



# NEEDS ASSESSMENT FOR USAID INDEPENDENT LIVING PROGRAM IN GEORGIA

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CRRC-Georgia

2022

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2022

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# Contents

List of Acronyms	5
Table of figures	6
Executive summary	9
Introduction	15
Methodology	16
Quantitative data collection	16
Qualitative data collection and analysis	19
Findings	20
Most important service needs for people with physical disabilities	20
Most important assistive device needs for people with physical disabilities	25
Most important service needs for people with mental disabilities	30
Most important service needs for people with hearing impairment	35
Most important assistive device needs for people with hearing impairment	36
Most important service needs for people with vision impairment	41
Most important assistive device needs for people with vision impairment	45
Most important service needs for people with intellectual impairment	50
Most important assistive device needs for people with intellectual impairment	54
Understandings of different services	55
Recreational services	55
Transportation services	55
Multidisciplinary team services	56
Self-help groups	56
Psychological consultations	56
Sign language translation and study courses	56
Courses on mobility and orientation	56
Home based care, personal assistant services, and accompaniment services	57
Employment services	57
Habilitation and rehabilitation services	57
Conclusions on most important needs	58



## LIST OF ACRONYMS

CIL	Coalition for Independent Living
CRRC	Caucasus Research Resource Centers
ILPG	Independent Living Program in Georgia
MAC	McLain Association for Children
NALAG	National Association of Local Authorities of Georgia

## TABLE OF FIGURES

Figure 1: Survey characteristics .....	17
Figure 2: Respondent counts by disability type .....	18
Figure 3: Focus Group Characteristics .....	19
Figure 4: Most important needs for people with physical disabilities .....	20
Figure 5: Most important needs for people with physical disabilities in Telavi .....	21
Figure 6: Most important needs for people with physical disabilities in Ozurgeti .....	21
Figure 7: Most important needs for people with physical disabilities in Kutaisi .....	22
Figure 8: Most important needs for people with physical disabilities in Zugdidi .....	22
Figure 9: Most important needs for people with physical disabilities in Batumi .....	23
Figure 10: Most important needs for people with physical disabilities in Lagodekhi.....	23
Figure 11: Most important device needs for people with physical disabilities .....	25
Figure 12: Most important device needs for people with physical disabilities in Telavi.....	26
Figure 13: Most important device needs for people with physical disabilities in Ozurgeti.....	26
Figure 14: Most important device needs for people with physical disabilities in Kutaisi .....	27
Figure 15: Most important device needs for people with physical disabilities in Zugdidi.....	27
Figure 16: Most important device needs for people with physical disabilities in Batumi .....	28
Figure 17: Most important device needs for people with physical disabilities in Lagodekhi.....	28
Figure 18: Most important needs for people with mental disabilities .....	30
Figure 19: Most important needs for people with mental disabilities in Telavi.....	31
Figure 20: Most important needs for people with mental disabilities in Ozurgeti.....	31
Figure 21: Most important needs for people with mental disabilities in Kutaisi .....	32
Figure 22: Most important needs for people with mental disabilities in Zugdidi.....	33
Figure 23: Most important needs for people with mental disabilities in Batumi .....	33
Figure 24: Most important needs for people with mental disabilities in Lagodekhi.....	34
Figure 25: Most important needs for people with hearing impairment.....	35
Figure 26: Most important needs for people with hearing impairment.....	37
Figure 27: Most important needs for people with hearing impairment in Telavi .....	37
Figure 28: Most important needs for people with hearing impairment in Ozurgeti .....	38
Figure 29: Most important needs for people with hearing impairment in Kutaisi.....	38
Figure 30: Most important needs for people with hearing impairment in Zugdidi .....	39
Figure 31: Most important needs for people with hearing impairment in Batumi.....	39
Figure 32: Most important needs for people with hearing impairment in Lagodekhi .....	40
Figure 33: Most important needs for people with vision impairment .....	41
Figure 34: Most important needs for people with vision impairment in Telavi.....	42
Figure 35: Most important needs for people with vision impairment in Ozurgeti.....	42
Figure 36: Most important needs for people with vision impairment in Kutaisi .....	43
Figure 37: Most important needs for people with vision impairment in Zugdidi.....	43
Figure 38: Most important needs for people with vision impairment in Batumi .....	44
Figure 39: Most important needs for people with vision impairment in Lagodekhi.....	44

Figure 40: Most important device needs for people with vision impairment .....	45
Figure 41: Most important device needs for people with vision impairment in Telavi .....	46
Figure 42: Most important device needs for people with vision impairment in Ozurgeti .....	46
Figure 43: Most important device needs for people with vision impairment in Kutaisi .....	47
Figure 44: Most important device needs for people with vision impairment in Zugdidi .....	47
Figure 45: Most important device needs for people with vision impairment in Batumi .....	48
Figure 46: Most important device needs for people with vision impairment in Lagodekhi .....	48
Figure 47: Most important needs for people with intellectual impairment .....	50
Figure 48: Most important needs for people with intellectual impairment in Telavi.....	50
Figure 49: Most important needs for people with intellectual impairment in Ozurgeti.....	51
Figure 50: Most important needs for people with intellectual impairment in Kutaisi .....	51
Figure 51: Most important needs for people with intellectual impairment in Zugdidi.....	52
Figure 52: Most important needs for people with intellectual impairment in Batumi .....	52
Figure 53: Most important needs for people with intellectual impairment in Lagodekhi .....	53
Figure 54: Most important device needs for people with intellectual impairment.....	54
Figure 55: Services among people with physical disabilities .....	59
Figure 56: Services among people with physical disabilities in Telavi .....	60
Figure 57: Services among people with physical disabilities in Ozurgeti .....	60
Figure 58: Services among people with physical disabilities in Kutaisi.....	61
Figure 59: Services among people with physical disabilities in Zugdidi .....	61
Figure 60: Services among people with physical disabilities in Batumi.....	62
Figure 61: Services among people with physical disabilities in Lagodekhi .....	62
Figure 62: Most commonly needed devices among people with physical disabilities .....	65
Figure 63: Most commonly needed devices among people with physical disabilities in Telavi .....	66
Figure 64: Most commonly needed devices among people with physical disabilities in Ozurgeti .....	66
Figure 65: Most commonly needed devices among people with physical disabilities in Kutaisi .....	67
Figure 66: Most commonly needed devices among people with physical disabilities in Zugdidi .....	67
Figure 67: Most commonly needed devices among people with physical disabilities in Batumi .....	68
Figure 68: Most commonly needed devices among people with physical disabilities in Lagodekhi .....	68
Figure 69: Services among people with physical disabilities by age group .....	69
Figure 70: Most commonly needed services among people with mental disabilities .....	71
Figure 71: Most commonly needed services among people with mental disabilities in Telavi .....	72
Figure 72: Most commonly needed services among people with mental disabilities in Ozurgeti .....	72
Figure 73: Most commonly needed services among people with mental disabilities in Kutaisi .....	73
Figure 74: Most commonly needed services among people with mental disabilities in Zugdidi .....	73
Figure 75: Most commonly needed services among people with mental disabilities in Batumi .....	74
Figure 76: Most commonly needed services among people with mental disabilities in Lagodekhi .....	74
Figure 77: Services among people with mental disabilities by age group.....	75
Figure 78: Most commonly needed services among people with hearing impairment .....	76
Figure 79: Most commonly needed services among people with hearing impairment in Telavi.....	77
Figure 80: Most commonly needed services among people with hearing impairment in Ozurgeti.....	77

Figure 81: Most commonly needed services among people with hearing impairment in Kutaisi .....	78
Figure 82: Most commonly needed services among people with hearing impairment in Zugdidi.....	78
Figure 83: Most commonly needed services among people with hearing impairment in Batumi .....	79
Figure 84: Most commonly needed services among people with hearing impairment in Lagodekhi..	79
Figure 85: Most commonly needed services among people with hearing impairment .....	80
Figure 86: Most commonly needed services among people with hearing impairment in Telavi.....	81
Figure 87: Most commonly needed services among people with hearing impairment in Ozurgeti.....	81
Figure 88: Most commonly needed services among people with hearing impairment Kutaisi .....	82
Figure 89: Most commonly needed services among people with hearing impairment in Zugdidi.....	82
Figure 90: Most commonly needed services among people with hearing impairment in Batumi .....	83
Figure 91: Most commonly needed services among people with hearing impairment in Lagodekhi..	83
Figure 92: Services among people with hearing impairments by age group.....	84
Figure 93: Most commonly needed services among people with visual impairment .....	85
Figure 94: Most commonly needed services among people with visual impairment in Telavi .....	85
Figure 95: Most commonly needed services among people with visual impairment in Ozurgeti .....	86
Figure 96: Most commonly needed services among people with visual impairment in Kutaisi .....	86
Figure 97: Most commonly needed services among people with visual impairment in Zugdidi .....	87
Figure 98: Most commonly needed services among people with visual impairment in Batumi .....	87
Figure 99: Most commonly needed services among people with visual impairment in Lagodekhi .....	88
Figure 100: Most commonly needed devices among people with visual impairment .....	89
Figure 101: Most commonly needed devices among people with visual impairment in Telavi .....	90
Figure 102: Most commonly needed devices among people with visual impairment Ozurgeti .....	90
Figure 103: Most commonly needed devices among people with visual impairment Kutaisi .....	91
Figure 104: Most commonly needed devices among people with visual impairment in Zugdidi .....	91
Figure 105: Most commonly needed devices among people with visual impairment in Batumi .....	92
Figure 106: Most commonly needed devices among people with visual impairment in Lagodekhi .....	92
Figure 107: Most commonly needed services among people with intellectual disabilities .....	94
Figure 107: Most commonly needed services among people with intellectual disabilities by municipalities.....	94
Figure 108: Most commonly needed services among people with intellectual disabilities in Batumi ..	95
Figure 109: Most commonly needed services among people with intellectual disabilities in Kutaisi ..	95
Figure 110: Most commonly needed services among people with intellectual disabilities below 18 and 18 or older .....	96
Figure 111: Most commonly needed devices among people with intellectual disabilities .....	97



## EXECUTIVE SUMMARY

Within the Independent Living Program in Georgia (ILPG), The McLain Association for Children (MAC) Georgia, Coalition for Independent Living (CIL), and National Association of Local Government Authorities of Georgia (NALAG) are working, “To support independent living of persons with disabilities through evidence-based advocacy and sustainable service provision.” The Program is being conducted in six municipalities, including Lagodekhi, Telavi, Ozurgeti, Kutaisi, Zugdidi, and Batumi. In support of this goal, and specifically generating an evidence base for the Program to advocate on the basis of, Caucasus Resource Research Center Georgia (CRRC Georgia) carried out a needs assessment in each of the municipalities.

The key research question the needs assessment aims to address is:

- What are the main needs of people with disabilities in each municipality?

In addition to the above, the study specifically aims to address the following secondary research questions:

- How do needs vary by the social and demographic characteristics of respondents?
- What are the most important needs for individuals with physical, mental, hearing, vision, and intellectual disabilities, respectively?

To address these research questions, the needs assessment used a mixed methods approach, including quantitative and qualitative data collection. The qualitative data collection consisted of pre- and post-survey focus groups. The quantitative data collection consisted of a survey. The survey was conducted between September 9 and 16. Overall, 707 respondents were interviewed. The response rate was 79.4%. A theoretical margin of error is not available for the survey, given that the sample was not a probability sample.

The data collected within the study leads to a wide range of findings as relates to needs. Generally, most important needs coincided with most commonly needed things. As a result, the following section provides key findings as relates to self-identified most important needs.

### **Key findings and recommendations**

The report primarily focuses on two types of needs: needs for assistive devices and needs for services. In this regard, the top three services and assistive devices needed for each municipality are provided by disability type in the tables below

**Top Devices and Services for People with Physical Disabilities**

Location		Physical disability related services (%)		Physical disability related devices (%)
<b>Telavi</b>	Home based care	14	Mobility devices (Wheelchairs, canes, etc.) and cushions	42
	Habilitation / Rehabilitation services	14	Bath room, toilet chair	40
	Transportation services	14	Care products	28
<b>Ozurgeti</b>	Recreational services	35	Bath room, toilet chair	36
	Physiological consultations/ support	31	Mobility devices (Wheelchairs, canes, etc.) and cushions	26
	Home based care	16	Care products	16
<b>Kutaisi</b>	Recreational services	34	Mobility devices (Wheelchairs, canes, etc.) and cushions	35
	Employment services	17	Bath room, toilet chair	31
	Transportation services	15	Care products	25
<b>Zugdidi</b>	Recreational services	27	Bath room, toilet chair	52
	Home based care	16	Mobility devices (Wheelchairs, canes, etc.) and cushions	37
	Physiological consultations/ support	15	Transfer devices such as a crane or transfer board	25
<b>Batumi</b>	Recreational services	38	Mobility devices (Wheelchairs, canes, etc.) and cushions	29
	Transportation services	12	Care products	17
	Home based care	10	Medication organizer	14
<b>Lagodekhi</b>	Home based (re)habilitation services	17	Bath room, toilet chair	29
	Recreational services	17	Mobility devices (Wheelchairs, canes, etc.) and cushions	29
	Transportation services	14	Care products	11

**Top Devices and Services for People with Mental Disabilities**

Location		Mental disability services and devices (%)
<b>Telavi</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	44
	Medicine organizer	38
	Psychological consultation/ psychotherapy	31
<b>Ozurgeti</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	59
	Psychological consultation/ psychotherapy	50
	Rehabilitation services: Self-care skill improvement	19
<b>Kutaisi</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	64
	Psychological consultation/ psychotherapy	36
	Home based care services	27
<b>Zugdidi</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	40
	Rehabilitation services: Self-care skill improvement	33
	Home based care services	26
<b>Batumi</b>	Out patient visit to a multidisciplinary team to monitor and consult on health and function situation	21
	Medicine organizer	21
	Rehabilitation services: Self-care skill improvement	16
<b>Lagodekhi</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	60
	Out patient visit to a multidisciplinary team to monitor and consult on health and function situation	30
	Rehabilitation services: Communication skills improvement	20
<i>Note: Only one device was asked to people with mental disabilities. Therefore, only one column is presented for this group.</i>		

**Top Devices and Services for People with Hearing Impairment**

Location		Hearing impairment services (%)		Hearing impairment devices (%)
<b>Telavi</b>	Sign language translation services	13	Hearing aids (digital) and batteries	69
	Employment support services	6	Sound amplifier (Hearing (induction) / FM Systems)	44
	NA	NA	Video communication device	31
<b>Ozurgeti</b>	Employment support services	19	Hearing aids (digital) and batteries	71
	Subtitles / Captions	5	Video communication device	29
	NA	NA	Cochlear implant, hearing, speech therapy	14
<b>Kutaisi</b>	Subtitles / Captions	23	Hearing aids (digital) and batteries	31
	Employment support services	15	Cochlear implant, hearing, speech therapy	23
	Sign language study courses	8	From gesture to voice technology	
<b>Zugdidi</b>	Employment support services	17	Hearing aids (digital) and batteries	39
	Subtitles / Captions	11	Video communication device	39
	NA	NA	From gesture to voice technology	33
<b>Batumi</b>	NA	NA	Hearing aids (digital) and batteries	41
	NA	NA	Sound amplifier (Hearing (induction) / FM Systems)	35
	NA	NA	From gesture to voice technology	18
<b>Lagodekhi</b>	Subtitles / Captions	38	Hearing aids (digital) and batteries	38
	Employment support services	13	From gesture to voice technology	38
	NA	NA	Cochlear implant, hearing, speech therapy	25

**Top Devices and Services for People with Visual Impairment**

Location		Visual impairment services (%)		Visual impairment devices (%)
<b>Telavi</b>	Personal assistant services	6	Audio watch	61
	Accompaniment service	6	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	56
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	6	White cane	33
<b>Ozurgeti</b>	Home based care	18	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	56
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	9	Audio watch	38
	Home adaptation	7	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	27
<b>Kutaisi</b>	Employment related services	9	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	48
	Home based care	6	Audio watch	37
	Accompaniment service	6	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	24
<b>Zugdidi</b>	Personal assistant services	23	Audio watch	34
	Home based care	18	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	32
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	9	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	21
<b>Batumi</b>	Accompaniment service	8	Audio watch	61
	Employment related services	6	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	27
	Home based care	5	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	26
<b>Lagodekhi</b>	Home based care	8	Audio watch	64
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	4	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	36
	Employment related services	4	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	32

**Top Devices and Services for People with Intellectual Disabilities**

Location		Intellectual disability services (%)		Intellectual disability devices (%)
<b>Telavi</b>	Recreational services	39	Medication organizer	17
	Habilitation / Rehabilitation services	26	NA	NA
	Day center services	17	NA	NA
<b>Ozurgeti</b>	Recreational services	55	Medication organizer	10
	Psychological consultation/ support	48	Personal digital assistant	7
	Habilitation / Rehabilitation services	26	NA	NA
<b>Kutaisi</b>	Recreational services	55	Medication organizer	25
	Transportation related services	25	Personal alarm system	10
	Psychological consultation/ support	20	Screen reader (Reads out information on a computer screen)	5
<b>Zugdidi</b>	Recreational services	24	Medication organizer	18
	Transportation related services	24	Personal alarm system	12
	Home based care services	21	Personal digital assistant	3
<b>Batumi</b>	Recreational services	40	Personal alarm system	7
	Home based care services	27	Medication organizer	7
	Psychological consultation/ support	13	NA	NA
<b>Lagodekhi</b>	Recreational services	40	Medication organizer	13
	Day center services	20	Personal digital assistant	7
	Psychological consultation/ support	20	Screen reader (Reads out information on a computer screen)	7

## INTRODUCTION

The McLain Association for Children (MAC) Georgia, Coalition for Independent Living (CIL), and National Association of Local Government Authorities of Georgia (NALAG) are implementing the Independent Living Program in Georgia (ILPG). The Program aims, “To support independent living of persons with disabilities through evidence-based advocacy and sustainable service provision.” It is conducted in six municipalities, including Lagodekhi, Telavi, Ozurgeti, Kutaisi, Zugdidi, and Batumi. To support the achievement of this goal, with an emphasis on providing evidence for evidence based advocacy, CRRC Georgia carried out a needs assessment in each of the municipalities.

The needs assessment aims to address a number of research questions, including:

- What are the main needs of people with disabilities in each municipality?
- How do needs vary by the social and demographic characteristics of respondents?
- What are the most important needs for individuals with physical, mental, hearing, vision, and intellectual disabilities, respectively?

These research questions are addressed using a mixed methods approach. The approach included a survey and focus groups prior to as well as after the survey. The survey was conducted between September 9 and 16. Overall, 707 respondents were interviewed. The response rate was 79.4%. A theoretical margin of error is not available for the survey, given that the sample was not a probability sample. The data analysis makes use of a mix of descriptive and inferential statistics, including frequencies, crosstabulations, and chi-square tests.

The report proceeds as follows. In the following section, the study’s methodology is presented. In the subsequent section, the results are presented. The results section includes sub-sections on needs overall, as well as the specific needs of people with physical, mental, hearing, vision, and intellectual disabilities. The report finishes with conclusions.

## METHODOLOGY

The study made use of a mixed methods approach, including pre- and post-survey focus groups as well as a quantitative survey. This section provides an overview of the approach to quantitative data collection and analysis first. It then proceeds to describe the qualitative data collection and analysis.

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### QUANTITATIVE DATA COLLECTION

The quantitative data collection process started out with the development of a survey questionnaire. The survey questionnaire includes questions on the following topics:

- Needs of people with disabilities overall;
- Needs of people with specific types of disabilities, including:
  - Physical disabilities;
  - Mental disabilities;
  - Hearing-related disabilities;
  - Vision-related disabilities;
  - Intellectual disabilities;
- Social and demographic characteristics of respondents.

The questionnaire was developed in partnership with CIL and MAC. It was piloted to ensure that the questionnaire was feasible to conduct over the phone as well as to ensure that the questions were clear to respondents. The survey was conducted in person for people with hearing impairment.

The study made use of a convenience sampling approach. The convenience sampling started out with the collection of contact information by MAC and CIL through social media outlets. In addition, contact information was obtained through the administrative records of the organizations. In cases where only an address was available, CRRC Georgia sent an interviewer to the address to identify whether the respondent a) still lived at the address, b) was willing to take part in the study, and c) could provide a phone number to participate in the study.



