CASE
Policy re-design: disability certification in Colombia

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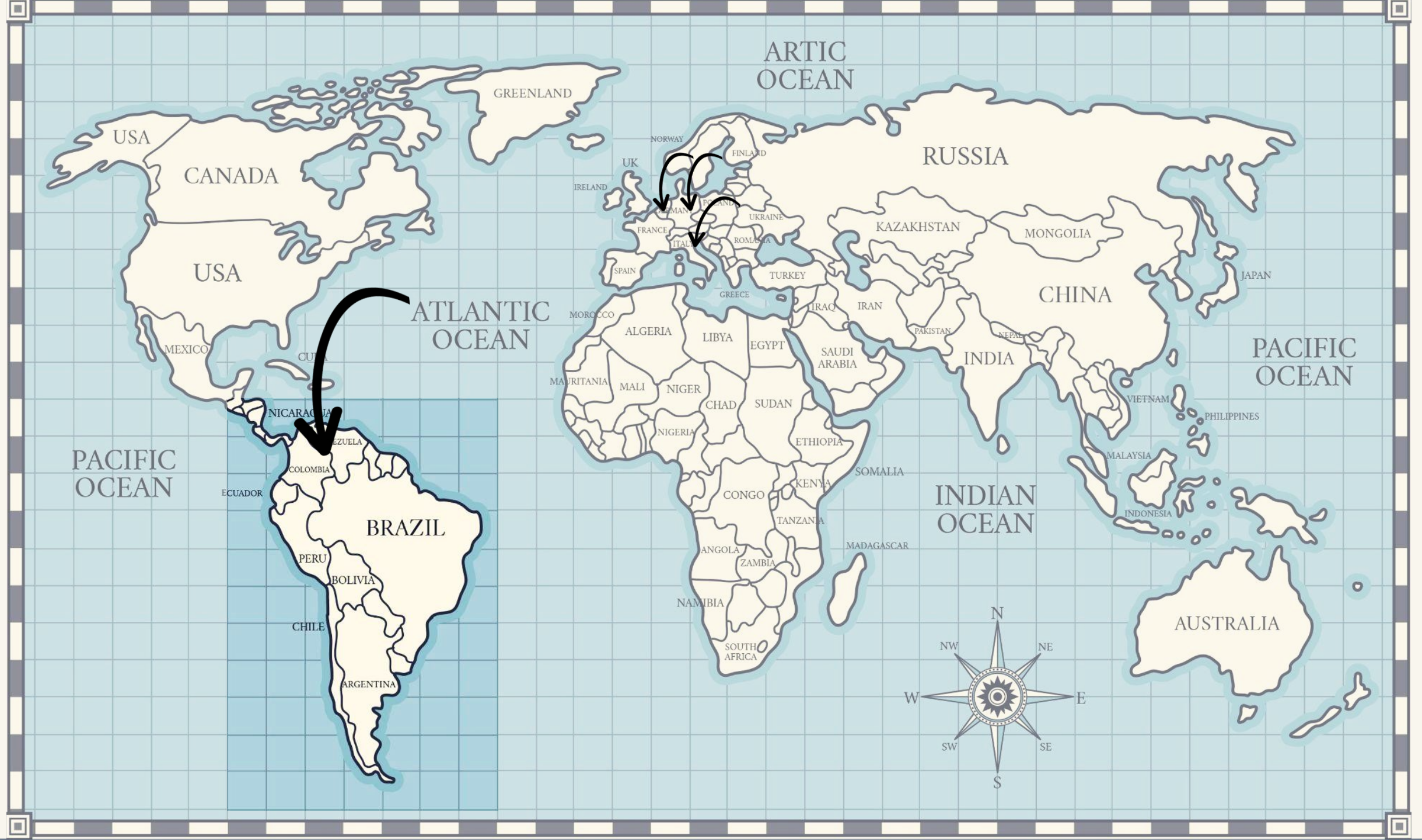
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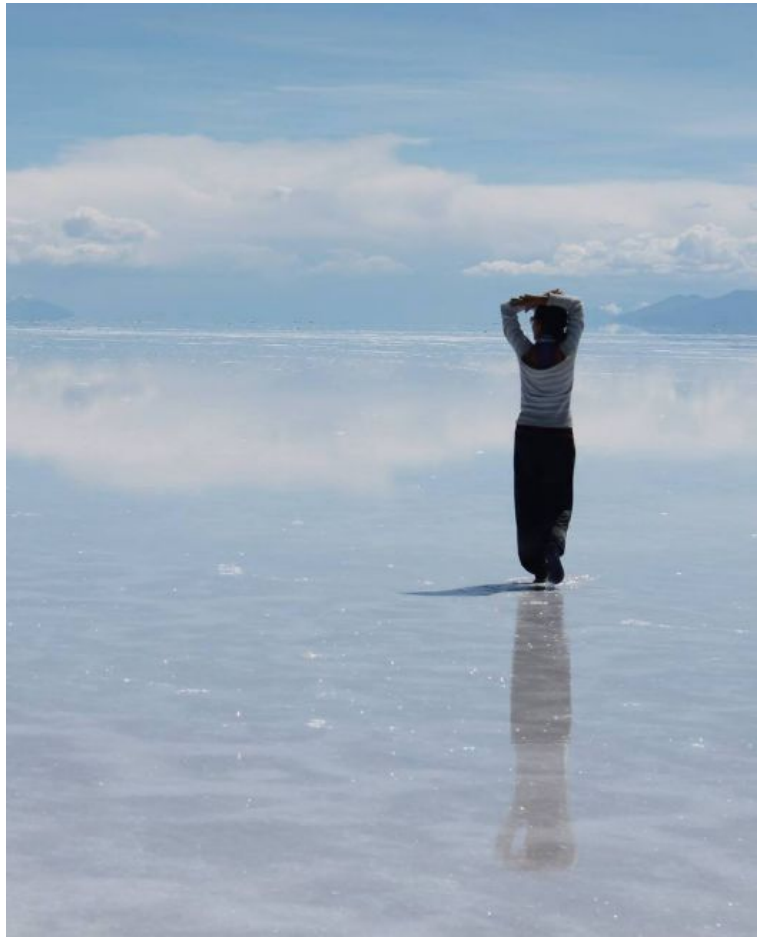
About me



