggested that there should be integration or data sharing on PWDs within Public Sector and Private Sector.	Info Only

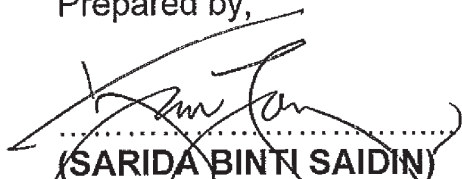
6.6	Budget Allocation It has been informed that to sustain the Job Coach Service Program, budget allocated must be value for money. It was suggested that we could have collaboration within various related agencies through National Blue Ocean Strategy (NBOS) to sustain the program. It was also suggested that DSW should involve Religious Department as a partner.	DSW
6.7	Testimonial of Job Coach Programme Success Story It was suggested to have road show in promoting the program to the other countries. Testimonial from true stories (success stories) for sharing good practices should also be introduced because they reflect reality.	Info Only
6.8	Official Ceremony for Job Coach Service Program It was suggested that official ceremony by the Minister to recognise those who have achieved and excel should be one of the strategies to motivate states that did not achieve target to put in more effort.	DSW
6.9	Certified Volunteer It was suggested that DSW engaged more volunteers to overcome problems of capacity. DSW also have to consider how to certify them.	Info Only
6.10	Transition Program It was suggested that Employment Transition Program should be implemented to further enhance the Supported Employment and Job Coach Programme to enable more PWDs to be employed in the open employment since it has been observed that many PWDs are not employed due to lack of vocational skills and readiness for employment.	DSW

7.	ANY OTHER BUSINESS	
7.1	<p>Return To Work (RTW) Programme SOCSCO has informed that they implement the element of Job Coaching in RTW Programme. SOCSCO also suggested that the system to capture PWDs profiling should be developed.</p>	Info Only
7.2	<p>SPOKU and Jobs Malaysia Labour Department informed that they have a data system called SPOKU. It is system that allows job seekers to be registered. They also have Jobs-Malaysia system that provides an avenue for private sector to advertise vacancies of their company.</p> <p>It has been informed that due to shortage in number of Job Placement Officer, Labour Department is sponsoring Job Coach Introductory Courses for Private Sector. It has shown significant number PWDs employed by the Private Sector due to this awareness and training programme.</p>	Info Only
7.3	<p>PWDs in Public Sector Public Service Department informed that they had engaged with the Labour Department, Public Services Commission and Educational Services Commission in April 2015, as an effort to make sure Public Sector achieved 1% employment for PWDs.</p>	Info Only
7.4	<p>Community Based Rehabilitation (CBR) and Independent Living Centre (ILC) EPU congratulated DSW-JICA for achieving a successful project. It was also informed that CBR under DSW is a very good program and it hopes that Job Coach Service Program will be another benchmark in Supported Employment of PWDs in Malaysia.</p>	Info Only

	EPU also suggested that in order to establish ILC, 3 elements should come into consideration which is technologies (such as Braille and Universal Design product), curriculum (such as module of program) and accessible buildings (such as infrastructure). It has suggested that DSW should apply to JICA for support and expertise.	Info Only
7.5	Budget for Job Coach Program MOF congratulated DSW-JICA in supporting PWDs in term of employment. MOF always supports program for PWDs. MOF conveyed best wishes for the budget requested by DSW for Job Coach Service Programme.	Info Only
7.6	Sustainability of Job Coach Programme JICA Malaysia hoped that DSW will sustain the system of Job Coach Program that has been established. It also hoped that the momentum will continue in the future. JICA Malaysia also hoped that TCTP will be succeeded and it will support DSW in substantial and technical matters if necessary.	Info Only
7.7	Collaboration Between Japan-Malaysia Embassy of Japan expressed the gratitude that Malaysia-Japan had worked very closely through this programme.	Info Only
8.	ADJOURNMENT OF THE MEETING	
8.1	The Chairman congratulated all the key persons involved in this successful project, Mr. Katsura Oikawa, Ms. Terumi Shikata and Ms. Yeo Swee Lan from JICA and team from DDPWDs. He appreciated all officers involved for the hard work and efficiency in completing the project with so many positive impacts.	Info Only