In total, the above process resulted in contact information for 890 potential respondents. Ultimately, interviews were conducted with 707 respondents, a response rate of 79.4%. The table below provides a breakdown of the sample size and response rate for the study overall as well as the response rate per municipality. In terms of respondent selection, interviewers were instructed to interview the person with the disability if they were an adult and capable of being interviewed. If the target respondent was not capable of being interviewed or a minor, an interview was conducted with the support of a guardian/helper.

*Figure 1: Survey characteristics*

Area	Achieved Sample Size	Response rate
Overall	707	79.4%
Batumi	151	79%
Ozurgeti	107	73%
Telavi	86	91%
Kutaisi	167	83%
Lagodekhi	64	78%
Zugdidi	132	68%

The fieldwork was conducted between September 9 and September 16. It was conducted using computer assisted telephone interviewing (CATI). For people with hearing impairment, the questionnaire was conducted either in person or over the phone through an interpreter. Although face to face fieldwork was originally planned for at the start of the project, the COVID-19 pandemic made this infeasible. Following fieldwork, 10% of interviews were backchecked to ensure that the interviews were conducted appropriately.

The study makes use of a mix of descriptive and inferential statistics. Specifically, it uses descriptive statistics like frequencies, averages, and cross-tabulations to describe the prevalence of needs. The main inferential statistic used in the study is the chi-square test. This test is used instead of multivariate regression due to the relatively small sample size as well as the hypothesis to be tested. Unless otherwise noted, the study tests for differences between the following groups in terms of needs:

- Age group;
- Sex;
- Household wealth (above or below median);
- Ethnic group (if relevant);
- Guardians/helpers or PwD;
- Settlement (municipality);
- Education level of respondent.

The study has a number of limitations. First and foremost, the sample is not fully representative of the populations under study. This stems from the fact that a probability sample of the population of interest was not taken, because a full list of the population was not available. Similarly, there is no demographic data available on the populations of interest. As a result, it is not possible to weight the results of the analysis to population level figures.

Second, the study has a relatively small sample size at the municipal level. As a result, the data is indicative, but has a high level of error when crosstabulations are presented. In this regard, the margin number of respondents that responded for each type of disability is presented in the table below:

*Figure 2: Respondent counts by disability type*

Disability type	Respondent count
Physical	395
Mental	134
Hearing	121
Vision	343
Intellectual	158

## QUALITATIVE DATA COLLECTION AND ANALYSIS

The qualitative data collection consisted of pre- and post-survey focus groups. The pre-survey focus groups aimed to inform the design of the survey questionnaire. The post-survey focus groups were used to understand issues that did not have clear explanations following the survey. The pre-survey focus groups focused on the needs of participants, while the post-survey focus groups explored topics **A, B, and C**.

Overall, two focus groups were conducted prior to the survey and two focus groups after the survey. The participants were drawn from a mix of rural and urban areas, age groups, and were gender balanced to the extent possible. The groups were conducted online, using Zoom. The focus group characteristics are provided in the table below.

*Figure 3: Focus Group Characteristics*

Type	Participant count	Participant type
Pre-survey	7	Peoples with disabilities
Pre-survey	9	Guardian/helper
Post-survey	7	Urban Pwd and guardians/helpers
Post-survey	6	Rural Pwd and guardians/helpers

## FINDINGS

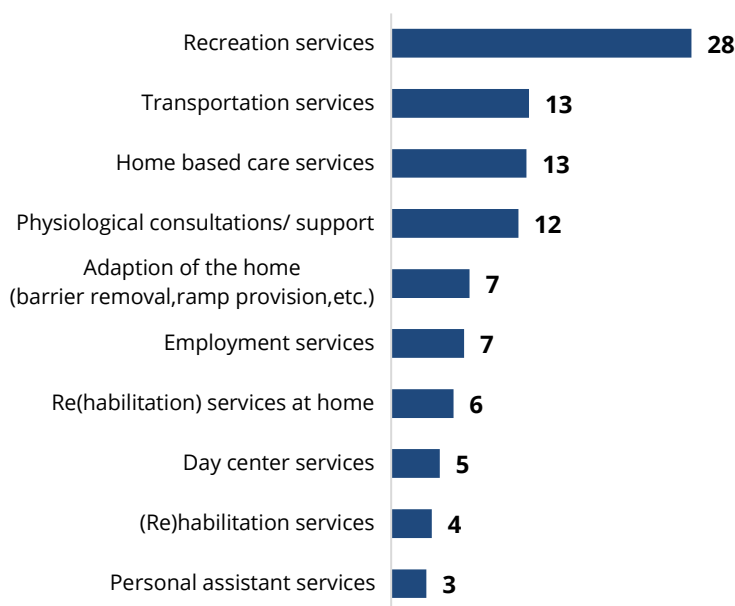
This section of the report provides the results of the above described survey. Focus group findings are provided as needed in the sections below. The first subsection of the report looks at the needs which people considered most important. This is followed by an analysis of the relative prevalence of different types of needs. The report continues to provide the prevalence of needs for people with specific disability types.

### MOST IMPORTANT SERVICE NEEDS FOR PEOPLE WITH PHYSICAL DISABILITIES

With regard to the most commonly named top service needs for people with physical disabilities, the data suggests recreation services top the list (28%). This is followed by transportation services (13%), home based care services (13%), and physiological consultations (12%). Relatively few people named personal assistant services (3%) and (re)habilitation services (4%).

*Figure 4: Most important needs for people with physical disabilities*

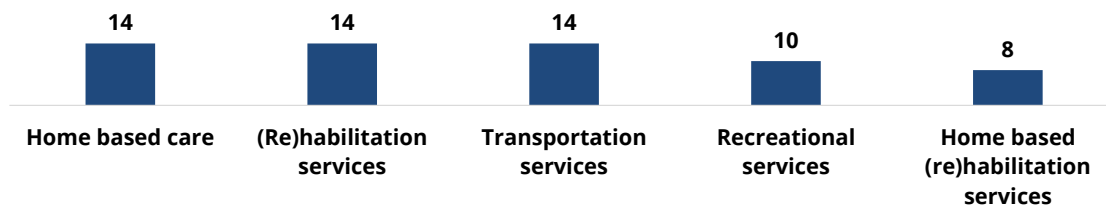
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving? Please name up to three services. (%)**



In Telavi, the main services named as top needs were home based care (14%), (re)habilitation services (14%), and transportation services (14%). This was followed by recreational services (10%) and home base (re)habilitation services (8%).

*Figure 5: Most important needs for people with physical disabilities in Telavi*

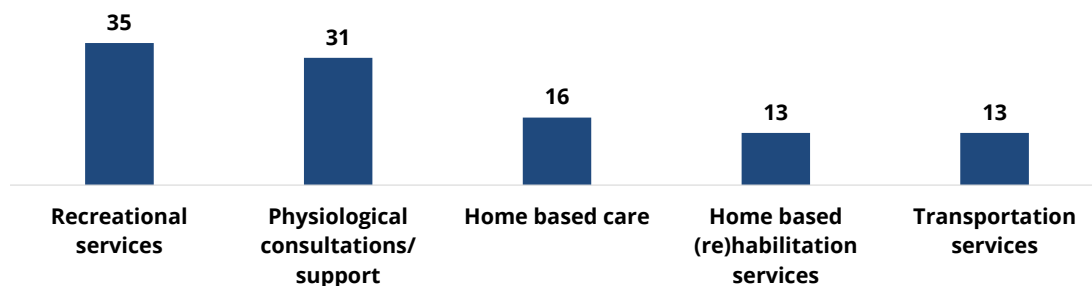
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Telavi)



In Ozurgeti, the top services named were recreational services (35%) and physiological consultations and support (35%). This was followed by home based care (16%), home based (re)habilitation services (13%) and transportation services (13%).

*Figure 6: Most important needs for people with physical disabilities in Ozurgeti*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Ozurgeti)

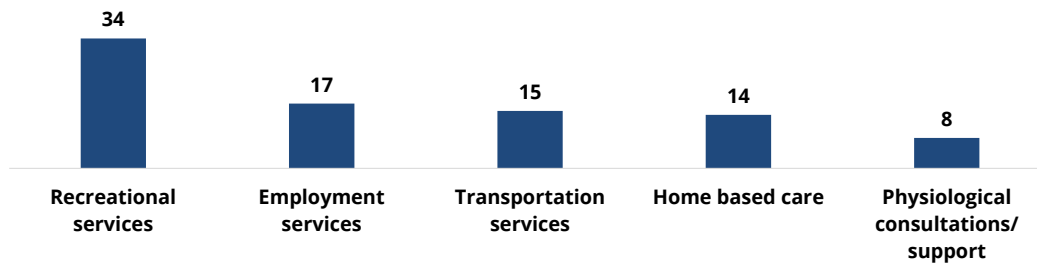


In Kutaisi, the most commonly named top service was recreational services (34%). Employment services (17%), transportation services (15%), and home based care (14%) were regularly named as well. Physiological consultations (8%) were the fifth most commonly named service.

**Figure 7: Most important needs for people with physical disabilities in Kutaisi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Kutaisi)

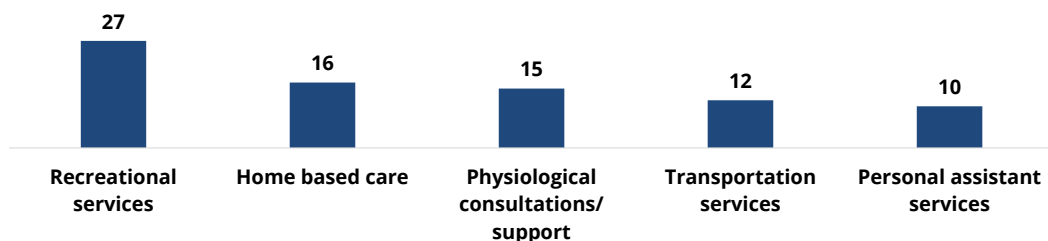


In Zugdidi, the most commonly named top service was recreational services, named by 27% of respondents with physical disabilities. This was followed by home based care (16%), physiological consultations (15%), transportation services (12%), and personal assistant services (10%).

**Figure 8: Most important needs for people with physical disabilities in Zugdidi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Zugdidi)

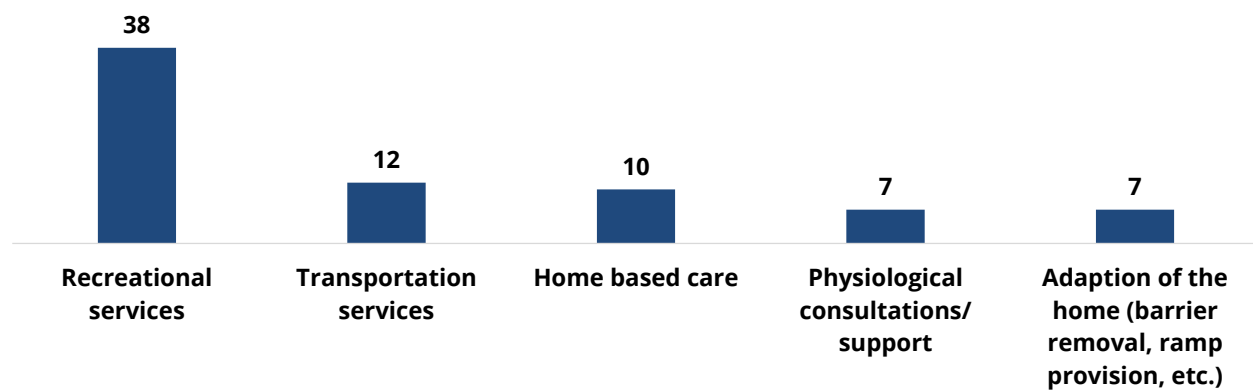


In Batumi, recreational services were named most frequently (38%) as the top service people needed. This was followed by transportation services (12%), home based care (10%), physiological consultations/ support (7%), and adaption of the home (7%).

*Figure 9: Most important needs for people with physical disabilities in Batumi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Batumi)

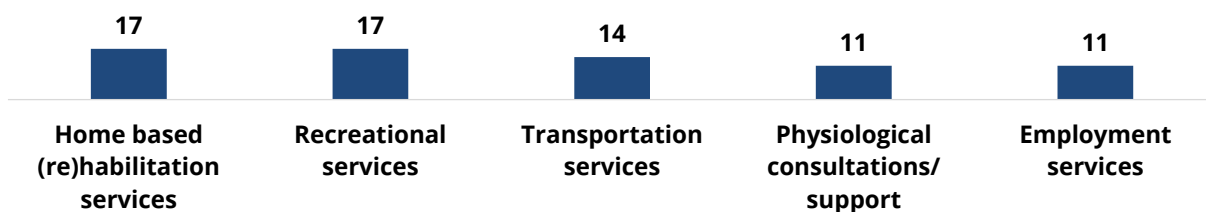


In Lagodekhi, home based (re)habilitation services and recreation services (17%) were named by the most respondents as a top need, followed by transportation services (14%). Physiological consultations and employment services (11%) rounded out the top five needs.

*Figure 10: Most important needs for people with physical disabilities in Lagodekhi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Lagodekhi)



Girls and women with disabilities were more likely to name in home care services than boys and men with disabilities (10% of males versus 16% of females).

The most important needs reported varied with the age of the person with a disability on the following reported needs:

- Employment services (<18, 3%; 18-59, 11%; >59 2%);
- Recreation services (<18, 26%; 18-59, 34%; >59 19%);
- (Re)habilitation services at home (<18, 19%; 18-59, 5%; >59 0%);
- (Re)habilitation services (<18, 9%; 18-59, 3%; >59 1%);
- Psychological consultations or support (<18, 17%; 18-59, 14%; >59 6%);
- Day center services (<18, 9%; 18-59, 6%; >59 0%);
- Personal assistant services (<18, 9%; 18-59, 3%; >59 1%).

Responses varied based on whether guardian/helpers responded to the questionnaire or people with disabilities in a number of cases. However, it is important to keep in mind that the present analysis did not control for age, and guardians were interviewed in cases where the minor was the person with a disability. Therefore, the results should be interpreted with this caveat in mind:

- Employment services (13% people with disabilities versus 3% guardian/helpers);
- Recreation services (40% people with disabilities versus 22% guardian/helpers);
- (Re)habilitation services at home (1% people with disabilities versus 9% guardian/helpers);
- (Re)habilitation services (1% people with disabilities versus 6% guardian/helpers);
- Psychological consultations or support (6% people with disabilities versus 16% guardian/helpers);
- Day center services (1% people with disabilities versus 7% guardian/helpers);
- Personal assistant services (1% people with disabilities versus 5% guardian/helpers);
- Home based care services (9% people with disabilities versus 16% guardian/helpers);



People with higher education were more likely to name personal assistant services (8%) than people with vocational education (0%) and people with secondary education alone (2%).

## MOST IMPORTANT ASSISTIVE DEVICE NEEDS FOR PEOPLE WITH PHYSICAL DISABILITIES

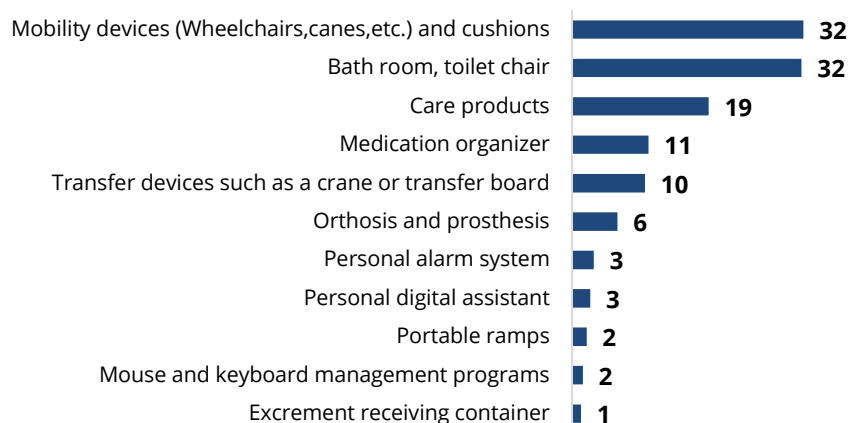
Respondents to the survey were asked to name their most important needs on the survey. The answer options were different for people with different types of disabilities, and respondents were allowed to choose up to three responses. Although a single question on the most important need was asked in the survey, this section presents data on assistive devices. The following section provides data on services.

With regard to assistive devices for people with physical disabilities, the data indicates that the most commonly named needs were for mobility devices including cushions and bathroom chairs. Each option was named by 32% of people with physical disabilities. Care products were the third most commonly named assistive device, which were named by 19% of respondents with physical disabilities. Relatively few named excrement receiving containers, mouse and keyboard management programs, and portable ramps.

*Figure 11: Most important device needs for people with physical disabilities*

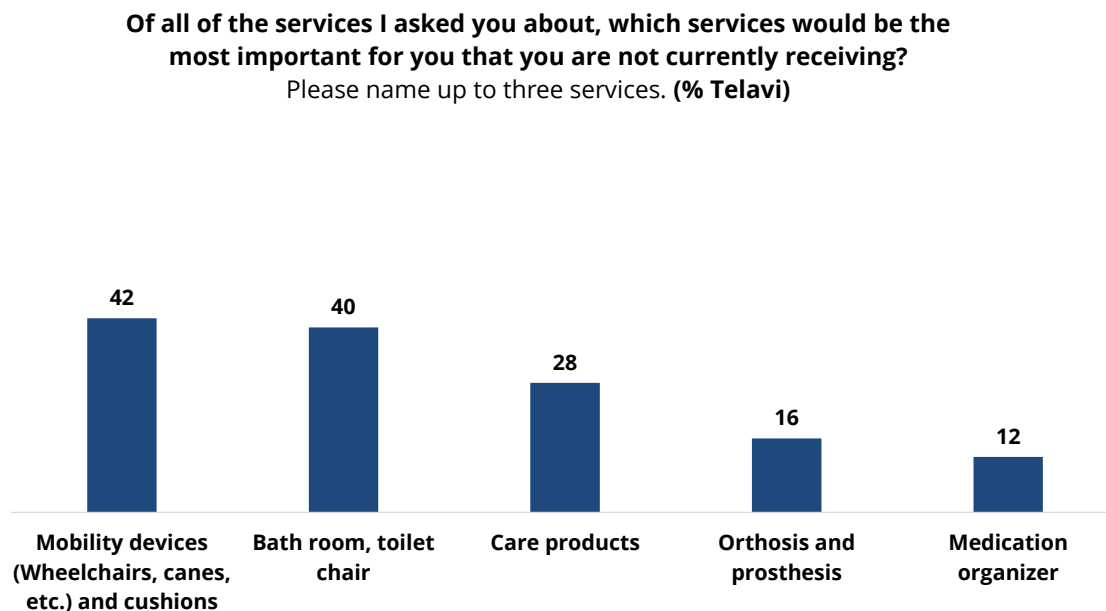
### Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?

Please name up to three services. (%)



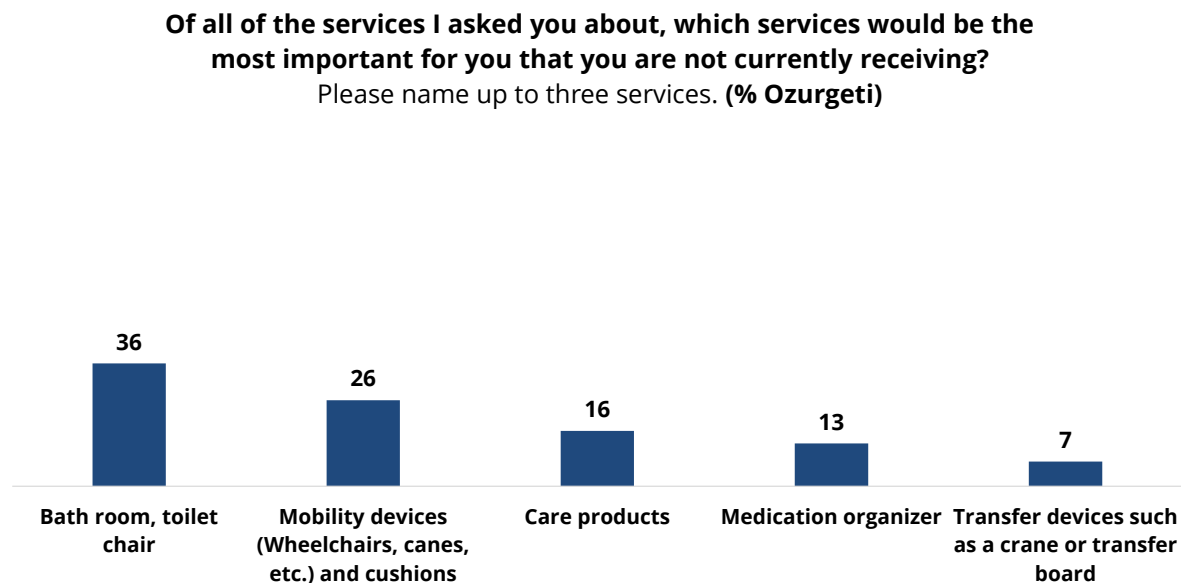
In Telavi, the most important devices were mobility devices (42%), bathroom and toilet chairs (40%), and care products (12%). The next most commonly named products were orthosis and prosthesis (16%) and medication organizers (12%).