Practitioner

Product Manager

Service and User Experience Designer

Policy designer

Academic

BSc. Product Design Engineer

MSc. Product Service System Design

PhD. Design
(Design for public policy formulation)

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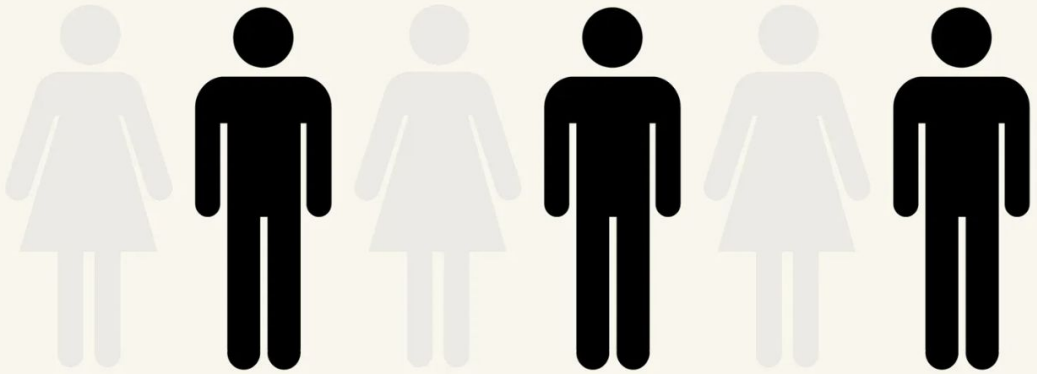
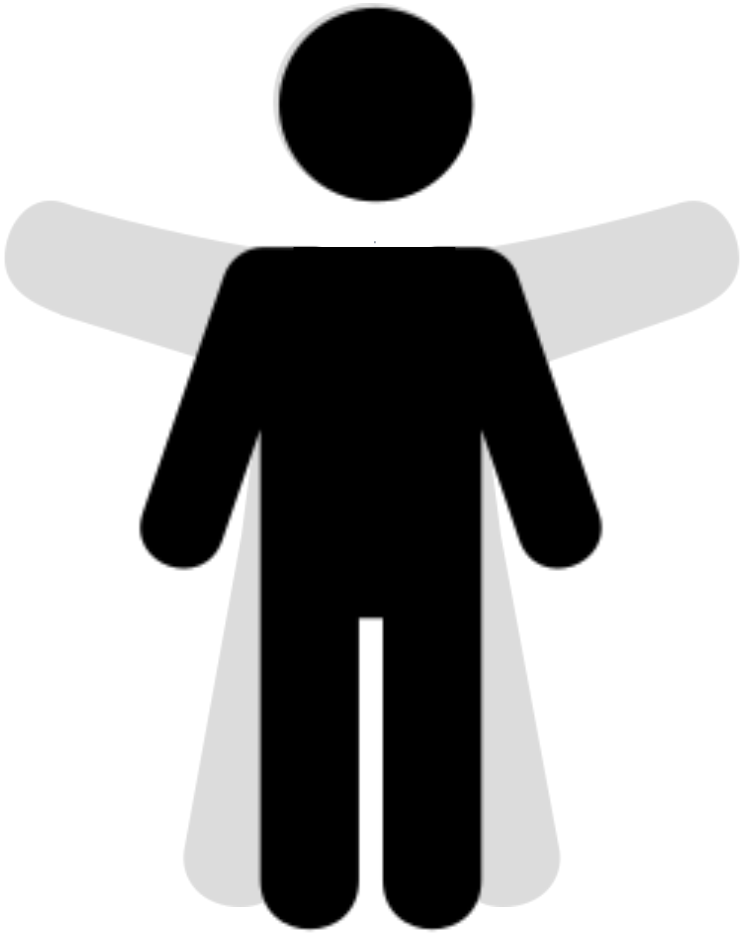
INVISIBLE WOMEN



DATA BIAS IN A WORLD DESIGNED FOR MEN



CAROLINE CRIADO PEREZ



Invisibility of disability

How many of you learned about **accessibility** in your training (as a **designer)**?

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Me:

Is anyone here an expert on #accesible #digital #documents?

Reply:

Accessible for a non expert reader?
Accessible for someone who does not read?
Accessible for someone without time?
Accessible for any device?

Me:

Great questions! But is none of these...