8.2	The Chairman suggested DSW to refer to the strategies used by JICA for further action. He also suggested to maintain good cooperation with JICA.	Info Only
8.3	The Chairman once again thanked all the committee members for their participation. The meeting adjourned at 12.00 noon.	Info Only

Prepared by,



(SARIDA BINTI SAIDIN)

Principal Assistant Director

Department for the Development of PWDs

Date: 18/7/2015

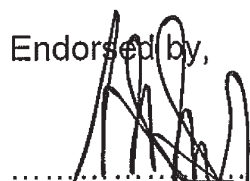
Verified by,



(KATSURA OIKAWA)

Chief Advisor, JKM-JICA Project

Endorsed by,



(AZMAN BIN MOHD YUSOF)

Deputy Secretary General (Strategic)

Ministry of Women, Family and Community Development

**MINUTES OF MEETING
BETWEEN
MINISTRY OF
WOMEN, FAMILY AND COMMUNITY DEVELOPMENT
AND
THE JAPANESE MID-TERM REVIEW TEAM
ON
THE PROJECT TO SUPPORT PARTICIPATION OF
PERSONS WITH DISABILITIES (PHASE 2)
IN MALAYSIA**

The Japanese Mid-term Review Team (hereinafter referred to as “the Japanese Team”) organised by the Japan International Cooperation Agency (hereinafter referred to as “JICA”) and headed by Dr. Kenji KUNO, visited Malaysia from 15th December to 21st December, 2013.

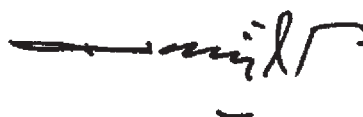
During their stay in Malaysia, the Japanese Team had a series of discussions with Ministry of Women, Family and Community Development (hereinafter referred to as “MWFCD”), jointly evaluated the achievement of the Project to Support Participation of Persons with Disabilities (Phase 2) (hereinafter referred to as “the Project”) and exchanged views on the Project activities to fulfill the Record of Discussions (hereinafter referred to as “R/D”) signed on 6th July, 2012.

As a result of the discussions, the Japanese Team and MWFCD agreed on the matters referred in the document attached hereto.

Putrajaya, 20th December 2013



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Table of Contents

1. INTRODUCTION	1
1-1. PREFACE.....	1
1-2. OBJECTIVES OF THE MID-TERM REVIEW	1
1-3. SCHEDULE OF THE JAPANESE TEAM.....	1
1-4. MEMBERS OF THE JOINT REVIEW TEAM	2
1-5. METHODOLOGY OF THE EVALUATION	2
2. BACKGROUND OF THE PROJECT	3
3. PROGRESS OF THE ACTIVITIES AND ACTIVITIES TO BE CONDUCTED IN THE PROJECT	3
4. EVALUATION BY INDICATORS OF PDM AND FIVE CRITERIA.....	3
4-1. RELEVANCE.....	3
4-2. EFFECTIVENESS.....	4
4-3. EFFICIENCY.....	4
4-4. IMPACT.....	4
4-5. SUSTAINABILITY	4
5. POINTS DISCUSSED	5
5-1. ROLE OF UNIT JOB COACH	5
5-2. ROLE OF JOB COACH NETWORK MALAYSIA.....	5
6. CONCLUSION	5
7. RECOMMENDATIONS	6
7-1. RECOMMENDATION TO THE PROJECT	6
7-2. RECOMMENDATION TO MINISTRY OF WOMEN, FAMILY AND COMMUNITY DEVELOPMENT AND THE DEPARTMENT OF SOCIAL WELFARE	6

1. INTRODUCTION

1-1. PREFACE

The Project was launched in September 2012 and will be completed in August 2015. In response to reaching its midpoint, JICA dispatched the Japanese Team to Malaysia from 15th December to 21st December 2013, for the purpose of examining the achievement of the Project and discussing the Project activities forward. The Mid-term Review (hereinafter referred to as "the Review") has been undertaken by the Joint Review Team (hereinafter referred to as "the Team") consisting of the Japanese Team and MWFCDO officers.