*Figure 12: Most important device needs for people with physical disabilities in Telavi*



In Ozurgeti, bathroom chairs were the most commonly named most important assistive device (36%), followed by mobility devices (26%), and care products (16%). Medication organizers (13%) and transfer devices such as cranes and transfer boards (7%) were named next most commonly.

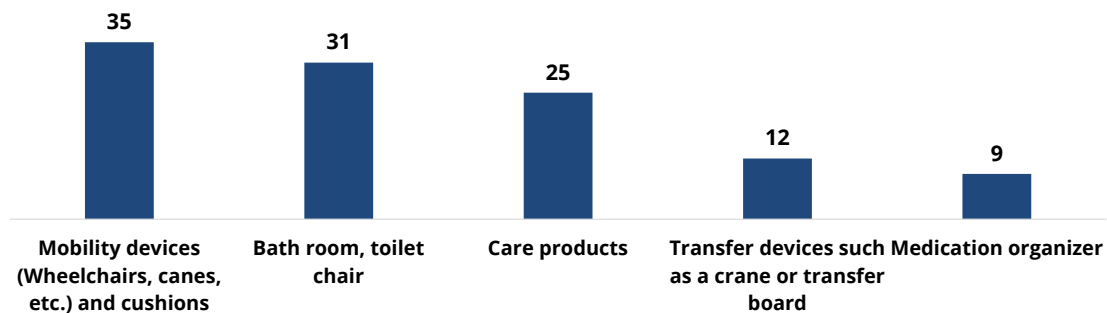
*Figure 13: Most important device needs for people with physical disabilities in Ozurgeti*



In Kutaisi, mobility devices were the most commonly named top need (35%), closely followed by bathroom chairs (31%). The top five were rounded out by care products (25%), transfer devices (12%), and medication organizers (9%).

*Figure 14: Most important device needs for people with physical disabilities in Kutaisi*

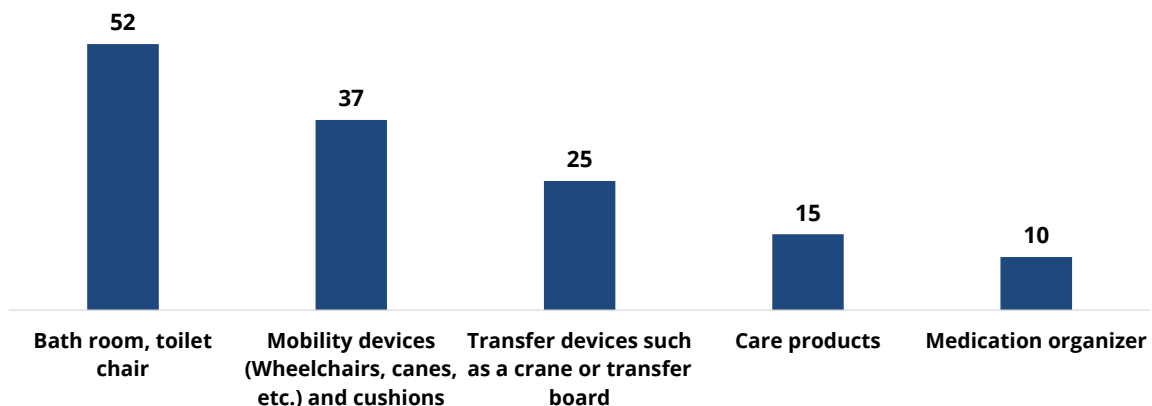
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Kutaisi)



In Zugdidi, bathroom chairs were the most commonly named top need (52%). Mobility devices (37%), transfer devices (25%), care products (15%), and medication organizers (10%) rounded out the top five devices.

*Figure 15: Most important device needs for people with physical disabilities in Zugdidi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Zugdidi)

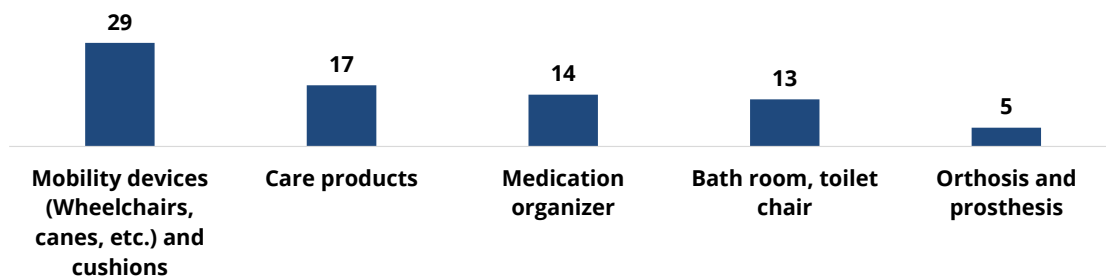


In Batumi, mobility devices were named most frequently (29%). This was followed by care products (17%), medication organizers (14%), bathroom chairs (13%), and orthosis and prosthesis (5%).

*Figure 16: Most important device needs for people with physical disabilities in Batumi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Batumi)

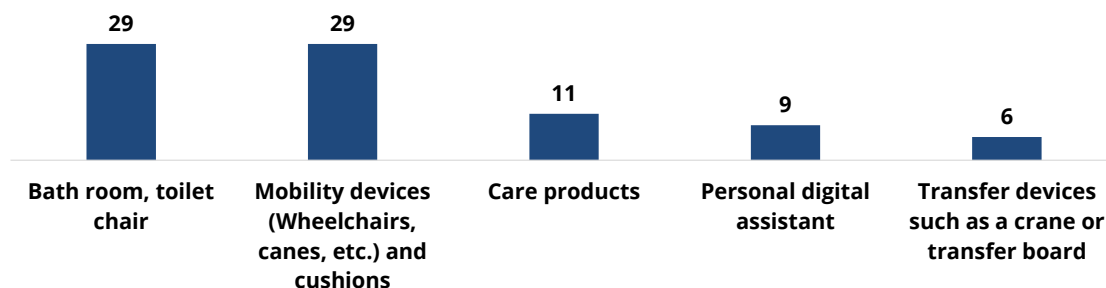


In Lagodekhi, bathroom chairs and mobility devices were named by 29% of respondents with physical disabilities. The next most commonly named devices included care products (11%), personal digital assistants (9%), and transfer devices (6%).

*Figure 17: Most important device needs for people with physical disabilities in Lagodekhi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Lagodekhi)



Girls and women with disabilities were more likely to name bathroom chairs more than boys and men with disabilities (25% male versus 40% of females).

Naming mobility devices as the most important need varied with the age of the person with a disability (<18, 16%; 18-59, 31%; >59 48%).

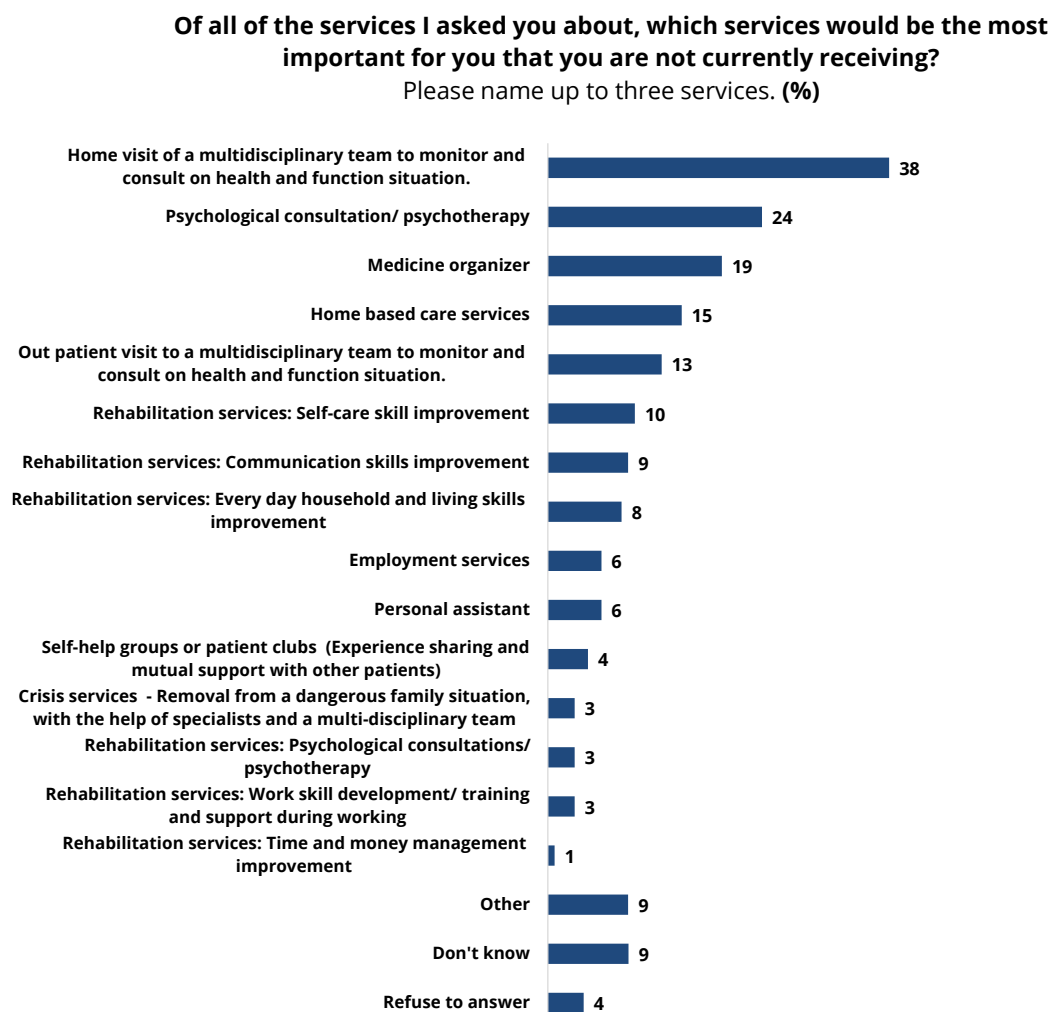
Responses varied based on whether guardian/helpers responded to the questionnaire or people with disabilities with regard to whether care products were named most often (14% people with disabilities versus guardian/helpers 23%).

Respondents with above median wealth were less likely to name a need for bathroom chairs than people with less than median wealth (Below median wealth 37% versus above median wealth 27%).

## MOST IMPORTANT SERVICE NEEDS FOR PEOPLE WITH MENTAL DISABILITIES

Among the needs asked about for people with mental disabilities, the only assistive device asked about was medicine organizers. As a result, this section presents data on devices and services together. The data suggests that people with mental disabilities are most likely to name home visits from a multidisciplinary team to monitor and consult (38%), psychological consultation (24%), and medicine organizers (19%). The least commonly named issues were time and money management rehabilitation services (1%), work skill development and training (3%), and rehabilitation services in the form of psychological consultations (3%).

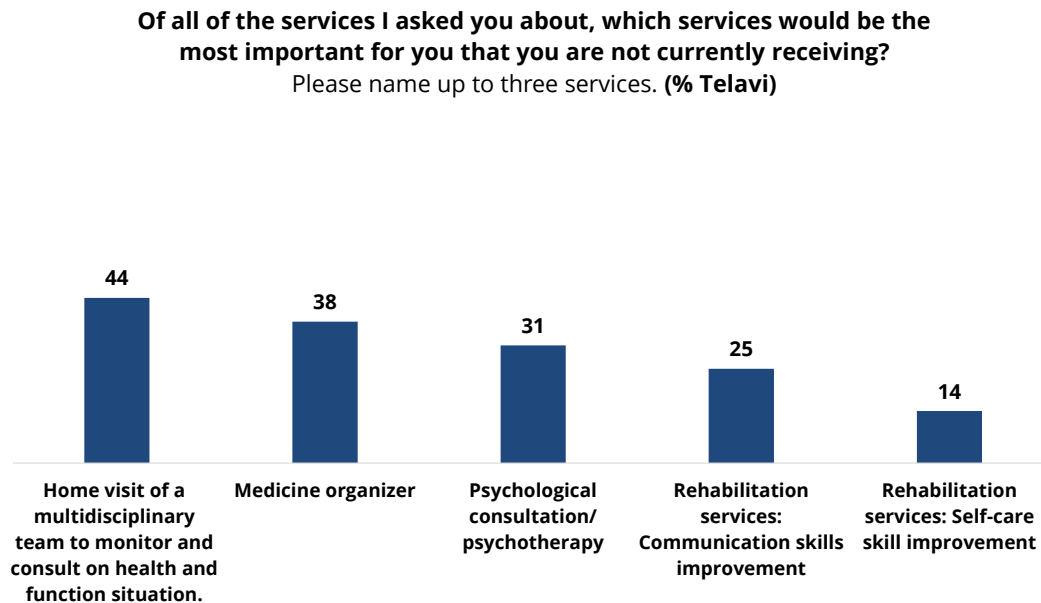
*Figure 18: Most important needs for people with mental disabilities*



The data suggests that this varies significantly across different municipalities. In Telavi, home visits from multidisciplinary teams were most commonly named (44%), followed by medicine

organizers (38%), psychological consultations (31%), rehabilitation services for communication skills (25%), and rehabilitation services for self-care improvement (14%).

**Figure 19: Most important needs for people with mental disabilities in Telavi**



In Ozurgeti, home visits from a multidisciplinary team were also the most commonly named service (59%). The next most commonly named service was psychological consultations (50%). Rehabilitation services for self-care (19%), medicine organizers (18%), and outpatient visits to a multidisciplinary team (14%) were the next most commonly named services.

**Figure 20: Most important needs for people with mental disabilities in Ozurgeti**

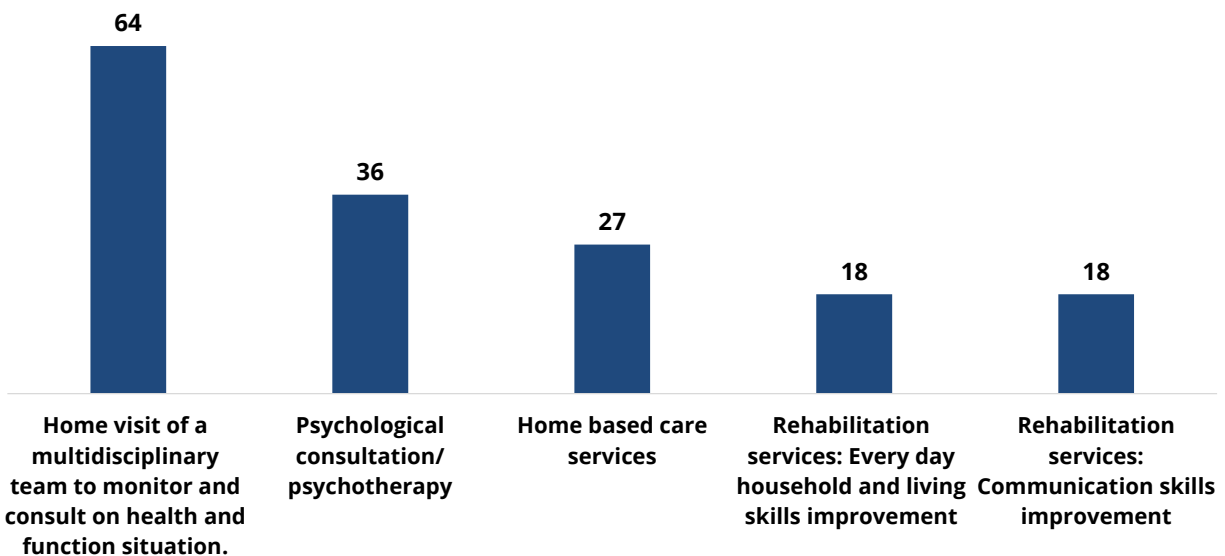


In Kutaisi, home visits of a multidisciplinary team were again the most commonly needed service (64%). Psychological services were the next most commonly named need (36%). This was followed by home care services (27%), rehabilitation services for everyday household skills (18%), and rehabilitation services for communication skills improvement (18%).

*Figure 21: Most important needs for people with mental disabilities in Kutaisi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

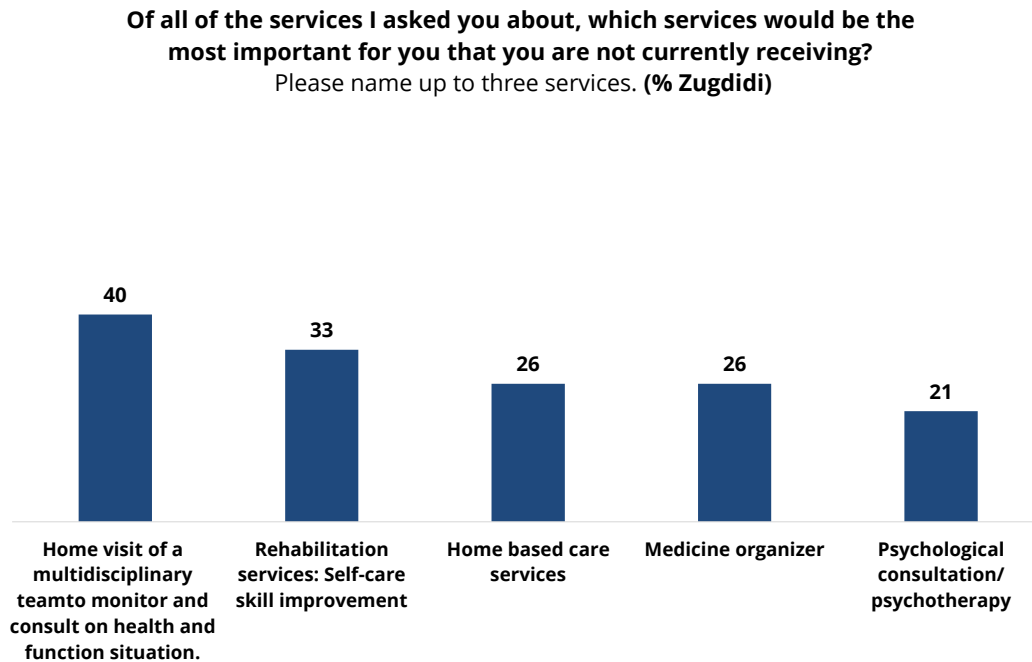
Please name up to three services. (% Kutaisi)



In Zugdidi, the most commonly named service was again home visits by a multidisciplinary team (40%). The next most commonly named most important need was rehabilitation services for self-care (33%). The final three in the top five included home care services (26%), medicine organizers (26%), and psychological consultations (21%).