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United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) - 2006



Source: UN & Wikipedia (map)

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United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) - 2006

Persons with disabilities* include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

Since the Convention:

*Persons with disabilities

instead of disabled

Categories of disability

- physical,
- hearing,
- deaf blindness,
- visual,
- intellectual,
- psychosocial (mental), and
- multiple

Policy-making framework in Colombia

International directives

President and National Planning Department (DNP) (Executive branch)

CONPES Group: President, Vice-president, Ministries, Director of DNP... (Executive branch)

POLICY

policy instruments

Colombian Congress - Laws*- (Legislative branch)

Ministries (Executive branch) - Administrative Resolutions-

President -Decrees- (Executive branch)

*Law: legally binding policy instrument

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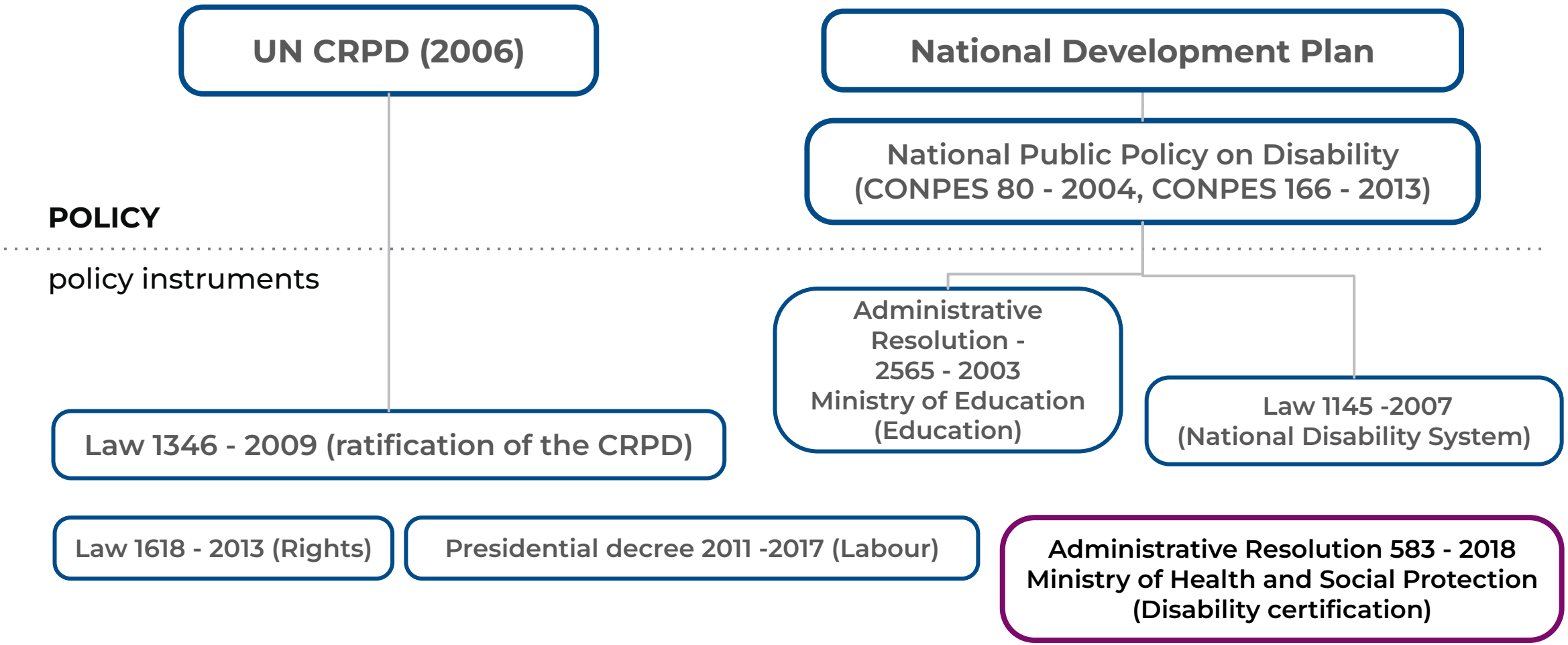
Policy framework



*Law: legally binding policy instrument

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1

The public problem

context
policies
actors

2

The analysis of the current policy

process
recommendations
user-centred approach

3

Advocacy

Government
International
cooperation

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The public problem

UNKNOWN number of persons with disability in the country

Lack of **characterisation** of people with disabilities

Slow adoption of the **disability certification**

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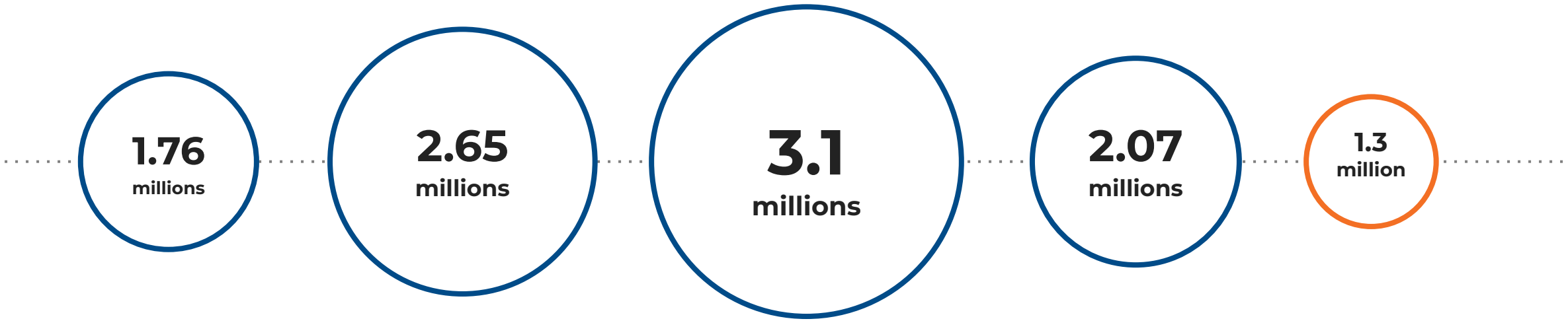
Number of persons with disabilities

Self recognition



4,3% of total population (5 years and older)	5,6% of total population (5 years and older)	6,3% of total population	4,5% of total population (5 years and older)	Ministry of Health Registry
National Population and Housing Census, 2018 (1)	National Survey of Quality of Life 2020 (1)	National Survey of Time Use 2020-2021 (1)	Large Integrated Household Survey 2021 (1)	2021 (2)