1-2. OBJECTIVES OF THE MID-TERM REVIEW

Objectives of the Review are as follows:

- (1) to review the degree of the achievement of inputs, outputs and the Project Purpose
- (2) to review the Project from five criteria of the Evaluation. (explained later in this document)
- (3) to identify contributing and hindering factors of the progress of the Project
- (4) to formulate recommendations for the Project and relevant parties

1-3. SCHEDULE OF THE JAPANESE TEAM

Date	Day	Time	Activities
Dec-15	Sun	17:05	Arrive in KL (MH0089)
Dec-16	Mon	AM	Courtesy call to Department of Social Welfare (DSW) Discussion with the Project team
		15:40	Departure to Kuching (MH2528)
Dec-17	Tue	AM	Discussion with DSW Sarawak
		PM	Interview with participants of Job Coach seminars, NGOs, CBR workers, employees of PWDs
		18:05	Departure to KL (MH2529)
Dec-18	Wed	AM	Visit Mydin, working site of PWDs Discussion with the management of Mydin Mohamed Holdings Bhd.
		PM	Discussion with DSW Drafting Minutes of Meeting (M/M) within the mission team
Dec-19	Thu		Drafting M/M with DSW staff members
Dec-20	Fri	AM	Joint Coordination Committee Meeting of M/M
		PM	Courtesy call to Embassy of Japan Report to JICA Malaysia Office
Dec-21	Sat	AM	Preparation for DET training of trainers
		23:35	Departure to Tokyo (MH0088)

1-4. MEMBERS OF THE JOINT REVIEW TEAM

Japanese side

Name	Job title	Occupation
Dr. Kenji KUNO	Leader	Senior Advisor, JICA
Mr. Takashi SHIMIZU	Cooperation Planning	Program Officer, Human Development Department, JICA

Malaysian side

Name	Job title	Occupation
Dato' Sri Dr. Noorul Ainur Mohd Nur	Project Director	Secretary General, MWFC
Dato' Norani Hj Mohd Hashim	Project Manager	Director General, DSW
Encik Adnan Abu Bakar	Project Deputy Manager	Director, the Department for the Development of PWDs (DDPWDs)
Puan Wan Fadlina Wan Husain	Project Member	Senior Assistant Director, DDPWDs
Puan Nurulhuda Zainal	Project Member	Assistant Director, DDPWDs
Encik Pathmanathan A/L R. Nalasamy	Project Member	Head of Senior Assistant Director, DDPWDs

1-5. METHODOLOGY OF THE EVALUATION

In accordance with New JICA Guidelines for Project Evaluation (First Edition: June 2010), the Review of the Project was conducted. The definition of the five evaluation criteria applied in the analysis for the Review is given in the table below.

Five Evaluation Criteria	Definition as per the JICA Evaluation Guidelines
1. Relevance	Degree of compatibility between the development assistance programme and the priority of the target groups, the recipients, and the cooperating partner.
2. Effectiveness	A measure of the extent to which the development assistance programme attains its objectives.
3. Efficiency	A measure of the outputs (qualitative and quantitative) in relation to the inputs. It is an economic term which is used to assess the extent to which the development assistance programme uses the least costly resources possible in order to achieve the desired results.
4. Impact	The positive and negative changes produced by a development assistance programme, directly or indirectly, intended or unintended. This involves the main impacts and effects resulting from the activity on the local, social, economic, environmental and other development indicators.
5. Sustainability	Whether the benefits of an activity are likely to continue after the assistance from the cooperating partner has been withdrawn.