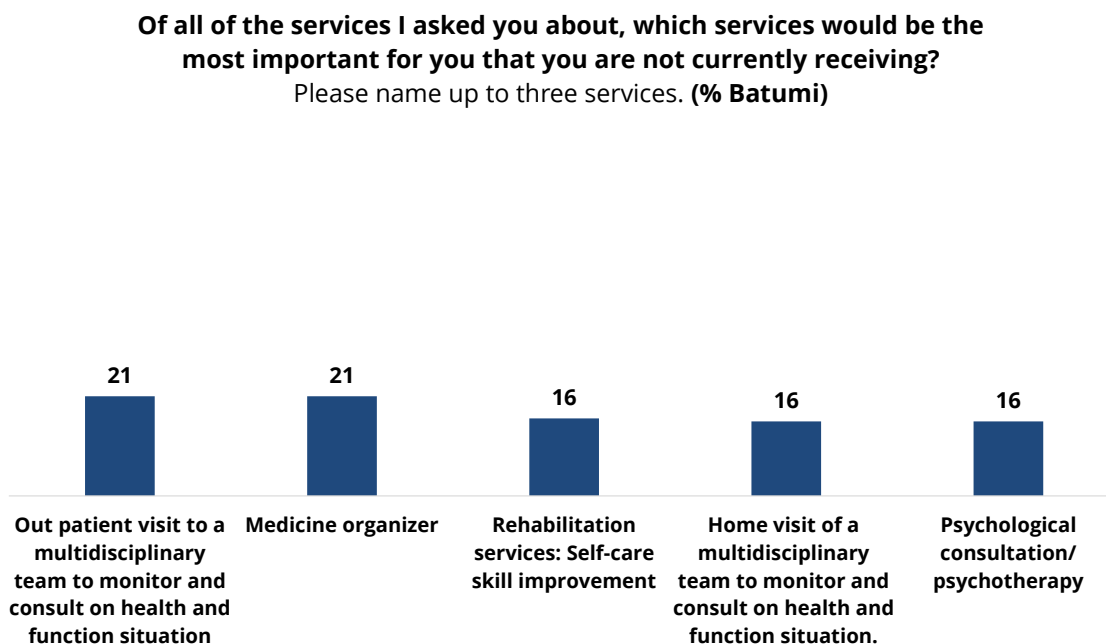


**Figure 22: Most important needs for people with mental disabilities in Zugdidi**



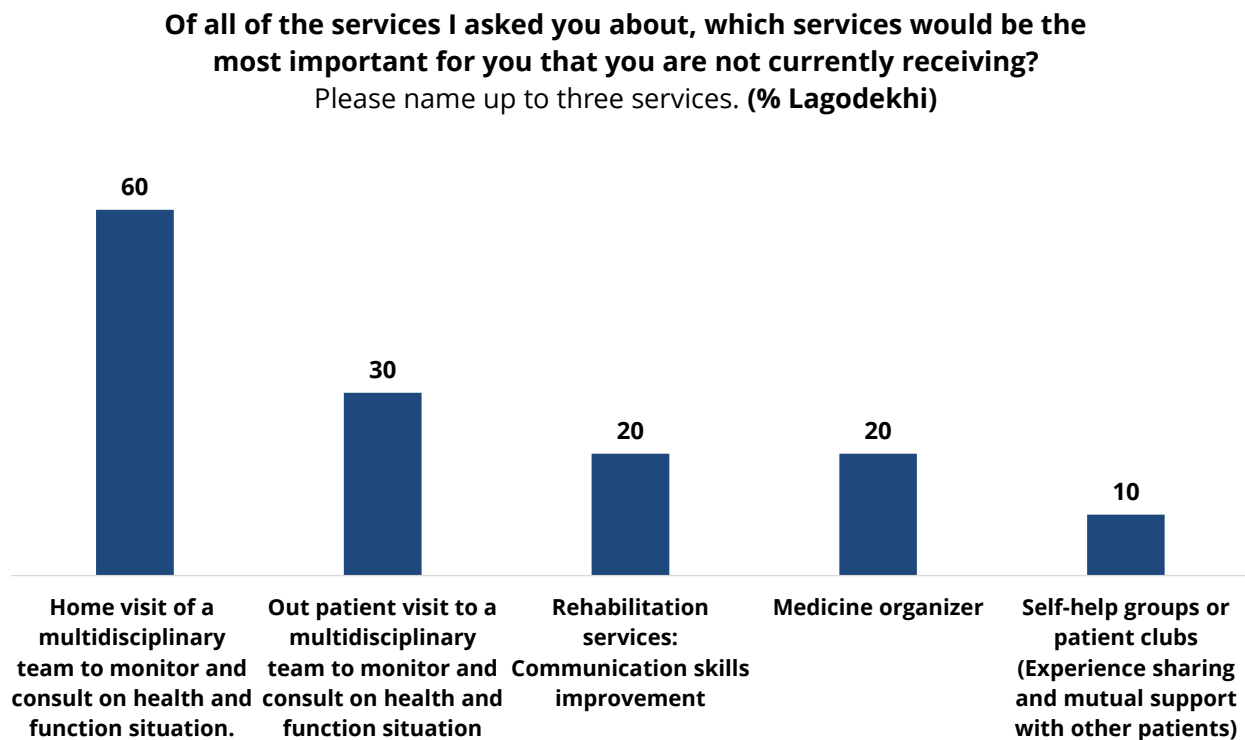
In Batumi, an outpatient visit to a multidisciplinary team and medicine organizers were named most commonly (21%). Rehabilitation services to improve self care, home visits from a multidisciplinary team, and psychological consultations were named by 16% of respondents.

**Figure 23: Most important needs for people with mental disabilities in Batumi**



In Lagodekhi, home visit from a multidisciplinary team is the most common service to be prioritized (60%). This is followed by out patient visits to a multidisciplinary team (30%). Rehabilitation services for communication skills development and medicine organizers were named by one in five (20%). Self help groups and patient clubs were named by 10%.

**Figure 24: Most important needs for people with mental disabilities in Lagodekhi**



The data showed no significant differences in terms of most important needs when broken down by sex.

When broken down by age group, the data suggest that those in the 18-59 age group are interested in employment services (13%), while others are not. Younger age groups express a need for communication skills improvement (23%) more than people 18-59 (5%) and older people (0%).

When the person with a disability was interviewed, they were more likely to name employment services (30%) compared with guardian/helpers (5%).

Households with above median wealth were more likely to name communication skills rehabilitation (20%) compared to households with below median wealth (4%). Multidisciplinary team outpatient services were in higher demand among people with below median wealth (20%) compared with households with above median wealth (7%).

People with vocational education were more likely to report employment services as a need (4% of those with secondary only, 19% of those with vocational, and 3% of those with tertiary education). The personal assistant service was reported as a key need by 19% of those with higher education, 2% of those with secondary education, and 0% of those with vocational education. Home care services were named least often by those with vocational education (4%), and more often by those with secondary education (17%) and tertiary education (28%).

The data suggests that there were no other significant differences between people of different age groups, sexes, in households at different levels of wealth, between guardian/helpers and PwDs, and between respondent education levels.

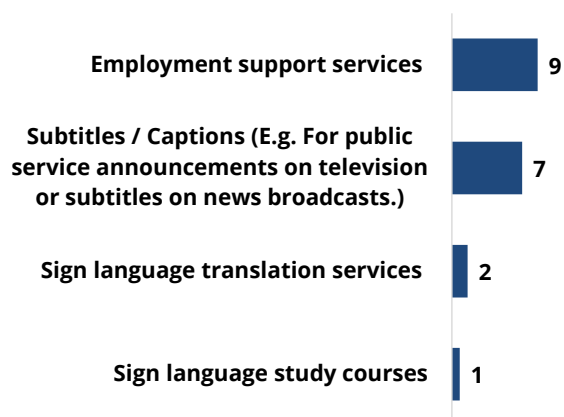
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## MOST IMPORTANT SERVICE NEEDS FOR PEOPLE WITH HEARING IMPAIRMENT

Although the question on Cochlear implants, hearing and speech therapy includes both an assistive device and a service, it is included in the previous section. Notably, if considered a service, it is one of the most popular services in many locations (see above). In terms of the top needs that are purely services, the response options employment services (9%) and subtitles/captions (7%) were named most frequently. Sign language translation and sign language study courses were named by 1% and 2% respectively.

*Figure 25: Most important needs for people with hearing impairment*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (%)



The services respondents named were significantly different in different municipalities.

In Batumi, none of the respondents named a service as a top need.

In Telavi, 13% named sign language translation services, and 6% named employment support services.

In Ozurgeti, 19% named employment support services, and 5% named subtitles or captions.

In Kutaisi, 23% named subtitles/captions, 15% named employment support services, and 8% named sign language study courses.

In Zugdidi, 17% named employment support services and 11% named subtitles/captions.

In Batumi, none of the respondents named a service as a top need.

In Lagodekhi, 38% named subtitles/captions and 13% named employment support services.

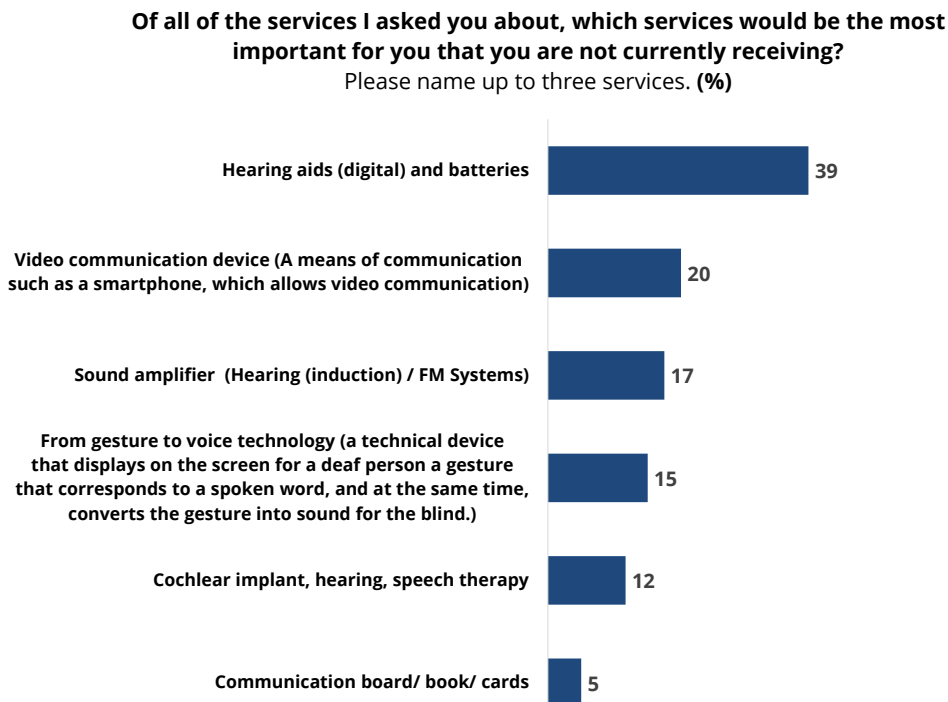
No significant differences were present between male and female people with disabilities. The data suggest that young people (<18) are more likely to list sign language study courses among their top needs (10% versus 0% in other age groups). Wealthier households were less likely to name subtitles or captions (2%) than people in poorer households (16%). No other differences between groups were identified.

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## **MOST IMPORTANT ASSISTIVE DEVICE NEEDS FOR PEOPLE WITH HEARING IMPAIRMENT**

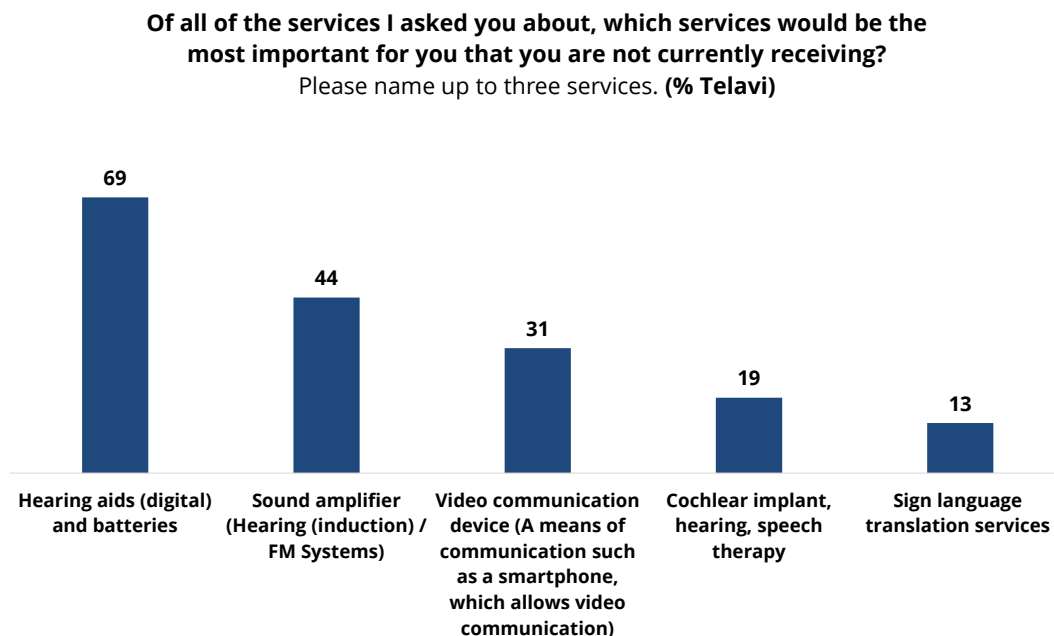
People with hearing impairments named hearing aids and batteries most commonly (39%) as their top assistive device need. Communication boards were named relatively rarely (5%). Although the question on Cochlear implants, hearing and speech therapy includes both an assistive device and a service, it is included in this section.

**Figure 26: Most important needs for people with hearing impairment**



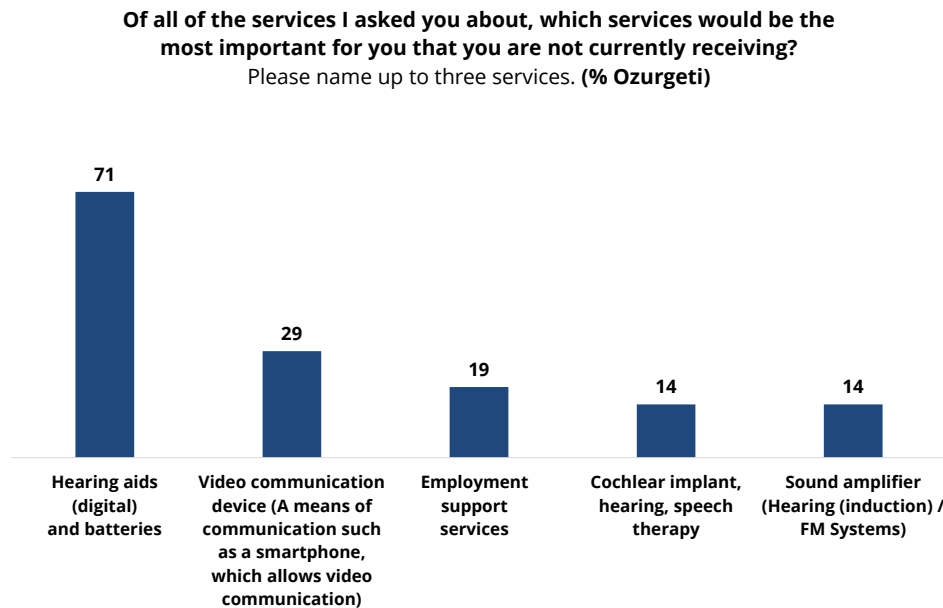
In Telavi, hearing aids and batteries (69%) were the most commonly named top needed assistive device. This was followed by sound amplifiers (44%), video communication (31%), Cochlear implants, hearing, and speech therapy (19%), and communication boards (13%).

**Figure 27: Most important needs for people with hearing impairment in Telavi**



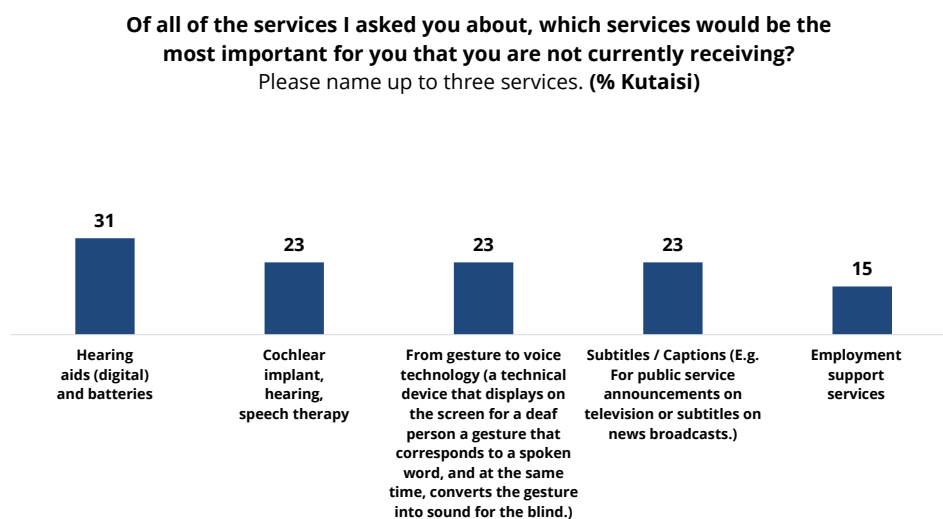
In Ozurgeti, the pattern was broadly similar, with 71% naming hearing aids and batteries as the top assistive device needed. This was followed by video communication devices (29%), Cochlear implants, hearing, and speech therapy (14%), sound amplifiers (14%), and communication boards (10%).

**Figure 28: Most important needs for people with hearing impairment in Ozurgeti**



In Kutaisi, hearing aids and batteries were again the most commonly named devices, named by 31% of respondents. This was followed by Cochlear implants, hearing, and speech therapy (23%), from gesture to voice technology (23%), video communication devices (15%) and sound amplifiers (15%).

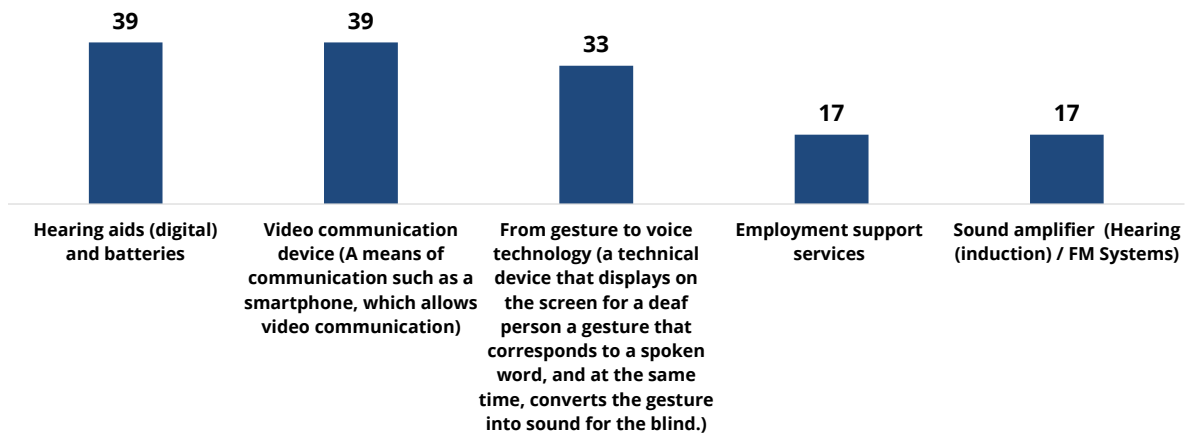
**Figure 29: Most important needs for people with hearing impairment in Kutaisi**



**Figure 30: Most important needs for people with hearing impairment in Zugdidi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Zugdidi)

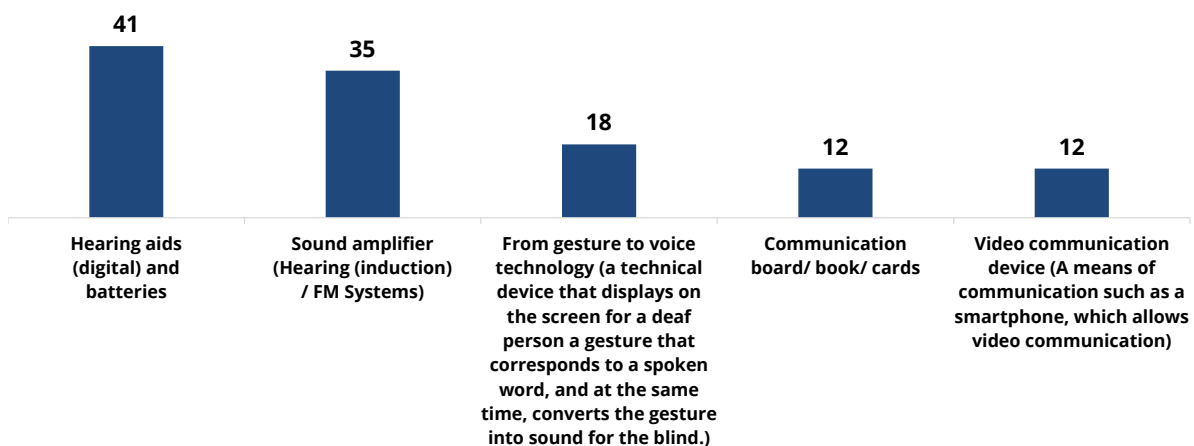


In Batumi, hearing aids and batteries are atop the list of top needs, named by 41% of the population. This was followed by sound amplifiers (35%), from gesture to voice technology (18%), communication boards (12%), and video communication devices (12%).