(1) National Department of Statistics (DANE)
(2) Ministry of Health and Social Protection

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Article 31 of the Convention
Statistics and data collection

"collect appropriate information, including statistical and research data, to enable them [States Parties] to **formulate and implement policies**"

The Convention does not explicitly mention the **“recognition”, “identification” as a person with disabilities** or any **“disability assessment”**

BUT

These assessments are nowadays a component of the **social welfare system** in different countries

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Social welfare (examples)

Subsidies and discounts

- discounts in health care “copayment”
- healthcare beneficiaries
- subsidies for families with children with disabilities
- subsidies for public transport

Services

- Program for housing improving
- healthcare treatments

In Colombia people with disabilities need a “disability assessment” to access to these subsidies, discounts and services

Policies for identifying Persons with Disabilities (PwD)

1997

Identification as PwD in the Health Security System **membership card**

Law 361 - 1997
Congress of the Republic of Colombia

2014

Certification of disability issued by the Health Entities

Decree 1507 of 2014
Ministry of labour

2017

Card or document to record the condition of persons with disabilities

External Circular n.9 of 2017
Superintendence of Health

2018 -2022

Disability **Certification** and **Register of Location and Characterisation of Persons with Disabilities**

1) Resolution 583 of 2018,
2) Resolution 246 of 2019,
3) Resolution 113 of 2020,
4) Resolution 1043 of 2020,
5) Resolution 1239 de 2022
Administrative Resolution by the Ministry of Health and Social Protection (MinSalud)

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Procedure
Resolution 1239 - 2022

Article **7.1**

Go to the **Health Secretariats** to initiate the certification process.

7.2 *to* **7.5**

Verification of the **diagnosis** in the medical record

7.6 *to* **7.7**

Request and **assignment of appointment** with the multidisciplinary team

8

Assessment by multidisciplinary team** at the Health Service Providers facilities

9

Outcome of the procedure and Registration

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Actors
Resolution 1239 - 2022

Persons with disabilities

Caregivers

Family members

Health Secretariats

Multidisciplinary team

Health service providers

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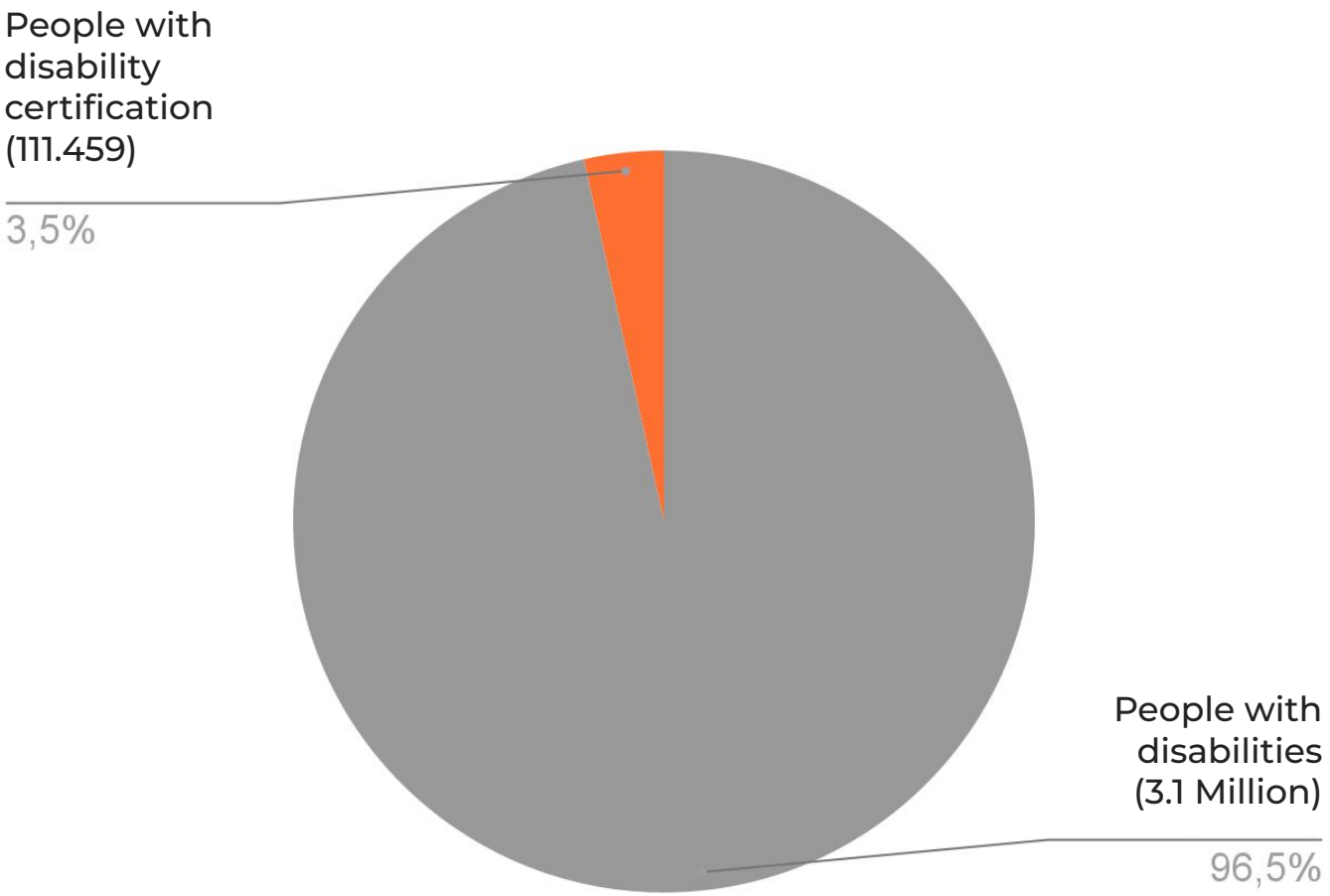
Certification results (2018 - 2022)



Less than 4% of the estimated persons with disabilities have been certified

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¿How could governments **characterize the population with disabilities** if there are **different statistical data and underreporting**?