Data collection methods used for the evaluation were as follows:

- Review of the Project documents
- Questionnaires of Malaysian counterpart personnel
- Focal group meeting and key informant interviews of Japanese experts, Malaysian counterparts and other stakeholders, to draw out their opinions on the issues above

2. BACKGROUND OF THE PROJECT

Government of Malaysia and JICA have been implementing projects to promote participation and inclusion of Persons with Disabilities (PWDs) in which stated as the goal of the 1st and 2nd Asia Pacific Decades of PWDs. As results of collaborative efforts, various policies and services which are based on the framework of the social model of disability have been developed and implemented in Malaysia. However, it still requires JICA's cooperation to establish the sustainable programme of Job Coach services not only in selected pilot areas but also nationwide, and to share the knowledge and expertise of Disability Equality Training (DET). Further, it is also planned by MWFCDD that the Malaysian experience is disseminated to other countries in the region for the purpose of awareness-raising on disability.

Under these circumstances, MWFCDD and JICA have been implementing the Project since 1st September 2012.

3. PROGRESS OF THE ACTIVITIES AND ACTIVITIES TO BE CONDUCTED IN THE PROJECT

The Team confirmed the Project progress shown in ANNEX 1. Then, the Project activities to be conducted are summarised in ANNEX 2.

4. EVALUATION BY INDICATORS OF PROJECT DESIGN MATRIX (PDM) AND FIVE CRITERIA

4-1. RELEVANCE

- DSW has just started drafting Action Plan on Disability (2014 - 2020). DSW confirmed that Job Coach and DET will be components of the plan.
- Government of Malaysia has been providing a variety of vocational services for PWDs. However, there are still many PWDs who have not enough opportunities for working. On the other hand, it is found through the cooperation between MWFCDD and JICA that the private sector in Malaysia has become more aware on employment of PWDs. One of the Project targets is to bridge them through Job Coach Service programme implemented by MWFCDD. DET is also utilised for facilitating a proper understanding of disability which promotes employment opportunities for PWDs as well.
- At "Country Assistance Policy for Malaysia (2012)", Government of Japan emphasises the importance of protection of the social vulnerable including PWDs. Further, "good relationship as cooperation partner" is mentioned as one of the Basic Policy of Assistance as well. Consequently, it is identified that the Project is highly relevant with the Japanese assistance policy for Malaysia.



4-2. EFFECTIVENESS

- Since the commencement of the Project, 131 PWDs have been employed and supported through Job Coach support. Among them, 37 services for PWDs were paid and 94 services are in the process of payment. RM 150,000 per year since 2012 has been allocated by MWFCF for Job Coach Service programme. At the end of the Project, 220 PWDs are expected to be employed through Job Coach Service programme.
- In total, 4 senior DET trainers and 20 DET trainers have been trained. 36 companies have implemented DET and 7 of them started employing PWDs.
- Relevant stakeholders of Myanmar have attended the Project activities by the time of the Review. The Project has supported the development of Job Coach programme through translating Job Coach handbooks and sending trainers for their training programme in China. Relevant stakeholders in Thailand, Indonesia and Brunei are planning to participate in training next year. A regional seminar on Job coach will be also held by the Project in 2014.

4-3. EFFICIENCY

- Inputs by Malaysian and Japanese sides have been allocated properly. Seminars and workshops have taken place as planned. Meanwhile, it is found that there are some delays on implantation of Job Coach Service programme in some regions in achieving outputs of the Project.
- In terms of implementation of Job Coach Service programme and DET, the Project is working with the private sector and other government organisations which have been established by the past cooperation between DSW and JICA.
- In the period of the Project, 642 people have attended Job Coach training course by the end of 2013. Some of them utilise the expertise for supporting PWDs to get a job. However, most of them have not utilised Job Coach Service programme. The Project needs to make a clear plan for facilitating JC to implement Job Coach Service programme.