**Figure 31: Most important needs for people with hearing impairment in Batumi**

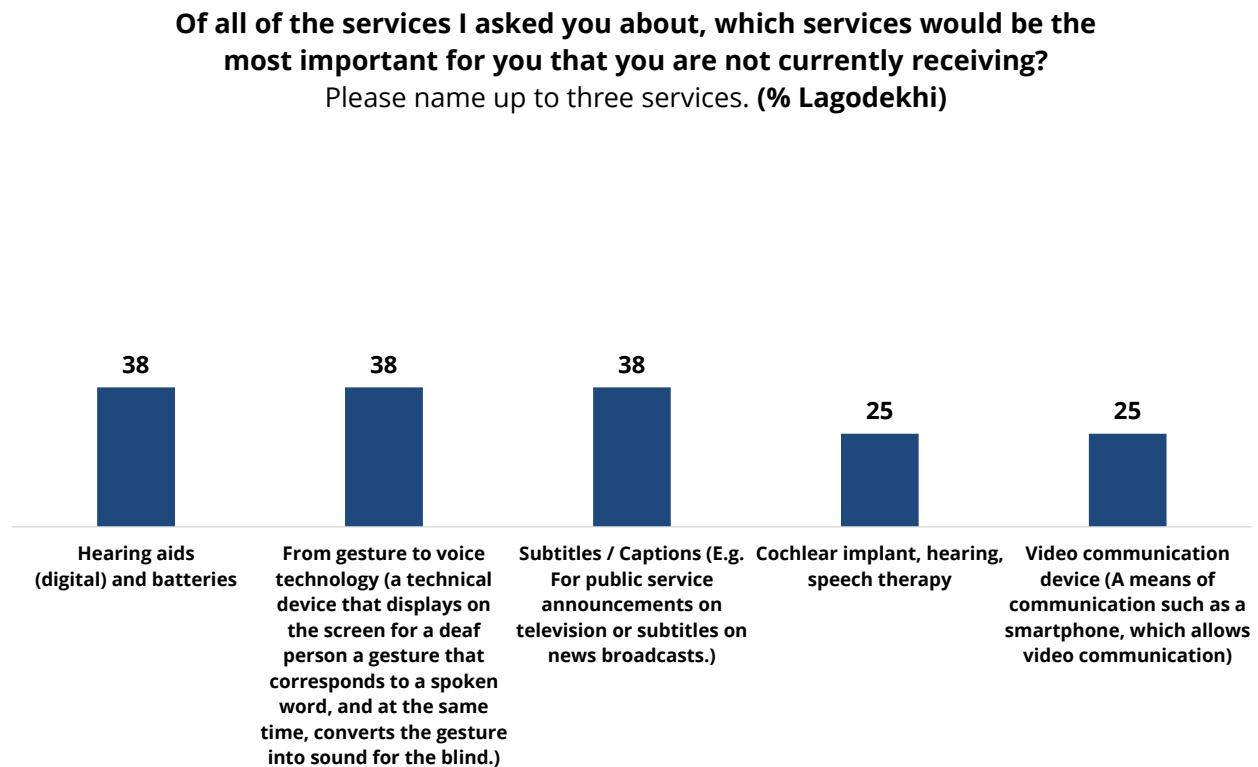
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Batumi)



In Lagodekhi, respondents only named four devices in total. In first place were hearing aids and batteries and voice to gesture technology, both of which were named by 38% of respondents. A quarter of respondents named cochlear implants, hearing, and speech therapy and video communication devices.

*Figure 32: Most important needs for people with hearing impairment in Lagodekhi*



No significant differences were present between male and female people with disabilities. The data suggest that young people (<18) are more likely to cochlear implants and speech and hearing therapy (60% of <18s versus 10% of 18-59 year olds and 9% of 60+ year olds). Guardians/helpers were more likely to name video communication devices (30%) than people with disabilities. Respondents with secondary education (41%) named sound amplification more than those with vocational education (15%) and tertiary education (9%).



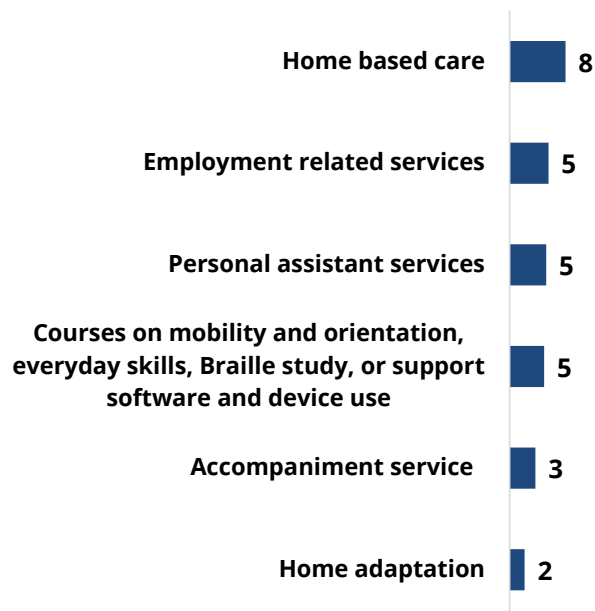
## MOST IMPORTANT SERVICE NEEDS FOR PEOPLE WITH VISION IMPAIRMENT

Data on service needs for people with visual impairments suggest relatively low demand, with the most in demand top service need being home based care, named by 8% of respondents. Employment related services, personal assistant services, and courses on mobility and orientation were named next most often (5%).

*Figure 33: Most important needs for people with vision impairment*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services.



In Telavi, 6% of respondents named personal assistant services, accompaniment services, or courses on mobility and orientation. Respondents in Telavi did not name any other services as a top need.

**Figure 34: Most important needs for people with vision impairment in Telavi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Telavi)

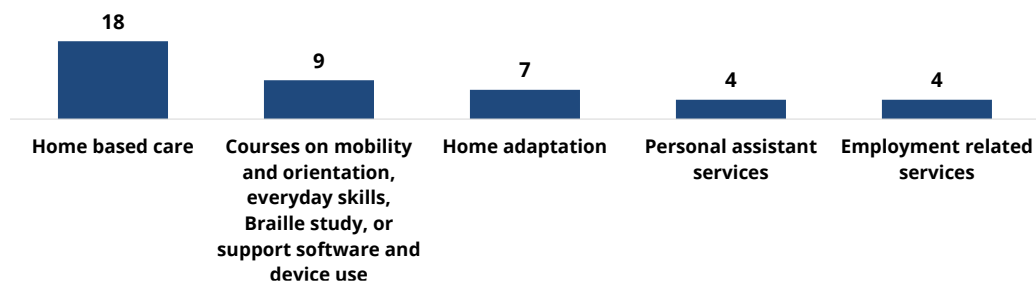


In Ozurgeti, the top services were home based care (18%), courses on mobility and orientation (9%), and home adaptation (7%). This was followed by personal assistant services and employment related services (4%).

**Figure 35: Most important needs for people with vision impairment in Ozurgeti**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Ozurgeti)



In Kutaisi, employment related services were the top named need (9%), followed by home based care and accompaniment services (6%). This was followed by courses on mobility (4%) and personal assistant services (1%).

*Figure 36: Most important needs for people with vision impairment in Kutaisi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Kutaisi)

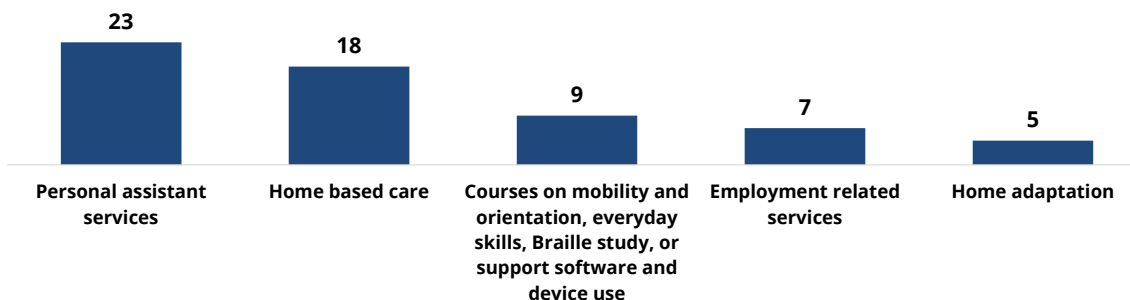


In Zugdidi, the top named service need was personal assistant services (23%). This was followed by home based care (18%), courses on mobility and orientation (9%), employment related services (7%), and home adaption services (5%).

*Figure 37: Most important needs for people with vision impairment in Zugdidi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

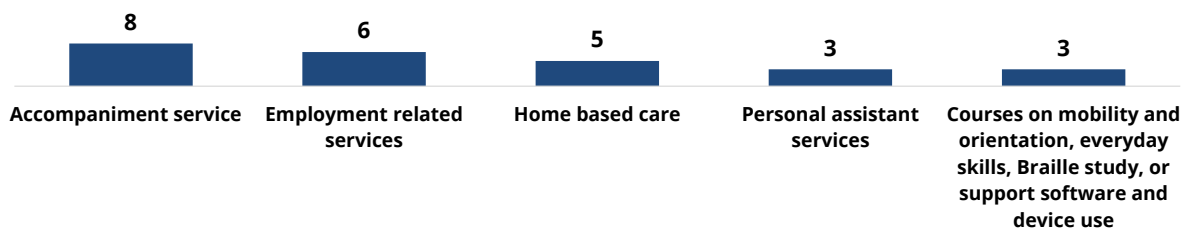
Please name up to three services. (% Zugdidi)



In Batumi Accompaniment services were the most commonly named top need (8%). This was followed by employment related services (6%), home based care services (5%), personal assistant services (3%), and courses on mobility and orientation (3%).

*Figure 38: Most important needs for people with vision impairment in Batumi*

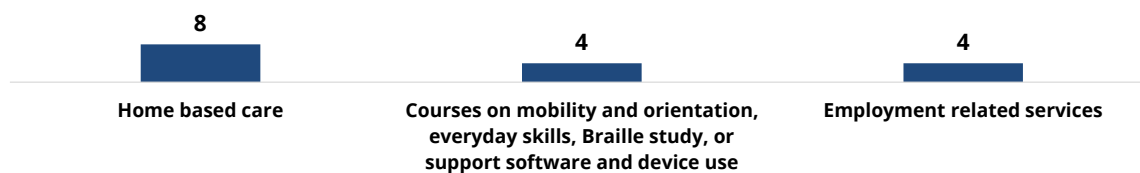
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Batumi)



In Lagodekhi, home based care was named by 8% of respondents. Employment related services and courses on mobility and orientation were named by 4% of respondents.

*Figure 39: Most important needs for people with vision impairment in Lagodekhi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Lagodekhi)



When the data is broken down by sex, men were slightly more likely to report employment related services as a top need (9%) than women (3%).

The data suggest a number of different priorities when the data is broken down by age group. Unemployment services were most in demand among the 18-59 age group (<18: 9%, 18-59: 12%, 60+: 1%). Courses for different skills were named most commonly by younger people (<18: 9%, 18-59: 11%, 60+: 1%). Personal assistant services were most commonly named as a top need for young people (<18: 17%, 18-59: 6%, 60+: 3%).

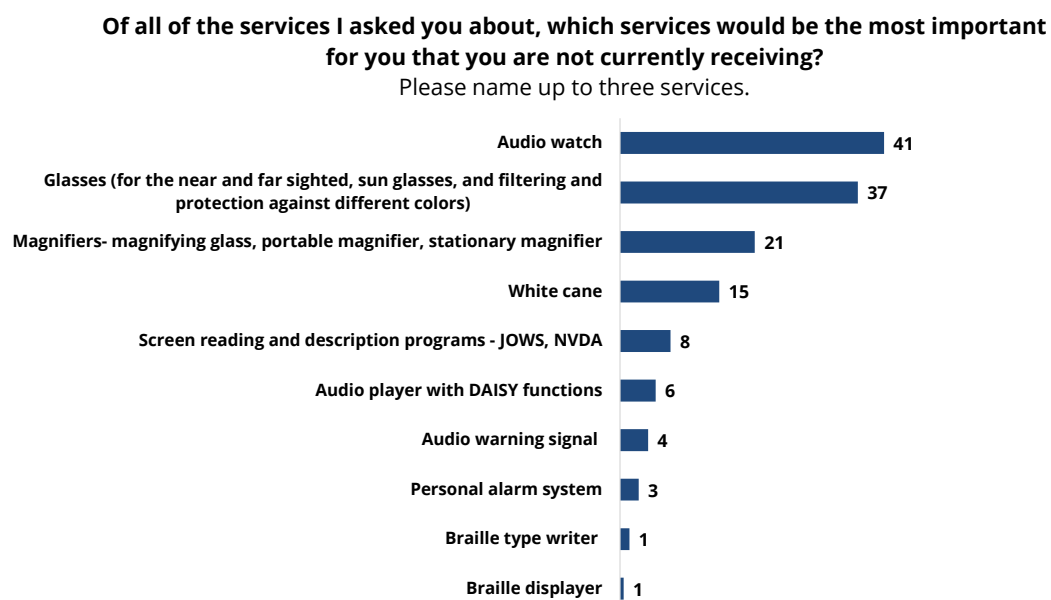
The views of people with disabilities differ from those of guardians/helpers for a number of top needs. People with disabilities were more likely to name employment services (8%) than guardians/helpers (3%). Personal assistant services were named less often by people with disabilities (3%) than guardians/helpers (9%). Home based care services were also named more often by guardians/helpers (14%) than people with disabilities (5%).

No other significant differences were identified between groups.

## MOST IMPORTANT ASSISTIVE DEVICE NEEDS FOR PEOPLE WITH VISION IMPAIRMENT

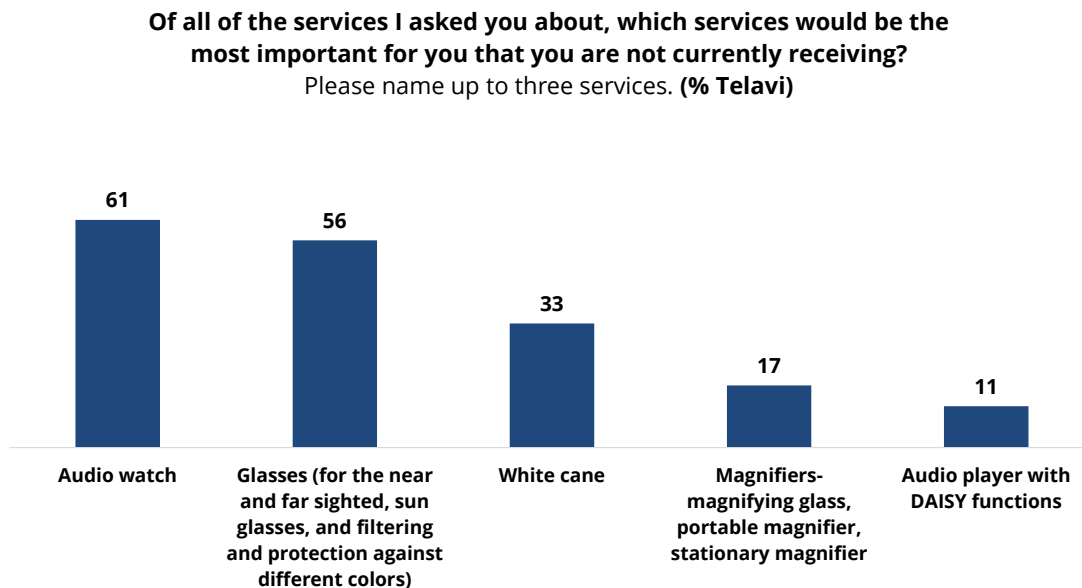
For people with vision impairment, the most commonly named assistive device need was an audio watch (41%), shortly followed by glasses (37%). Braille typewriters and displays were named by relatively few (1% each).

*Figure 40: Most important device needs for people with vision impairment*



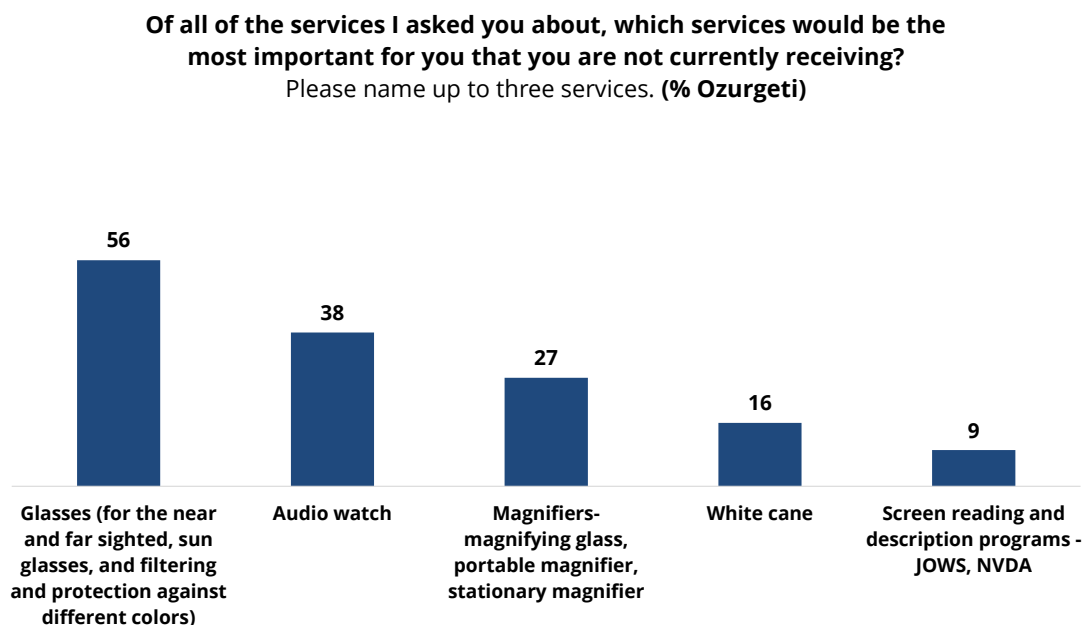
In Telavi, the most commonly named assistive device based need was an audio watch, named by 61% of respondents. Glasses were the next most common top assistive device need (56%). White canes were the next most commonly named top device need (33%), followed by magnifiers (17%) and audio players with DAISY functions (11%).

**Figure 41: Most important device needs for people with vision impairment in Telavi**



In Ozurgeti, glasses were the top assistive device need (56%), followed by audio watches (38%), and magnifiers (27%). White canes were named by 16% and screen reading programs by 9%.

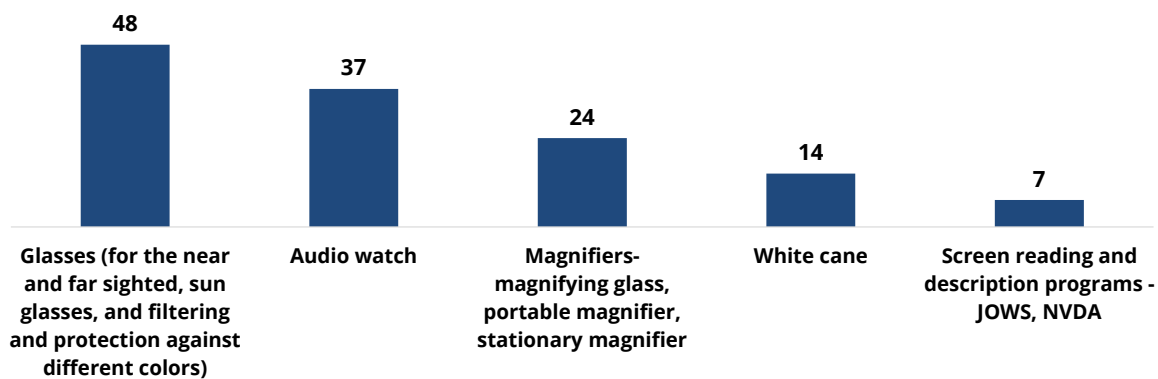
**Figure 42: Most important device needs for people with vision impairment in Ozurgeti**



In Kutaisi, glasses were the top named assistive device need (48%). This was followed by audio watches (37%). Magnifiers (24%), white canes (14%), and screen reading devices (7%) rounded out the top five named devices.