¿How could governments **identify the needs** of the population with disabilities **to design public policies**?



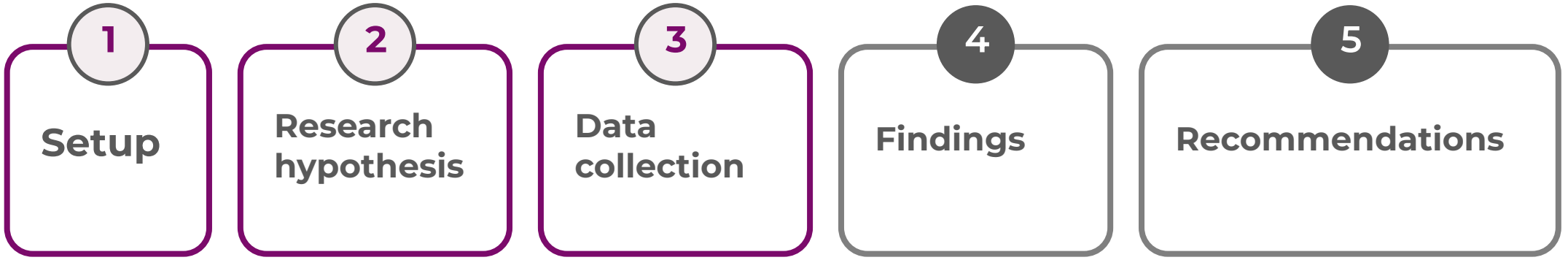
¿How could we simplify the disability certification procedure for the persons with disabilities?



¿How could persons with disabilities benefit from the disability certification?

The analysis of the current policy

Our approach



1. Setup
Understanding the current Resolution



Departamento Administrativo de la Función Pública

Función Pública

Resolución 1239 de 2022 Ministerio de Salud y Protección Social

Los datos publicados tienen propósitos exclusivamente informativos. El Departamento Administrativo de la Función Pública no se hace responsable de la vigencia de la presente norma. Nos encontramos en un proceso permanente de actualización de los contenidos.

RESOLUCIÓN 1239 DE 2022

(Julio 21)

Por la cual se dictan disposiciones en relación con el procedimiento de certificación de discapacidad y el Registro de Localización y Caracterización de Personas con Discapacidad

EL MINISTRO DE SALUD Y PROTECCIÓN SOCIAL

En ejercicio de sus facultades legales, en especial de las conferidas por los artículos 10, numeral 1, literal e), de la Ley Estatutaria 1618 de 2013, 2, numeral 30 del Decreto - Ley 4107 de 2011 y el parágrafo del artículo 81 de la Ley 1753 de 2015 y,

Journey map

Actors map

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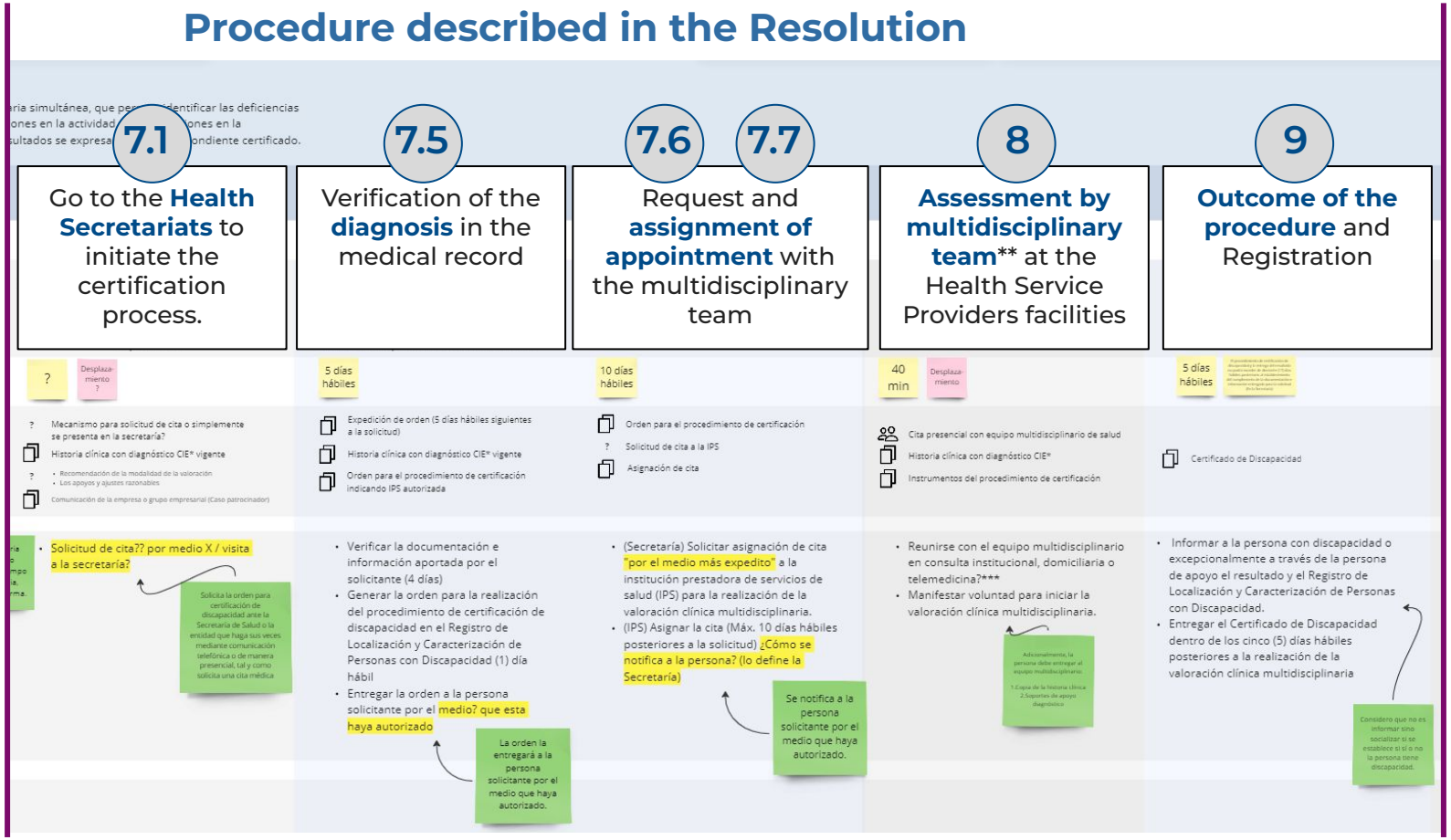
1. Setup
Journey map of the procedure