4-4. IMPACT

- As mentioned above, the number of PWDs who are employed with support of Job Coach has been increased.
- The Project has widened the network with several government organisations such as Ministry of Human Resource which includes Social Security Organisation (SOCSO) and Department of Labour, Ministry of Education, and Ministry of Health in addition to NGOs and the private sector. The partnership has been strengthened.

4-5. SUSTAINABILITY

- In July 2013, DSW launched Unit Job Coach in the Department for the development of PWDs, states and districts offices as the responsible unit of Job Coach Service programme.
- Unit Job Coach was newly established, so, the human resource is currently not sufficient. In order to strengthen the function of Unit Job Coach and widen relationships with a series of stakeholders, Unit Job Coach needs to cooperate with Job Coach Network Malaysia which is the network of Job



- Coaches and Job Coach trainers.
- Sufficient budget on Job Coach Service programme is allocated by MWFCF. If the number of Job Coach Service programme applicants is increased and a bigger amount of the budget on Job Coach Service programme is needed, MWFCF will consider to register the budget as New Budget (Dasar Baharu).
 - To date, the detailed regulation of Job Coach Service programme has not been developed yet.

5. POINTS DISCUSSED

Detailed regulation of Job Coach Service programme is still under development. In order to contribute to the development of the regulation, following two points were discussed, in addition to the importance of Monitoring & Evaluation (M&E)

5-1. ROLE OF UNIT JOB COACH

- MWFCF will draft a detailed regulation of Job Coach Service programme by the end of June 2014. In the regulation, the method of M&E on Job Coach Service programme is clarified and Unit Job Coach takes charge of implementing M&E.
- MWFCF strengthens the cooperation with Ministry of Human Resource and the private sector for expanding the network on Job Coach programme and DET.

5-2. ROLE OF JOB COACH NETWORK MALAYSIA

- Job Coach Network Malaysia (JCNM) Committee should be established with the support of DSW.
- The chairperson of JCNM is from DSW. However, JCNM includes members from NGOs, Community Based Rehabilitation (CBR), the private sector and other government bodies. Through the activities of JCNM, public-private cooperation on Job Coach Service programme is strengthened.

6. CONCLUSION

The Team has come to a conclusion, based on a series of interviews to those concerned and assessment of the actual achievements, that the Project precedes on a right track. However, it needs to clarify its plan of operation more concretely and practically.

The Project enters a phase requiring Job Coach Service programme to be implemented nationwide with the strong initiative of DSW. In order to establish Job Coach Service programme as a sustainable and user-friendly service for both PWDs and the private sector, Unit Job Coach and Job Coaches must accumulate practical experience and expertise. The experience is needed to be analysed by the Project and the result must be reflected for improving Job Coach Service programme. At these activities, JCNM functions as a networking body among Job Coaches.

DET has brought positive impacts into Malaysian society on the aspect of employment and other aspects.

Regional dissemination of the above-mentioned activities aims at both strengthening the capacity of DSW and supporting neighbouring countries. In order to utilise the Malaysian experience, both contributing factors and hindering ones through the Project are needed to be examined.

7. RECOMMENDATIONS

The Team proposes following recommendations based on the analysis of achievements according to the indicators of the project purpose and outputs, and the result of five evaluation criteria. Following recommendations are made to ensure success of the Project and enhance sustainability of the Project outcomes.

7-1. RECOMMENDATION TO THE PROJECT

(1) Enhancing Job Coach Service programme

As mentioned above, the Team has found that many Job Coaches face difficulties on implementing Job Coach Service programme. Following aspects should be developed further in order to improve Job Coach Service programme more practical and user-friendly:

- Development of a detailed regulation
- Modification of Job Coach training programme in line with opinions of stakeholders
- Technical support programme for Job Coach by JCNM

Besides these aspects, Unit Job Coach implements necessary activities for securing functions of Job Coach Services programme.