*Figure 43: Most important device needs for people with vision impairment in Kutaisi*

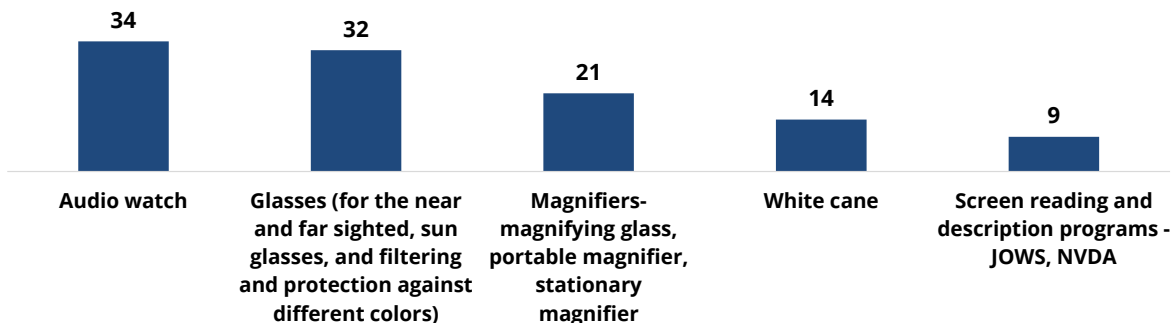
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Kutaisi)



In Zugdidi, the most commonly named items were audio watches (34%) and glasses (32%). This was followed by magnifiers (21%), white canes (14%), and screen reading programs (9%).

*Figure 44: Most important device needs for people with vision impairment in Zugdidi*

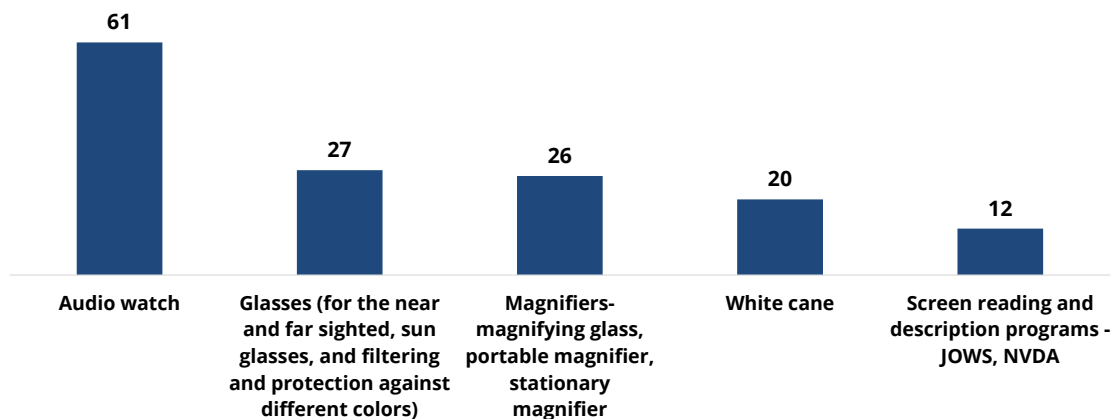
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Zugdidi)



In Batumi, 61% named audio watches as their top need. Glasses (27%) and magnifiers (26%) were the next most common needs. This was followed by white canes (20%) and screen reading programs (12%).

**Figure 45: Most important device needs for people with vision impairment in Batumi**

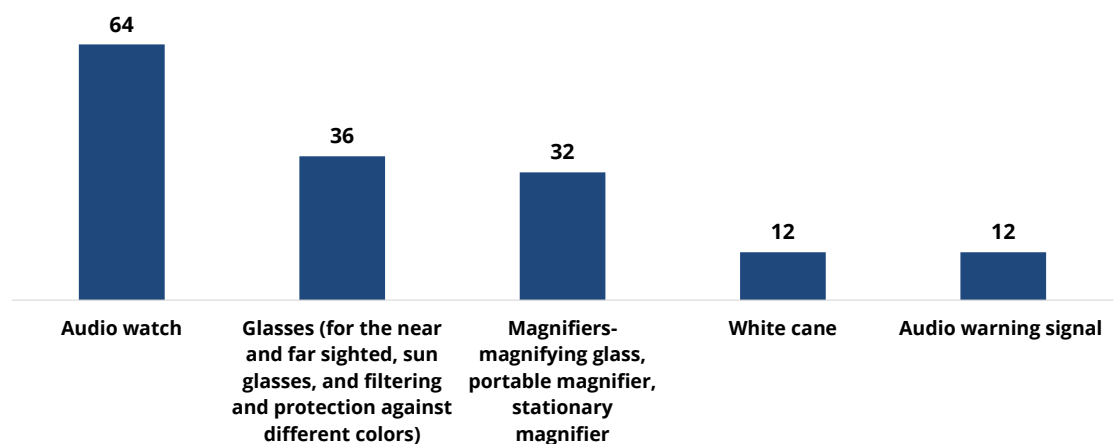
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Batumi)



In Lagodekhi, the most commonly named top assistive device need was for audio watches (64%). This was followed by glasses (36%), magnifiers (32%), white canes (12%), and audio warning signals (12%).

**Figure 46: Most important device needs for people with vision impairment in Lagodekhi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Lagodekhi)





When the data is broken down by sex, men were slightly more likely to name white canes (22%) than women (13%).

The data suggest a number of different priorities when the data is broken down by age group. Older people were significantly more likely to want audio watches (<18: 26%, 18-59: 37%, 60+: 58%). Audio players with DAISY functionality were more likely to be named as a top need by younger people (<18: 9%, 18-59: 11%, 60+: 3%). Screen reading programs were also in highest demand among young people (<18: 17%, 18-59: 14%, 60+: 4%). White canes were most commonly named by older people (<18: 0%, 18-59: 13%, 60+: 24%).

The views of people with disabilities differ from those of guardians/helpers for a number of top needs. Guardians/helpers named personal alarm systems (6%) more than people with disabilities (2%). Magnifiers were named by 30% of people with disabilities, compared to 15% of guardians/helpers.

Households with above median wealth named personal alarm systems (7%) more than households with below median wealth (1%).

There were no significant differences between people with different levels of education.

The data suggests that there were no other significant differences between people of different age groups, sexes, in households at different levels of wealth, between guardians/helpers and PwDs, and between respondent education levels.

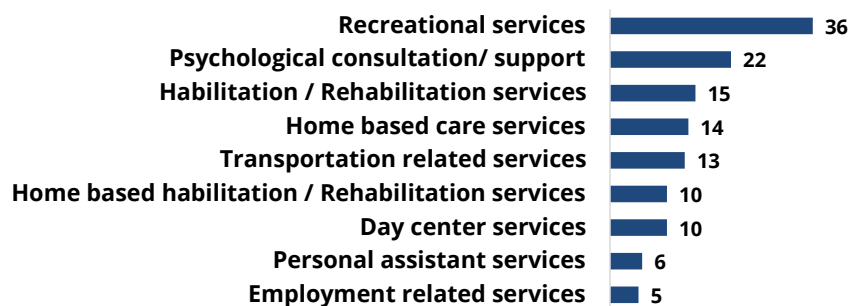
## MOST IMPORTANT SERVICE NEEDS FOR PEOPLE WITH INTELLECTUAL IMPAIRMENT

With regard to top service needs, people with intellectual disabilities most commonly name recreational services (36%), followed by psychological consultation/support. Relatively few people named personal assistant services (6%) or employment services (5%).

*Figure 47: Most important needs for people with intellectual impairment*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (%)

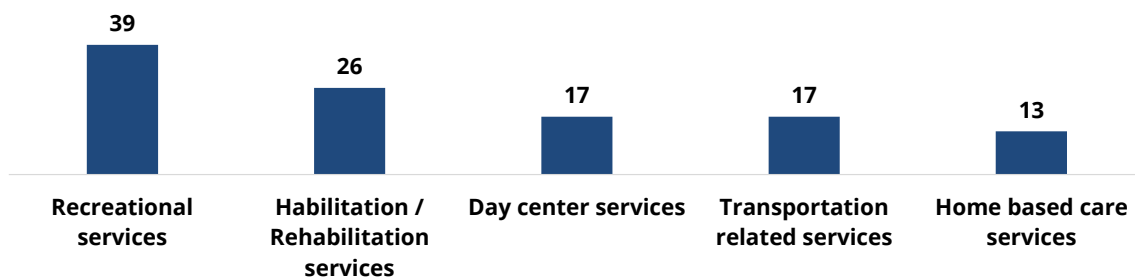


In Telavi, the most commonly named service need was recreational services (39%). The next most commonly named service need was habilitation/rehabilitation services (26%). This was followed by day center services (17%), transportation related services (17%), and home based care services (13%).

*Figure 48: Most important needs for people with intellectual impairment in Telavi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Telavi)

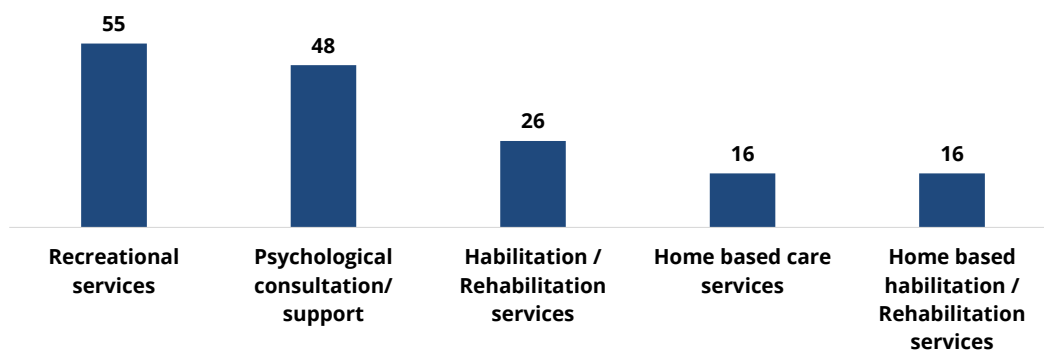


In Ozurgeti, recreational services were again the top named need, with 55% of the respondents mentioning this service. This was followed closely by psychological consultations (48%). The top five was rounded out by habilitation services (26%), home based care services (16%), and home based habilitation/rehabilitation (16%).

**Figure 49: Most important needs for people with intellectual impairment in Ozurgeti**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Ozurgeti)

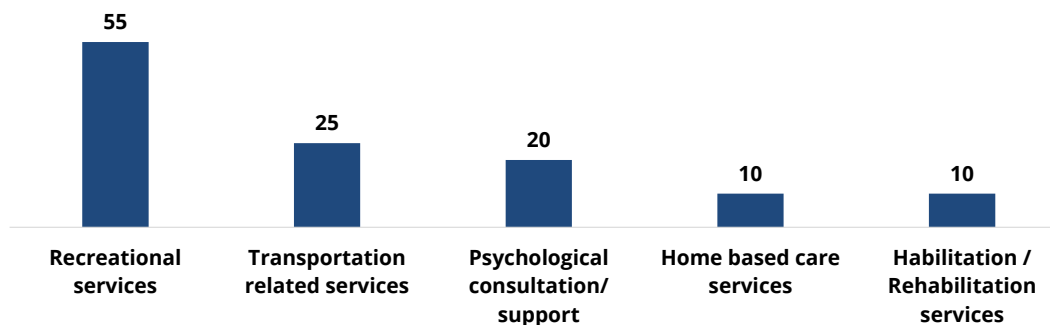


In Kutaisi, recreational services were also named as the top service. The next most commonly named top needed service was transportation services (25%). This was followed by psychological consultations and support (20%), home based care services (10%), and habilitation/rehabilitation services (10%).

**Figure 50: Most important needs for people with intellectual impairment in Kutaisi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

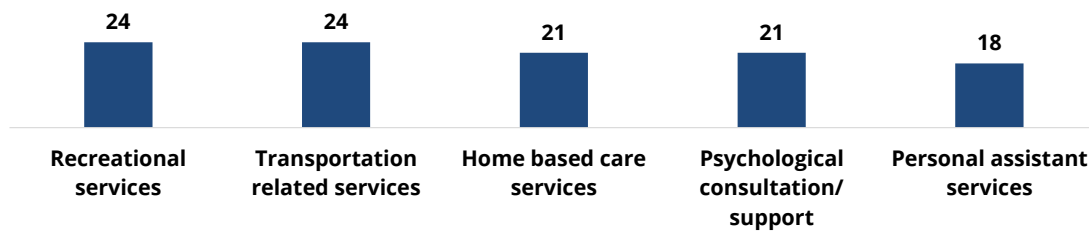
Please name up to three services. (% Kutaisi)



In Zugdidi, the top five services were named at quite similar rates. This includes recreational services (24%), transportation related services (24%), home based care services (21%), psychological consultations and support (21%), and personal assistant services (18%).

**Figure 51: Most important needs for people with intellectual impairment in Zugdidi**

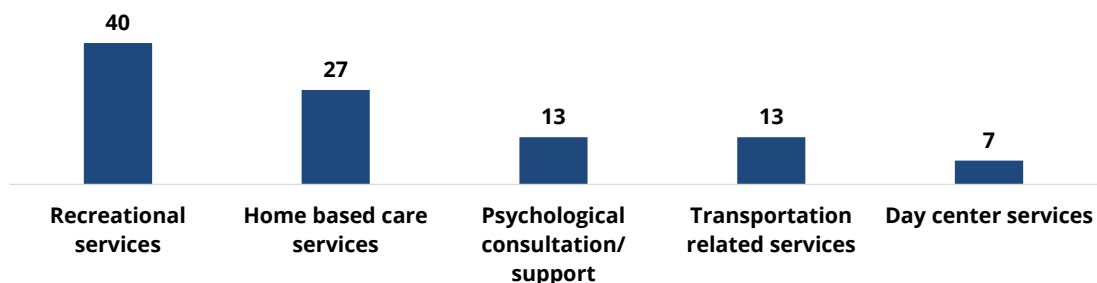
**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Zugdidi)



In Batumi, recreational services were most commonly named (40%). This was followed by home based care services (27%). The top five responses were rounded out by psychological consultations/support (13%), transportation related services (13%), and day center services (7%).

**Figure 52: Most important needs for people with intellectual impairment in Batumi**

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**  
Please name up to three services. (% Batumi)

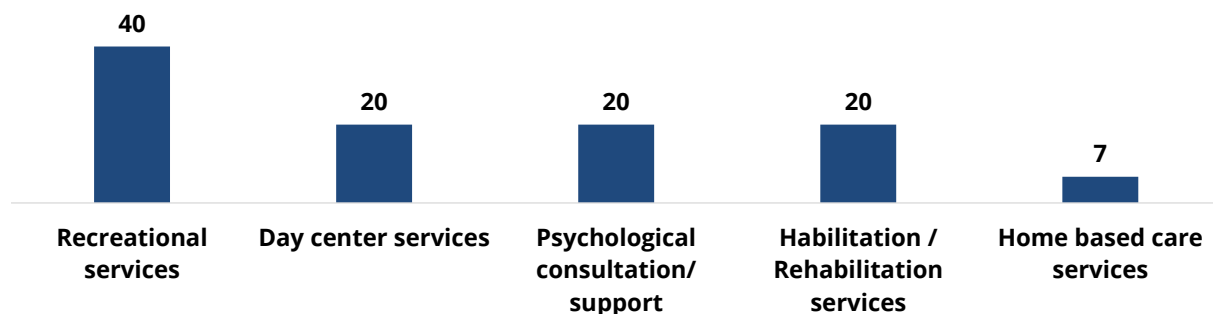


With regard to Lagodekhi, the data suggest that recreational services were the most commonly named top need. This was followed by day center services, psychological consultations, and habilitation services, all named by 20% of respondents as their top service need. In total, 7% requested home based care services.

*Figure 53: Most important needs for people with intellectual impairment in Lagodekhi*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (% Lagodekhi)



When the data is broken down by sex, the only significant difference is that 10% of men named personal assistant services while 0% of women did. When the data is broken down by age, older people were less likely to want skill habilitation/rehabilitation services (<18: 28%, 18-59: 11%, 60+ 0%). There were no significant differences between guardians/helpers and people with disabilities in terms of named top needs. However, this partially stems from the fact that relatively few people with intellectual disabilities were interviewed without their guardians/helpers' support. There were no significant differences between richer and poorer households or between respondents with different levels of education.

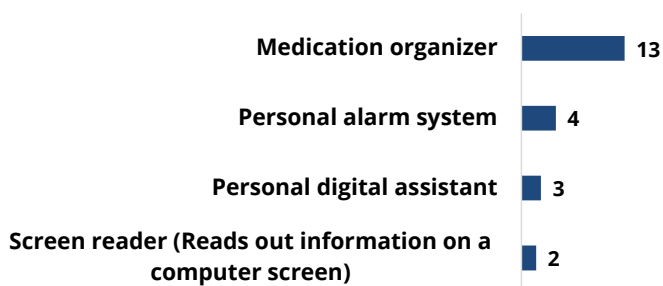
## MOST IMPORTANT ASSISTIVE DEVICE NEEDS FOR PEOPLE WITH INTELLECTUAL IMPAIRMENT

People with intellectual disabilities were asked about four different potential assistive devices. The most commonly named top need among them was for medication organizers (13%). This was followed by personal alarm systems (4%), personal digital assistants (3%), and screen readers (2%).

*Figure 54: Most important device needs for people with intellectual impairment*

**Of all of the services I asked you about, which services would be the most important for you that you are not currently receiving?**

Please name up to three services. (%)



In Telavi, the only assistive device respondents named was medication organizers (17%).

In Ozurgeti, 10% named medication organizers and 7% named personal digital assistants (7%).

In Kutaisi, a quarter of respondents named medication organizers (25%). One in ten (10%) named personal alarm systems. One in twenty (5%) named screen readers.

In Zugdidi, 18% named medication organizers, 12% named personal alarm systems, and 3% named personal digital assistants and screen readers.

In Batumi, 7% named personal alarm systems and medication organizers.

In Lagodekhi, 13% named medication organizers and 7% named personal digital assistants and screen readers.

When the data is broken down by age, older people were more likely to want medicine organizers (<18: 16%, 18-59: 11%, 60+ 50%). Older people were also more likely to want personal alarm systems (<18: 4%, 18-59: 4%, 60+ 25%).

There were no significant differences between guardians/helpers and people with disabilities in terms of named top needs otherwise.

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## UNDERSTANDINGS OF DIFFERENT SERVICES

In order to understand what people expected of different services as well as to understand ideal forms of services, focus groups were conducted following the survey on a number of services of particular interest to the USAID Independent Living Program in Georgia consortium partners. These issues included recreational services, transportation, services from multidisciplinary teams, self-help groups, psychological consultations, sign language study courses and translation, courses on mobility and orientation, habilitation and rehabilitation services, employment services, and the differences between home based care, personal assistant services, and accompaniment services.

### *Recreational services*

With regard to recreational services, people felt that the service should be targeted to needs and include developmental components. They felt that services should be provided while at a resort focused on an individual's needs such as rehabilitation, occupational therapy, sessions with psychologists, massage. They felt the facilities should be adapted and include sport facilities. They stressed the importance of appropriate food and the location being clean. Participants felt that the service should be provided for people above the age of 18, and that the service should include vouchers for siblings to come to the resort so that the service did not result in a financial burden on the family using it. In this regard, they noted that transportation to the resort should also be provided. They also felt that the service should not only provide a service to the person with a disability, but also support their family members in different ways such as providing training and psychological consultations.