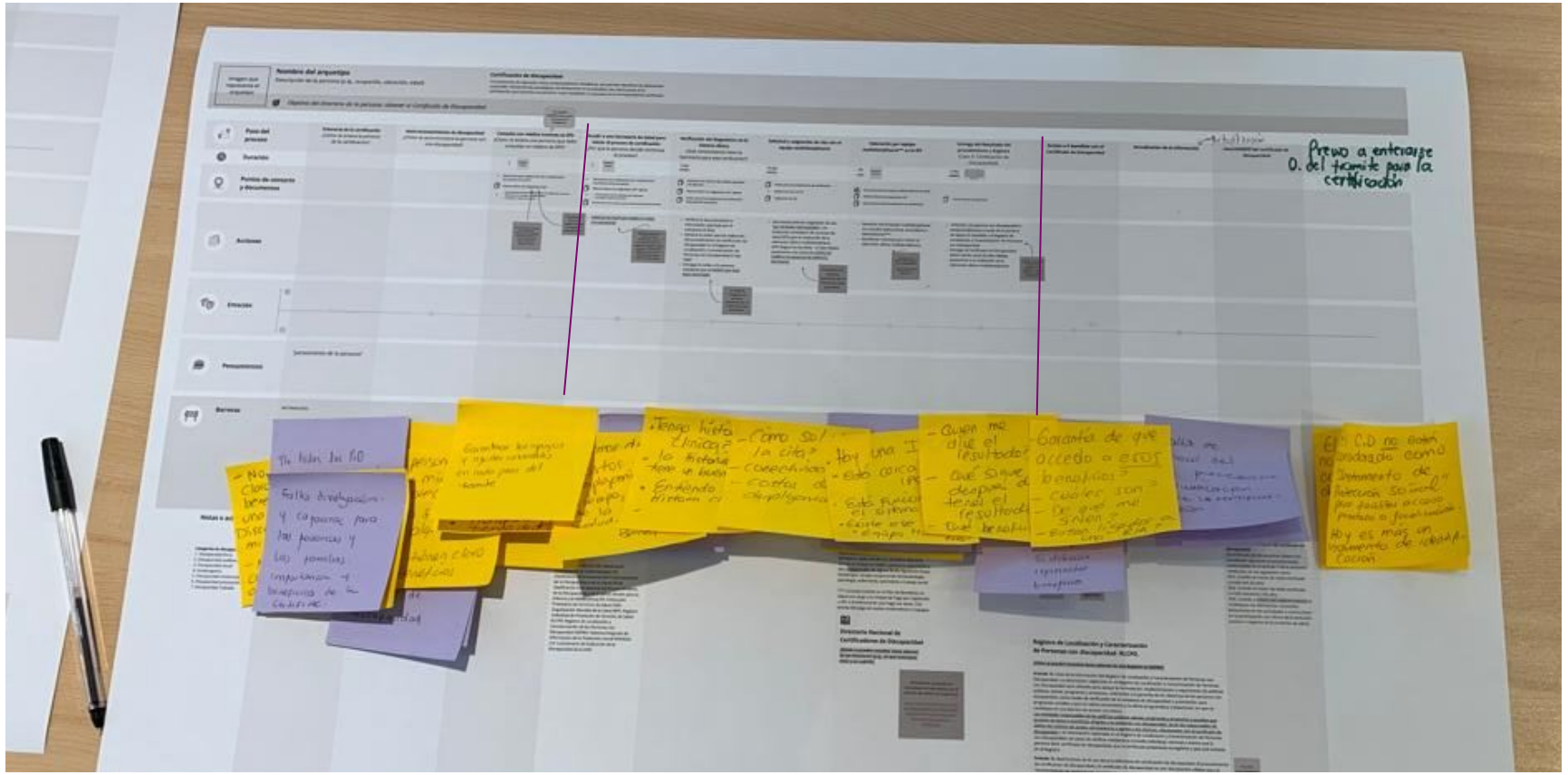
Before



After

2. Research hypothesis

Journey map co-creation workshop



Fundación Saldarriaga Concha

unicef Colombia

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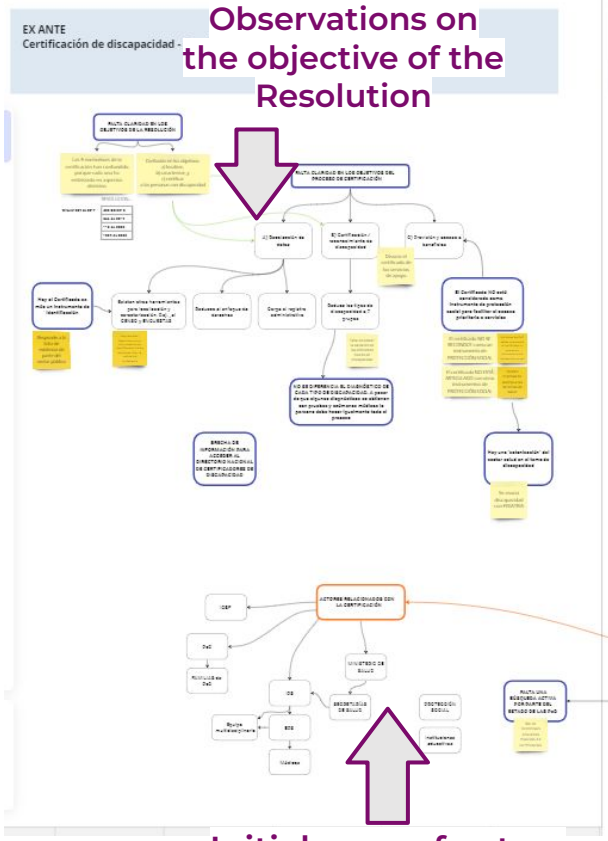
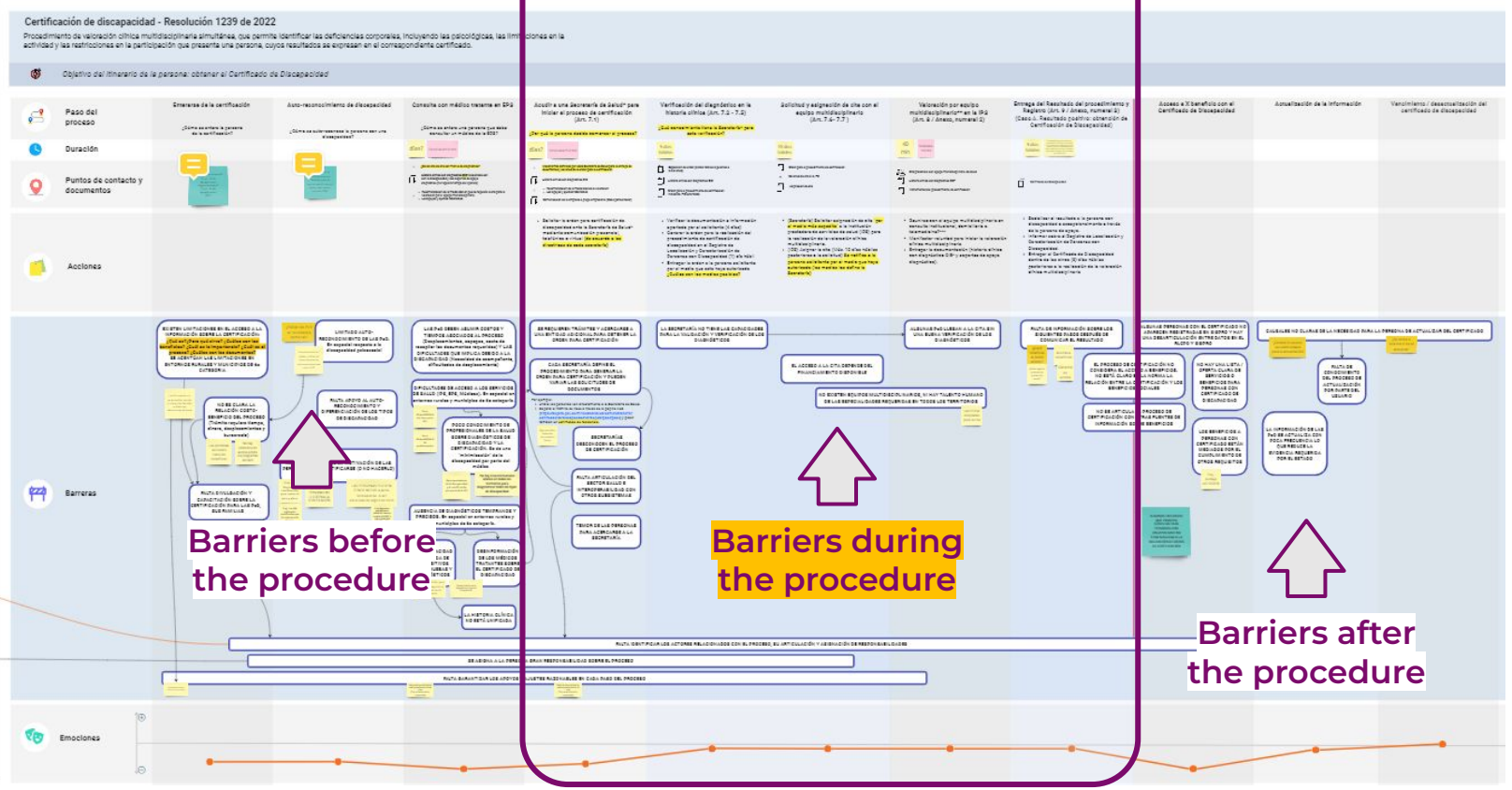
2. Research hypothesis



Observations on the objective of the Resolution

Initial map of actors



The Resolution

Barriers before the procedure

Barriers during the procedure

Barriers after the procedure

Pain points according to the barriers

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2. Research hypothesis

Inclusion facilitators

Actors who directly interact with persons with disabilities facilitating their social and productive inclusion. These include public decision-makers.

Service providers

Actors providing services in guaranteeing the rights of persons with disabilities.

INFORMAL observers of disability

Actors who get in contact with persons with disabilities and can potentially identify a person has a disability.