(2) Accelerate implementation of Job Coach Service programme

Much effort is needed to ensure programme implementation of Job Coach, especially in the states where NGOs have not played much role in the field of employment. Important aspects are to identify partner companies and NGOs and accumulate and share experiences of employment with Job Coach programme. Besides human resource development, establishing a proper structure of Job Coach Service programme is also the main focus of the Project.

(3) Document experience of the practices of Job Coach

Through implementing Job Coach programme, both Job Coaches and the private sector have been creating their own know-how based on the experience. These should be documented, accumulate and shared among stakeholders. This will support further development of qualitative aspect of Job Coach.

(4) Enhance monitoring system of both Job Coach and Disability Equality Training (DET)

This does not mean to merely monitor the progress by the Project but to develop a system of M&E on the implementation of Job Coach programme and DET. This may include development of terms of reference of Unit Job Coach.

7-2. RECOMMENDATION TO MINISTRY OF WOMEN, FAMILY AND COMMUNITY DEVELOPMENT AND THE DEPARTMENT OF SOCIAL WELFARE

(1) Establish clear structure of Unit Job Coach and strengthen its activities

Terms of reference of officers in charge on Unit Job Coach at each level (National, state, and district) should be clarified. This includes human resource development, structural development for management of Job Coach Service programme, and the clarification of the role of JCNM.

(2) Secure budget for Job Coach related programmes

This budget includes Job Coach Service programme, Job Coach training programmes, and programmes of JCNM. This budget should be continuously provided beyond the project period.

(3) Include Job Coach and DET in 2nd Action Plan for PWDs

Indicators on these components in the second Plan should be accordance with project's indicators (outputs, project purpose and overall goals).

(4) Search possibility to develop training programmes of Job Coach and DET in the Malaysia Technical Cooperation Programme (MTCP) scheme and/or Third-Country Training Programme of JICA.

Through the cooperation with JICA, MWFCF has gained capacity to implement regional activities on Job Coach and DET. This should be discussed as one of the options to enhance the impact and sustainability of the Project. A plan should be developed within the period of the Project, if MWFCF decided to do.

(5) MWFCF supports government organisations (Ministry of Health, Ministry of Education, and Ministry of Human Resource) to utilise Job Coach programme and DET as their own programmes

Several government organisations have introduced Job Coach and DET as their own programmes. MWFCF should implement necessary support to them for further utilization of the Project outputs. Departments and hospitals which have cooperation with the Project should also utilise these knowledge in their practices.