### *Transportation services*

With regard to transportation, focus group participants felt that transport was not well adapted. Participants in urban areas noted that some buses are called adapted, but they still require help from the driver to enter. Thus, they feel the buses are inadequately adapted. The lack of sufficient adaptation often means that participants do not use free transport even if they have access to it. Participants also noted that lax parking enforcement often means access is blocked to ramps. Participants also noted public transport drivers are often rude to them, making public transport uncomfortable. The participants also brought up the option of a social taxi service to enable regular travel.

### *Multidisciplinary team services*

On multidisciplinary team services, most participants complained about the lack of professionals in specific fields outside Tbilisi. As a result they must travel to Tbilisi to receive services. Speech therapists and psychologists for children were noted as particularly lacking. With regard to whether services were provided in medical facilities or at home, participants felt it was better outside the home for people who could travel as it offered an opportunity to socialize. However, due to the pandemic, some said they would prefer home visits.

### *Self-help groups*

Most participants did not have information about self-help groups. When the idea was explained, they felt that this might be a useful tool for information exchange and fostering advocacy. They felt that if these groups were to be established ensuring their regularity would be important.

### *Psychological consultations*

When speaking about psychological consultations most participants felt that it was too expensive if one wanted to see an experienced specialist. In their experience, free services tend to be ineffective. Participants felt that psychological consultations are especially important for parents and family members, who have difficulty in adapting to their child's disability.

### *Sign language translation and study courses*

The participants felt that the provision of sign language study courses and translation are important. They felt that there is an insufficient number of people who know Georgian sign language though to meet demand. In terms of study courses, both online and face-to-face meetings are acceptable for study courses for the FG participants. Also, there appears to be some stigmas around sign language. A participant said that she refused to teach her child sign language, because she wanted to motivate her child to continue to attempt to learn to hear and speak. Participants also noted the importance of translation of TV programs.

### *Courses on mobility and orientation*

People with vision issues felt that orientation is easier inside their homes and that they experience more issues with mobility and orientation outside the home. As a result, they felt that courses on mobility and orientation should be outside the home orientation.



### *Home based care, personal assistant services, and accompaniment services*

The focus group discussions asked about participants' views of the differences between home based care, personal assistant services, and accompaniment services. Participants could differentiate between home based care, personal assistant, and accompaniment service. Home-based care was associated as a need for people with more complex medical conditions. Accompaniment services were described as support for people with visual disabilities to go from one place to another, which is scheduled beforehand. Personal assistant services were generally described as support from a person who spends more time with a person in or outside the home, not only helping with daily activities but also going with her or him to the cinema or a café to have a meeting with friends or assist in the classroom. A participant from Telavi mentioned that accompaniment services are not available there. Another participant felt reservation timelines made it difficult to use the service, and under ideal circumstances, one would have access to accompaniment services when needed. Generally, focus group participants felt that personal assistant services were important for their independence.

### *Employment services*

Focus group participants were asked their views of employment related services. Participants reported that support in skill development as well as practical experience working would be helpful. They suggested identifying businesses which are willing to employ people with disabilities and connecting them to people looking for work.

### *Habilitation and rehabilitation services*

With regard to habilitation and rehabilitation, participants pointed out that finding specialists in different fields outside of Tbilisi is often difficult. As a result, they would like to have greater access to these services in their home communities. Notably, transportation to the capital and leaving the home is associated with additional difficulties.

Participants complained that rehabilitation centers are only accessible for people under 18, while people who use wheelchairs need rehabilitation services on a regular basis. Participants that receive GEL 150 for this type of service felt that the money is insufficient to cover even a minimum set of services. Participants pointed to the need for access to swimming pools and gyms together with tailored services.

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## **CONCLUSIONS ON MOST IMPORTANT NEEDS**

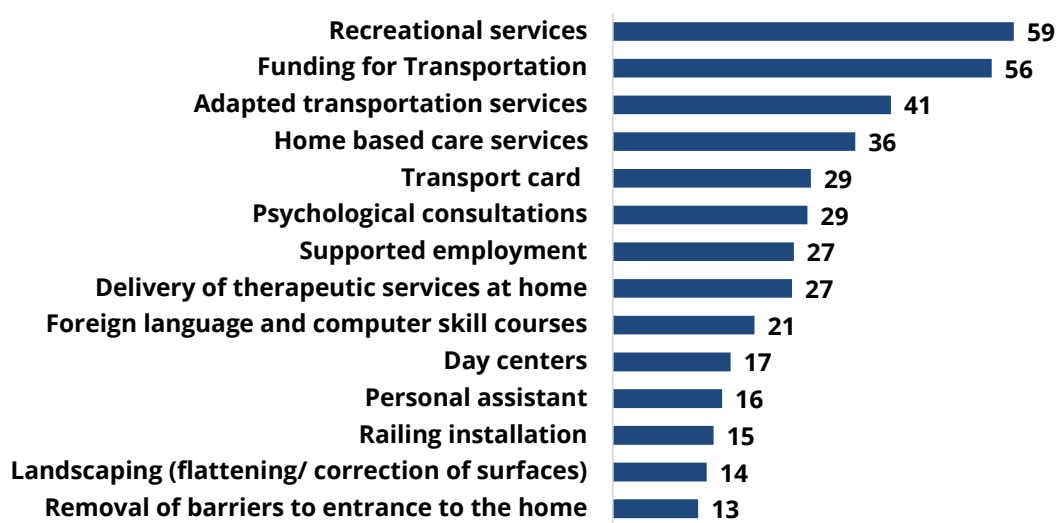
The above data suggests that the most important devices for people with physical disabilities were mobility devices. The most important service for people was recreational services. For people with mental disabilities, the largest service need was home visits from a multidisciplinary team. The largest device need was medicine organizers. For people with hearing impairment, the primary device need was hearing aids, and the main service need was employment support services. For people with visual impairment, the top needed device was audio watches and the most commonly needed service was home based care. People with intellectual disabilities were most likely to name recreational services and the top named device was medicine organizers. The data suggested significant variation between municipalities in many cases and in limited cases for other social and demographic variables.

## MOST COMMON SERVICE NEEDS FOR PEOPLE WITH PHYSICAL DISABILITIES

The survey also asked about a set of ongoing services. Here the top named need was recreational services (59%), followed by funding for transportation (56%), and adapted transportation services (41%). The next most frequently named services were home based care (36%), transport cards and psychological consultations, both reported by 29% of the respondents with physical disabilities.

*Figure 55: Services among people with physical disabilities*

### Services named by people with physical disabilities (%)

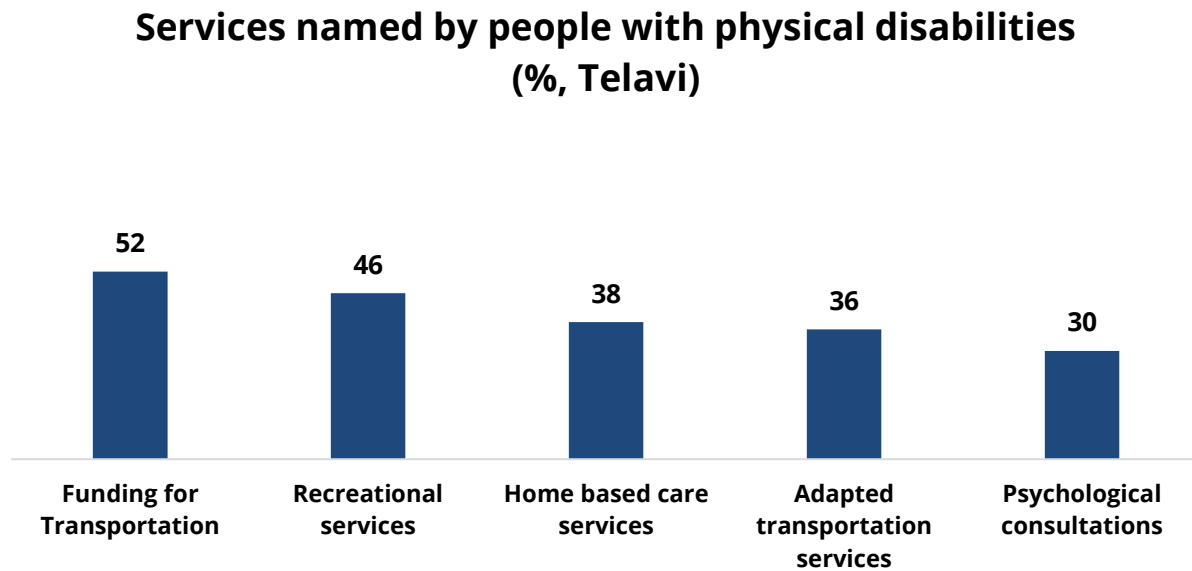


The survey also asked about a number of services for people with physical or intellectual disabilities under the age of 18. Among this group development of motor skills (Sitting, moving around, use of hands, physical therapy, massage) was the most frequently named service (70%), followed by language and speech development (52%), and psychological and parental consultations, both named by 51% of the respondents.

For adults with physical disabilities, motor skill rehabilitation (Physical therapy, massage) (50%), identification or diagnosis of disorders (34%), and consultations for guardians/helpers (20%) were the three most frequently named services in this set of questions.

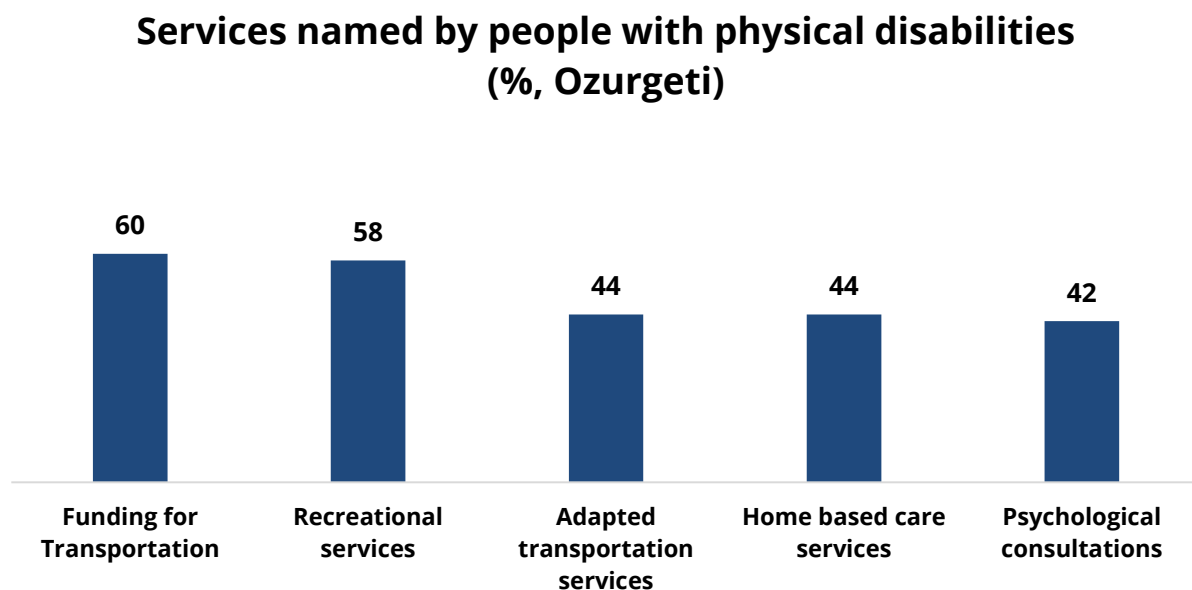
The data suggests that services commonly needed for people with physical disabilities vary across different municipalities. In Telavi, funding for transportation was most commonly named (52%), followed by recreational services (46%), home based care services (38%), adapted transportation services (36%), and psychological consultations (30%).

*Figure 56: Services among people with physical disabilities in Telavi*



In Ozurgeti, the list of top five services was the same as in Telavi. On the top of the list was funding for transportation (60%), followed by recreational services (58%). Adapted transportation and home based care services were named by the same share of the respondents (44%). The last in the top five commonly named services in Ozurgeti was psychological consultations (42%).

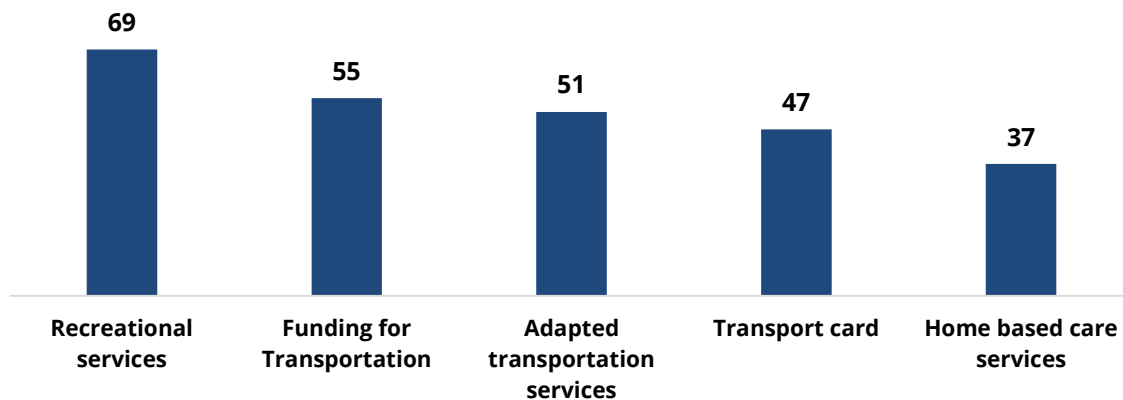
*Figure 57: Services among people with physical disabilities in Ozurgeti*



In Kutaisi the most common services were the same. But recreational services were leading the list of top commonly needed services (69%), followed by funding for transportation (55%) and adapted transportation services (51%). About half (47%) of the respondents with physical disabilities living in Kutaisi reported the need for a transport card. Home based care service was named by 37% of respondents.

*Figure 58: Services among people with physical disabilities in Kutaisi*

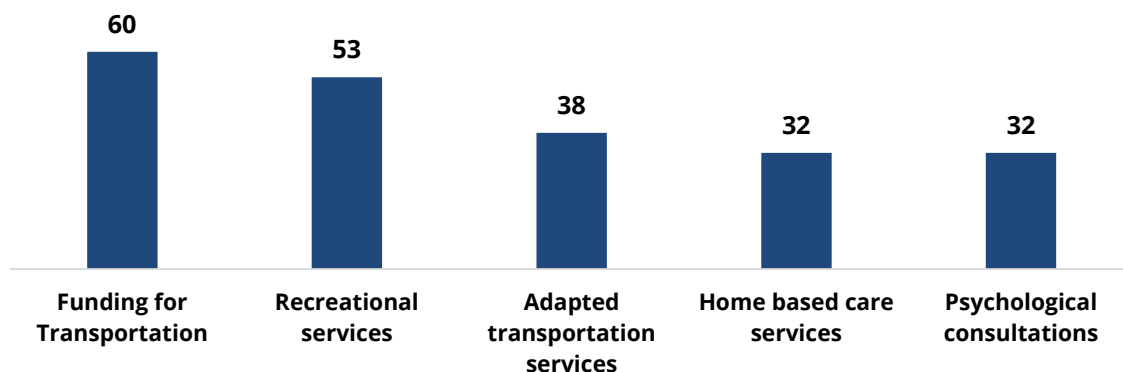
### Services named by people with physical disabilities (%, Kutaisi)



In Zugdidi, the most commonly named service was again funding for transportation (60%), followed by recreational services (53%) and adapted transportation services (38%). The next most frequently mentioned services were home based care (32%) and psychological consultations (32%).

*Figure 59: Services among people with physical disabilities in Zugdidi*

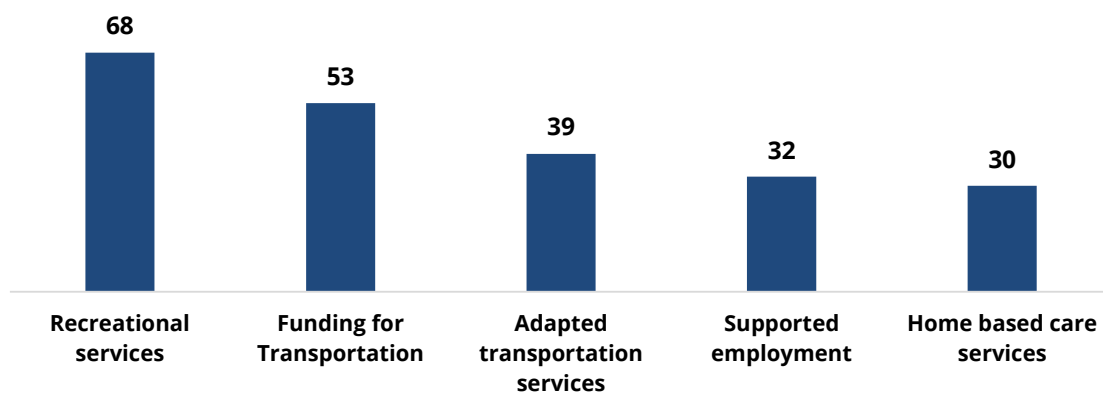
### Services named by people with physical disabilities (%, Zugdidi)



In Batumi, most respondents named recreational services as needed (68%), followed by funding for transportation (53%) and adapted transportation services (39%). In contrast to above discussed municipalities, supported employment was also in the top five services in Batumi, named by 32% of respondents with physical disabilities. And the fifth most needed service was home based care services in this case (30%).

*Figure 60: Services among people with physical disabilities in Batumi*

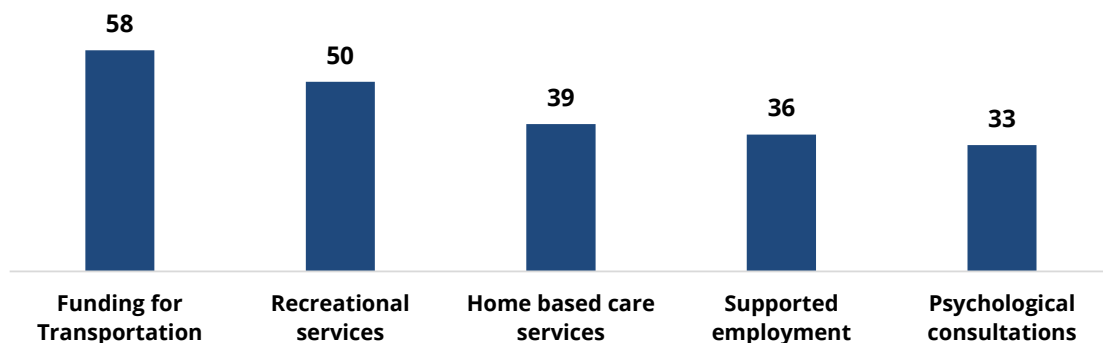
### Services named by people with physical disabilities (%, Batumi)



In Lagodekhi, the most commonly named service was funding for transportation (58%), followed by recreational services (50%) and home based care service (39%). The next frequently named were supported employment (36%) and psychological consultations (33%).

*Figure 61: Services among people with physical disabilities in Lagodekhi*

### Services named by people with physical disabilities (%, Lagodekhi)



The data suggest a number of different priorities in terms of assistive services when the data is broken down by age group. Foreign language and computer courses were most in demand among the 18-59 age group (<18: 28%, 18-59: 27%, 60+: 5%) as well as services associated with supported employment (<18: 30%, 18-59: 36%, 60+: 6%).

Home based care services and personal assistant services were in the highest demand for people under 18. Day centers, psychological consultations, delivery of therapeutic services were also more frequently named as needed in the younger age group.

- Home based care services (<18: 48%, 18-59: 31%, 60+:38%)
- Personal assistant (<18: 26%, 18-59:14%, 60+:14%)
- Day centers (<18: 45%, 18-59: 15%, 60+: 5%).
- Psychological consultations (<18: 55%, 18-59: 27%, 60+: 16%).
- Delivery of therapeutic services (<18: 55%, 18-59: 24%, 60+: 13%).
- Recreational services (<18: 84%, 18-59: 61%, 60+: 40%).

People above 60 were less likely to name funding for transportation (<18: 68%, 18-59: 60%, 60+: 41%) and adapted transportation services (<18: 49%, 18-59: 46%, 60+: 28%) compared to people in other age groups. Removal of barriers to entrance to the home were more commonly named by people aged 18-59 (<18: 12%, 18-59: 16%, 60+: 6%).