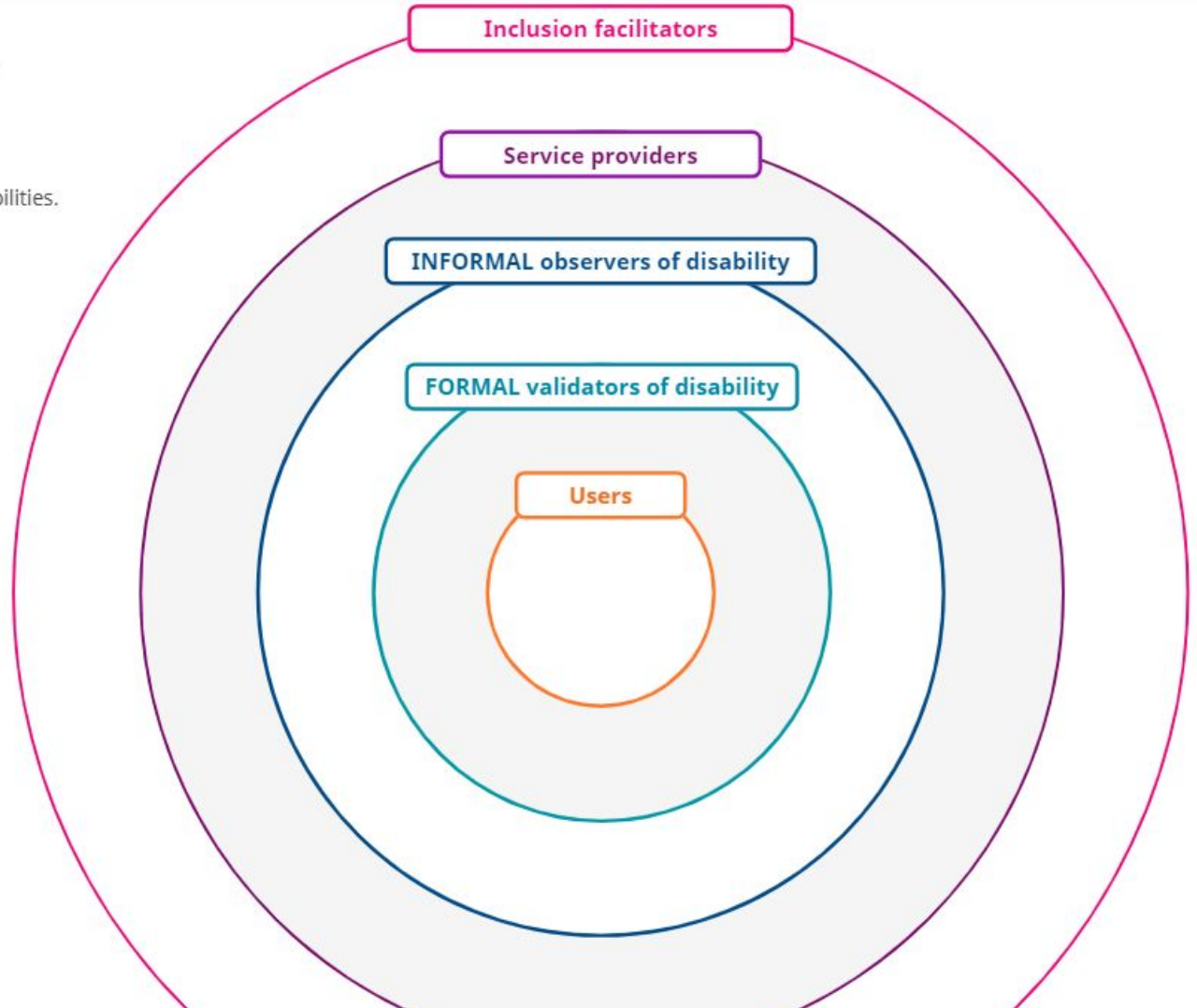
FORMAL validators of disability

Actors who have the authority and have responsibilities in the disability certification process.

Users

Actors who are direct users of the disability certification.

Actors in the Resolution



3. Data collection

1 Research protocol submitted to the ethics committee

Focus Groups

4 completed (3 with persons with disabilities, 1 with community based organisations)

In-Depth Interviews

Research team:
1 psychiatrist (Main investigator)
1 psychologist
1 educator
1 designer (Me)
1 anthropologist

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4. Findings
(from 4 focus groups)

Before

Most of the barriers occur before starting the procedure described in the Resolution

Procedure described in the Resolution

After

Advocacy

Advocacy

Public sector

- Vice-Presidency of Colombia, Ministry of Equality - Ministerio de la igualdad y la equidad:
  - Directory of Care - Gerencia del Cuidado
  - Directory of Disability - Gerencia de Discapacidad
- National Department of Planning - Departamento Nacional de Planeación
- Ministry of Health and Social Protection - Ministerio de Salud y Protección Social

International cooperation

- UNICEF
- IDB (Inter-American Development Bank)
- Ford Foundation

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Draft for 2023 version (6th) of the Administrative Resolution

Publication for consultation
modifying ONLY:

- source of funding
- validity of disability certificates

Formal Recommendations

“we would like to make **additional recommendations** that we identify relevant to improve the scope of the disability certification procedure.
Additionally to this document we are cordially **requesting a joint review of these recommendations**.”

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TIPS

key to advocacy actions (by Fundación Saldarriaga Concha)

1 **Networking** - Keep yourself informed and updated about upcoming actions through contacts in the public sector

2 **“Agile” data analysis** - Keep your data collection organised and ready to analyse and share (even early findings).

3 **Timing** - Now is the perfect time to do lobby and advocacy (even though they are thinking about something else)


¡Muchas gracias!
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