ANNEX

1: List of the Project progress

2: List of the Project activities to be conducted



Annex 1: List of the Project progress

Objectively Verifiable Indicators	Actual results by Mid-term Survey
Overall Goal 150 PWDs are employed with Job Coach Service programme annually. 50 per cent of Job Coach users retain in employment after 6 months. 120 new job coaches are trained annually. Number of companies which applies Job Coach Service programme increase 10% annually	30 PWDs were employed with Job Coach Service programme so far in the year 2013. Data was not collected yet. 403 people attend Job Coach training by 18 th December 2013 Not applicable. (cf. In the year 2012 (from March): 19 PWDs, In the year 2013 by now: 30 PWDs.)
Project Purpose In total 220 PWDs are employed with Job Coach Service programme. 30 organisations utilise Job Coach Service programme. At least RM 200,000.00 is allocated annually for Job Coach programme. Institutional status of JCNM in terms of Job Coach programme is clarified/confirmed (with proper resource inputs). 15 organisations hold DET as disability awareness programme by their own fund. 5 information dissemination activities on Job Coach and DET (receiving study visits/presentation in international seminar and conferences/publication/etc.)	37PWDs were employed with Job Coach Service programme by 31 st October 2013. 11 organisation utilised Job Coach Service programme by 31 st October 2013. RM 150,000 was allocated for Job Coach programme in budget 2013 and the same amount is allocated in 2014. Institutional status of JCNM in terms of Job Coach programme was basically determined as non-registered network of Job Coaches and Job Coach trainers including both governmental and non-governmental members. At least 6 organisations hold DET as disability awareness programme by their own fund. 9 information dissemination activities on Job Coach and DET were done.
Output 1.1. A set of implementation programme of Job Coach are implemented at each 6 zone *7. 3 partner companies and 3 NGOs are identified at each zone 40 PWDs are employed with Job Coach Service programme at each zones (* 30 PWDs each in Sabah and Sarawak) by the end of the Project period.	Among 4 steps of implementation programme, the second step was completed by May 2013 (DET & Seminar on Job Coach was held in every 6 zones by March 2013. Job Coach basic training courses were held in every state by May 2013.). A series of follow-up activities are on the way to secure the implementation of the third step, i.e. Job Coach Service programme. 6 partner companies were identified in Central zone and another one partner company were in North zone. 8 partner NGOs were identified in Central zone. However, partner companies and NGOs were yet to be identified in other zones 37 PWDs were employed with Job Coach Service programme in Central zone, 6 PWDs respectively in East zone and North zone and another 3 PWDs in South zone. No PWDs were employed so far with Job Coach Service programme in Sabah and Sarawak.

Objectively Verifiable Indicators	Actual results by mid-term survey
<p>1.2. 200 new Job Coaches are trained.</p> <p>18 new Job Coach trainers are trained</p> <p>6 Senior trainer of Job Coach are trained</p> <p>6 courses are held as regular training course of Job Coach annually.</p> <p>1.3. Organisational structure of Unit Job Coach is established with adequate human resources</p> <p>Annual activities of Unit Job Coach are planned and implemented</p> <p>The role and activities of Unit Job Coach and JCNM are confirmed among key stakeholders.</p> <p>Consultation mechanism among key stakeholders of Job Coach programme is established under the initiative of Unit Job Coach</p>	<p>642 people have been participated in Job Coach training by 31st October 2013.</p> <p>12 new Job Coach trainers were trained.</p> <p>A team of 9 Senior trainers was formed and they have been trained.</p> <p>7 regular training courses of Job Coach were held in the year 2013.</p> <p>Unit Job Coach was set up both in head office of DSW and in State DSW. Its capacity of effective operation needs to be monitored based on the actual performance.</p> <p>To be monitored.</p> <p>To be done accordingly at an early date.</p> <p>To be done accordingly at an early date.</p>
<p>2. 12 DET senior trainers and 42 DET trainers are trained.</p> <p>100 companies attend DET which organised by the Project</p> <p>20 % of companies which attended DET & Job Coach seminars employ PWDs with Job Coach Service programme within Project period.</p> <p>Satisfactory level of DET session by participants is more than 80% in average.</p> <p>3. Senior Job Coach Trainers and Senior DET Trainers in Malaysia acquire enough capacity and skills to organise regional activities.</p> <p>20 people from 5 countries learn DET by participating TOT of DET</p> <p>30 people from 5 countries learn Job Coach by participating regional seminar</p> <p>Web Pages on DET and Job Coach are updated bimonthly</p>	<p>4 DET senior trainers and 20 DET trainers were trained.</p> <p>36 companies attended DET which organised by the Project</p> <p>No companies which attended DET & Job Coach seminars were identified as employed PWDs with Job Coach Service programme. However, 19 % (7 out of 36) of companies employed PWDs after attending DET & Job Coach seminars.</p> <p>Satisfactory level of DET session by participants is 7.9 (10 points full mark).</p> <p>Senior Job Coach Trainers and Senior DET Trainers in Malaysia were right on the way to acquire enough capacity and skills to organise regional activities.</p> <p>15 people from 10 countries learned DET by participating TOT of DET.</p> <p>To be conducted (2 people from Myanmar learned Job Coach by participating in Job Coach training basic course)</p> <p>Web Pages on DET and Job Coach have been updated regularly</p>

ANNEX 2 List of the Project activities to be conducted

	Objectives & Activities	Planned activities	By when	Points to be clarified through each activity
1	Job Coach programme is developed and implemented in sustainable manner.			
1.1.	Job Coach service programme is implemented throughout Malaysia in sustainable manner			
	Implement Job Coach service programme throughout Malaysia by dividing country into 6 zones (Central, North, East, South, Sabah, Sarawak).	• 10 follow-up workshops are held. (Johor, Negeri Sembilan, Terengganu, Kelantan, Pahang, Penang, Kedah-Perlis, Perak, Sarawak, Sabah)	The end of June 2014	• The needs of stakeholders are clarified. • Current situation of each zone is identified. • Understanding on the Project and Job Coach Service programme is confirmed in each zone. • Unit Job Coach in each state follows the processes of these plans. • The partner companies/NGOs are identified.
	Monitor the progress of the service provision and retention of employment	• Unit Job Coach in each state reports latest info to DSW HQ. • The Project members discuss M&E system on Job Coach Service programme.	The end of May 2014	• Accurate figures on Job Coach Service programme are recorded and publicised timely. • Figures are managed by Unit Job Coach and examined among the Project members monthly. • M&E system on Job Coach Service programme is developed.
	Publicity on Job Coach Service programme for employers and client (PWDs and NGOs/CBR)	• Crucial info for the employer side (public/private sectors) on Job Coach service programme is analysed based on the result of the seminars. • Crucial info for the job seeker side (PWD, NGO, PDK) on Job Coach service programme is analysed based on the result of the seminars.	The end of July 2014	• Guide brochures of Job Coach Service programme for employers/job seekers are edited and distributed to stakeholders.
1.2.	Human resource development on Job Coach is developed and implemented in sustainable manner.			
	Training of Trainers (TOT) of Job Coach	• Each JC Trainer tries to support a new case of JCSP. • Lessons learnt from supporting the new case are analysed and supervised by Senior Trainers.	The end of May 2014	• JC Trainers can supervise JCs in practical circumstances
	Training of Senior Trainers of Job Coach (who can conduct TOT of Job Coach locally)	• Each Senior Trainers support 3-5 JC trainers when they start the new case above. • Senior Trainers summarise lessons learnt from supporting JC trainers.	The end of May 2014	• Senior Trainers can implement TOT in practical circumstances
	Module Development of local Training of Trainers of Job Coach	• Necessary contents are analysed	The end of July 2014	• Module of TOT is developed/revised based on the results of Job Coach seminars
1.3.	Unit Job Coach of DSW is enhanced as leading mechanism of Job Coach programme			
	Enhancement of Unit Job Coach as coordinating body on Job Coach Service programme	• Difficulties and inconveniences on Job Coach Service programme are analysed based on the needs of stakeholders	The end of 2014	• A detailed regulation of Job Coach Service programme is developed and terms of reference of officers in charge on Unit Job Coach at each level (National, States, and Districts) is clarified.
2	Disability Equality Training (DET) is utilised to raise awareness on disability for employers and other organisations.			
	Implementation of DET for employers and other organ	• Develop Monitoring system of DET implementation by DET Facilitators. (every 6 month)	The end of March 2014	• Include DET Facilitators in other countries.
	Enhancement of DET providing bodies	• Regular meetings with BEAT and DET Forum Malaysia	The end of April 2014	• Clarification of the roles of BEAT and DET Forum Malaysia
3.	Lessons learned on Job Coach and DET are shared in region by various means.			
	Regional training course of DET trainers	• Develop detailed PO for the regional TOT	The end of April 2014	• DET Forum Malaysia takes initiative
	Regional seminar on Supported Employment and Job Coach	• Develop detailed PO for the regional seminar	The end of February 2014	• Communication with Job Coach Network Japan in advance