As for services asked to people above 18, cognitive skill rehabilitation were more often named by people in the 18-59 age group (16%) than above 60 (5%). Rehabilitation of functional skills was also more demanded in the 18-59 age group (18-59: 17%, 60+:6%); Significantly more people mentioned the need of motor skill rehabilitation in the younger age group (55%) than those aged 60 and above (39%). Same pattern can be observed with the consultations for guardians/helpers (18-59: 25%, 60+:10%)

The most commonly named services also varied based on whether the respondent was the person with a disability or whether a guardian/helper participated in the interview. People with disabilities were more likely to name foreign language and computer skill courses (30%) than guardians/helpers (15%). Also, services for supported employment were more often named by people with physical disabilities (39%) than guardians/helpers (19%). The views were also different for number of care services, here guardians/helpers were more likely to name the services than people with disabilities:

- Home based care services (28% people with disabilities versus 41% guardians/helpers)
- Day centers (9% people with disabilities versus 23% guardians/helpers)
- Psychological consultations (17% people with disabilities versus 37% guardians/helpers)
- Delivery of therapeutic services (12% people with disabilities versus 36% guardians/helpers)

For adults with physical disabilities, the views of people with disabilities were different from those of helpers. Cognitive skill rehabilitation was more often named by helpers (17%) compared to people with disabilities (7%). Also, rehabilitation of functional skills (5% people with disabilities versus 21% helpers) and language and speech development (2% people with disabilities versus 17% helpers) were more likely to be named by the helper rather than the person with physical disability.

Households with above median wealth named development of a functional system for children (50%) more often than households with below median wealth (23%). Consultations for guardians/helpers were also in higher demand in households reporting below median wealth (22%), than those who are better off (17%).

When the data is broken down by level of education, respondents with secondary or with some tertiary education were more likely to report the need of home based care service (39, 41%, respectively) than those with vocational education (24%).

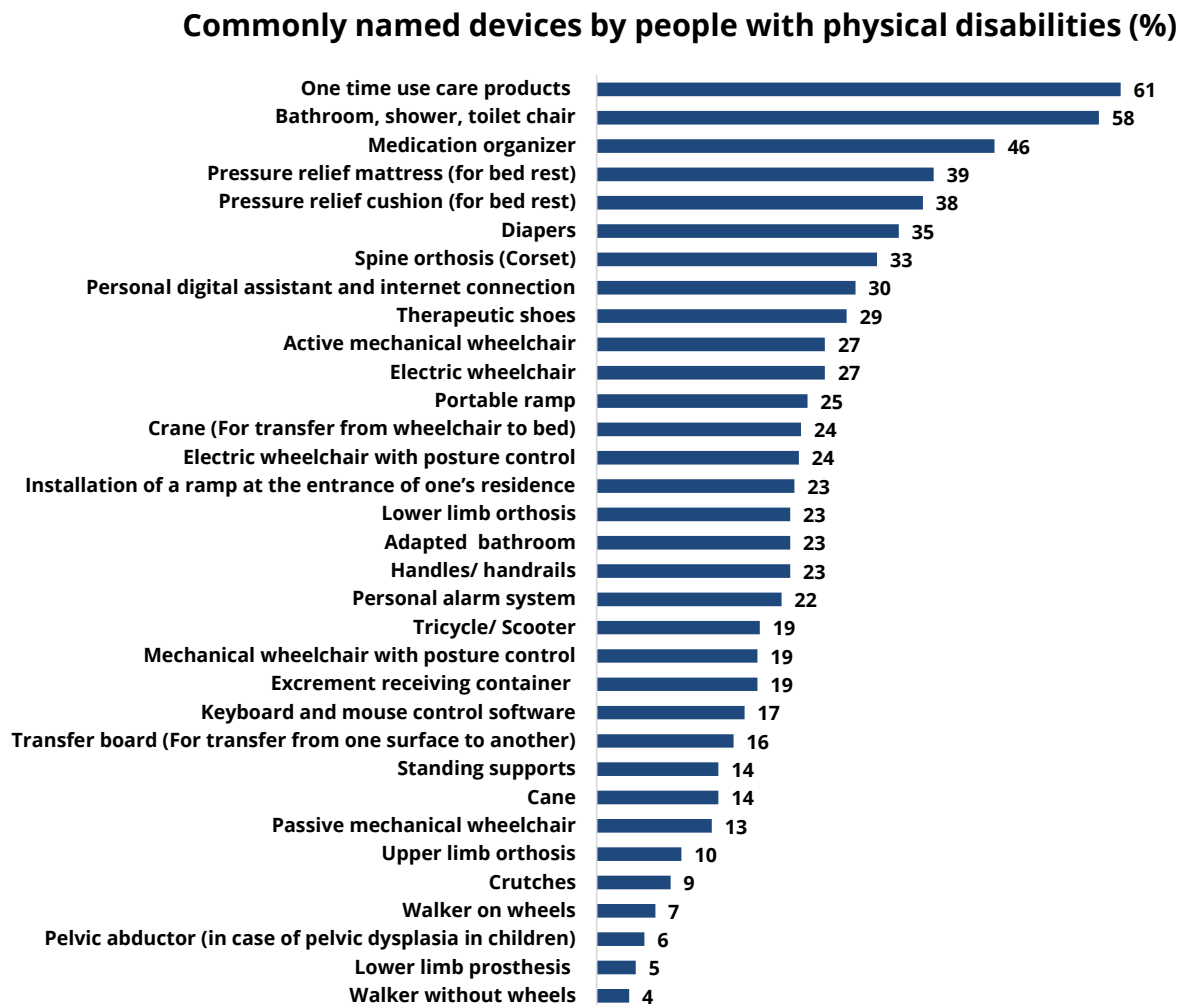
The data suggests that there were no other significant differences between people of different age groups, sexes, in households at different levels of wealth, between guardians/helpers and PwDs, and between respondent education levels.

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## **MOST COMMONLY NAMED ASSISTIVE DEVICES AMONG PEOPLE WITH PHYSICAL DISABILITIES**

Among the assistive devices asked to respondents with physical disabilities, one time use care products was the most commonly named need (61%) followed by a bathroom (shower, toilet) chair (58%). The third most commonly named was medication organizer (46%). Around the same share of respondents with physical disabilities reported the need for pressure relief mattresses and cushions (39% and 38%, respectively). The least named services were crutches, walkers (with and without wheels), pelvic abductors, and lower limb prostheses, which were named by less than 10% of respondents with physical disabilities.

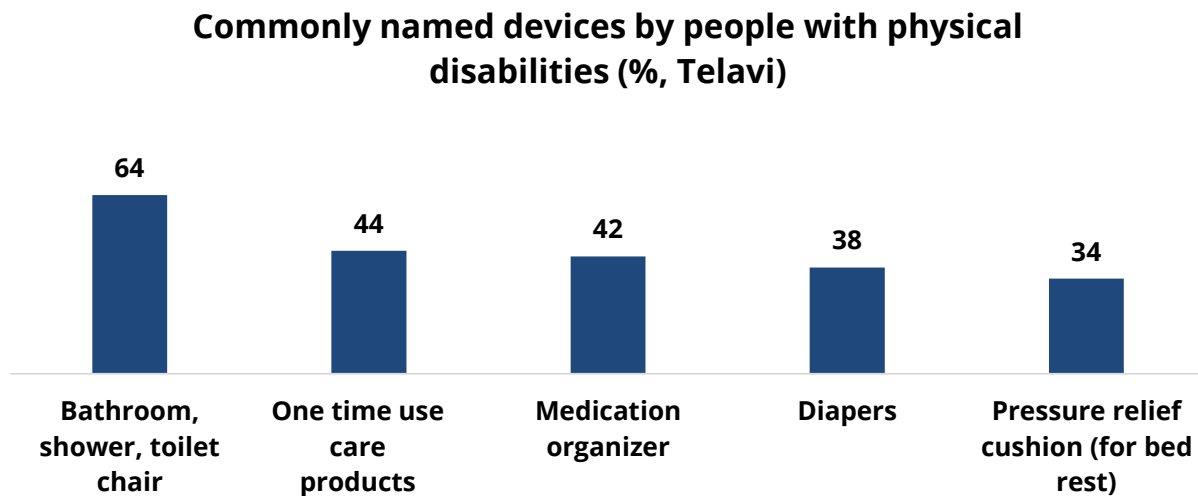


*Figure 62: Most commonly needed devices among people with physical disabilities*

The data suggests that specific needs vary significantly across different municipalities. For instance pressure relief mattresses, cushions, and transfer boards were more likely to be named in Zugdidi than in other municipalities. Cranes, bathroom/toilet chairs, adapted bathrooms, and excrement receiving containers were also more frequently named as needs in Zugdidi.

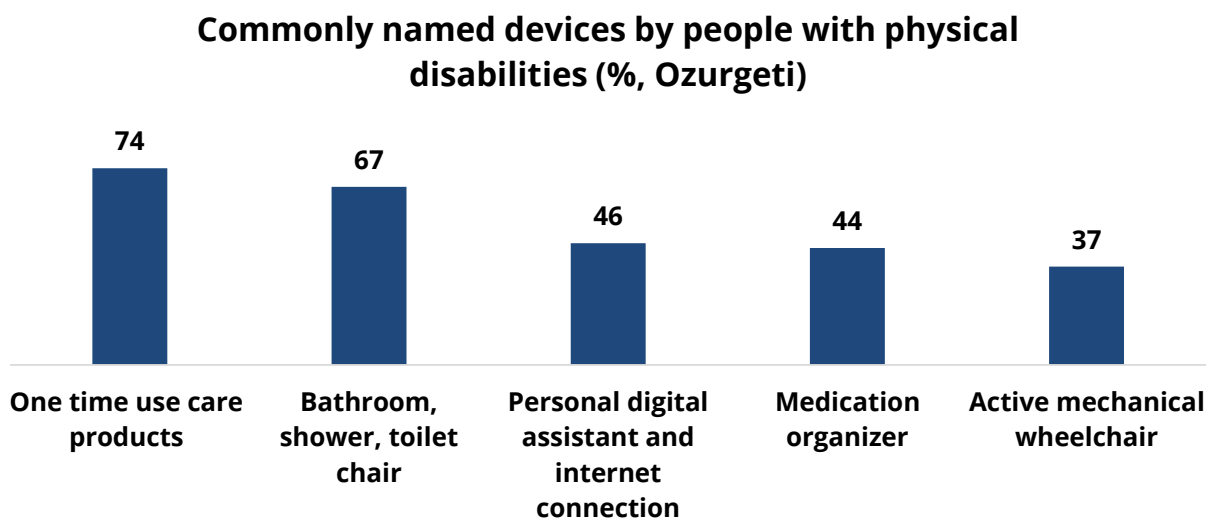
In Telavi, the most commonly needed devices were bathroom and toilet chairs (64%), one time use care products (44%), and medication organizer (42%). The next most commonly named products were diapers (38%) and pressure relief cushions (34%).

*Figure 63: Most commonly needed devices among people with physical disabilities in Telavi*



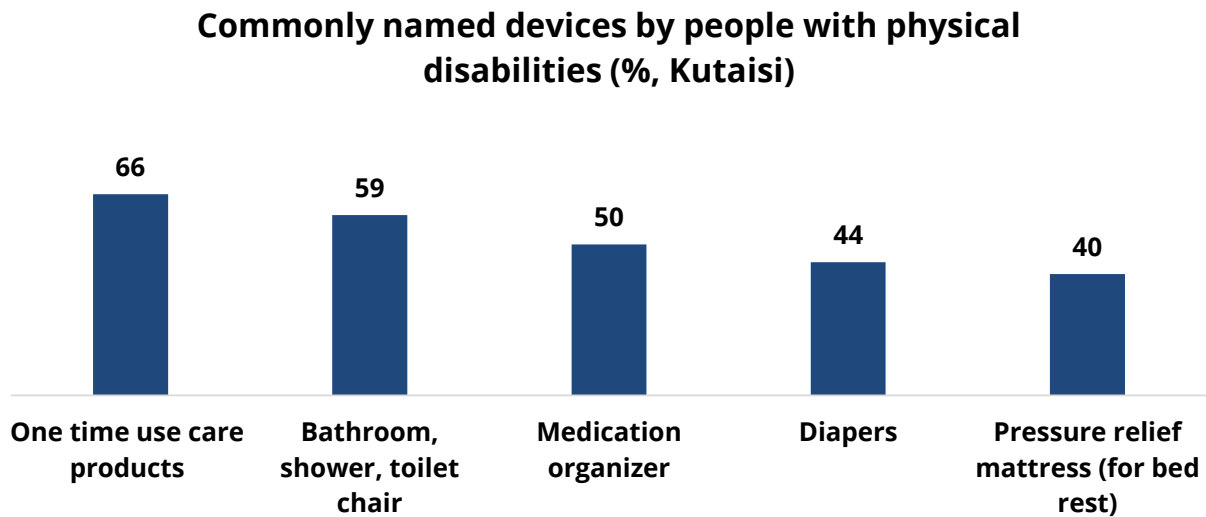
In Ozurgeti, the majority of people with physical disabilities named one time use care products (74%), followed by bathroom and toilet chairs (67%), and personal digital assistants with internet connections (46%). The next most commonly named devices were medication organizers (44%) and active mechanical wheelchairs (37%).

*Figure 64: Most commonly needed devices among people with physical disabilities in Ozurgeti*



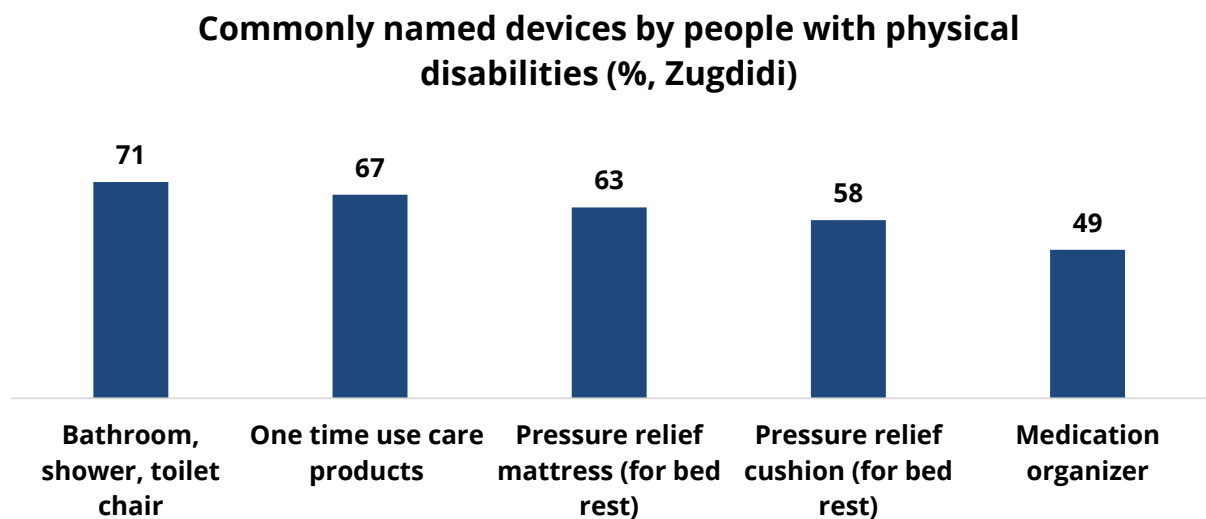
In Kutaisi, the most commonly needed devices were one time use care products (66%), bathroom and toilet chairs (59%), and medication organizer (50%). The next most commonly named products were diapers (44%) and pressure relief mattresses (40%).

*Figure 65: Most commonly needed devices among people with physical disabilities in Kutaisi*

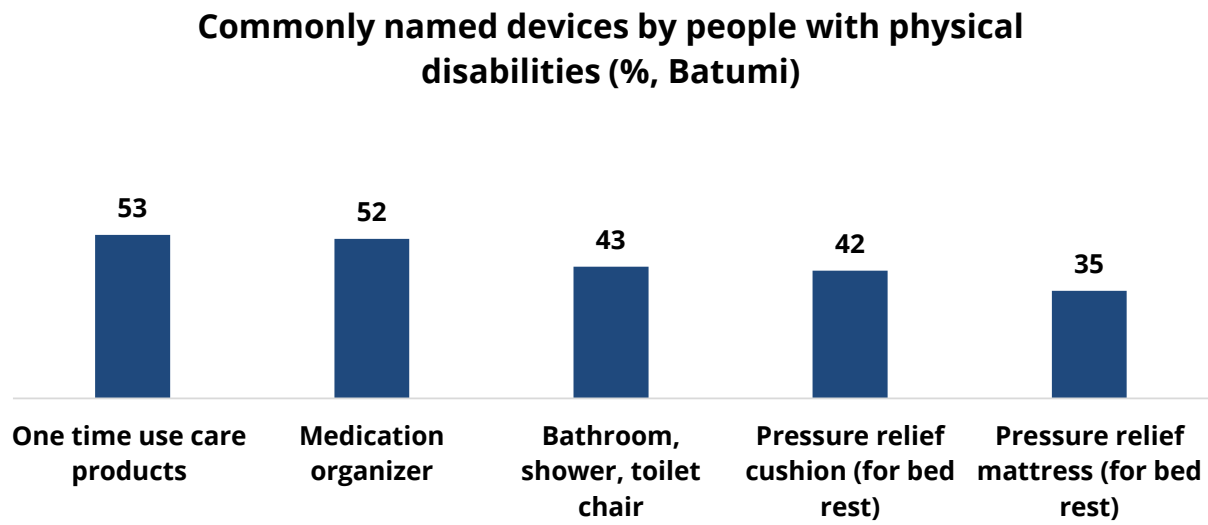


In Zugdidi, the most commonly needed devices were bathroom and toilet chairs (71%), one time use care products (67%), and pressure relief mattresses (63%). The next most commonly named were pressure relief cushions (58%) and medication organizer (49%).

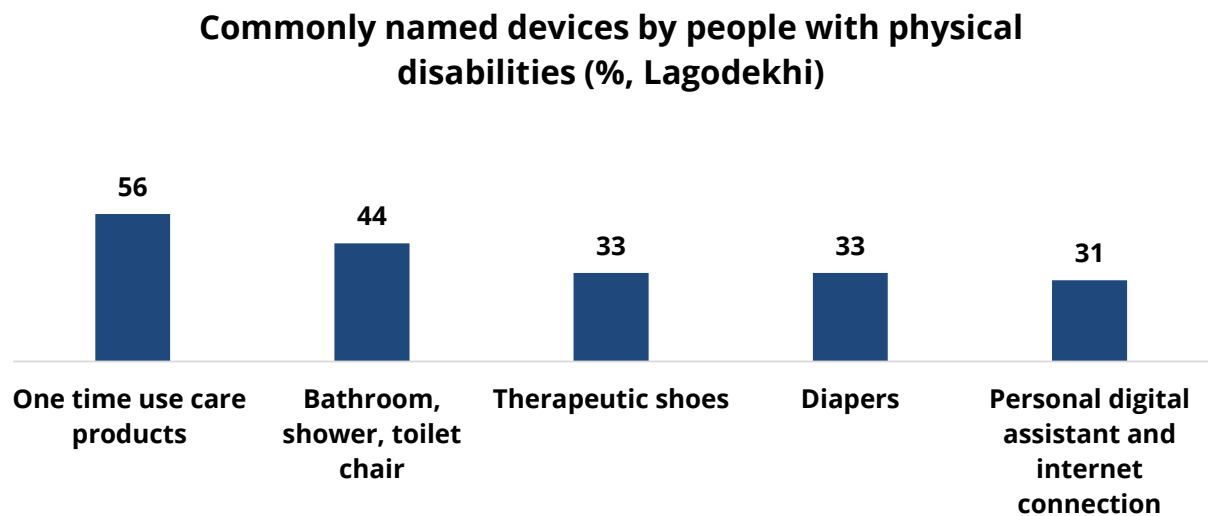
*Figure 66: Most commonly needed devices among people with physical disabilities in Zugdidi*



In Batumi, the most commonly named devices were one time use care products (53%), medication organizers (52%), and bathroom and toilet chairs (43%). The next most commonly named items were pressure relief cushions (42%) and pressure relief mattresses (35%).

*Figure 67: Most commonly needed devices among people with physical disabilities in Batumi*

In Lagodekhi, the most commonly named items were one time use care products (56%), bathroom and toilet chairs (44%), and therapeutic shoes (33%). The next most commonly named products were diapers (42%) and personal digital assistant and internet connection (31%).

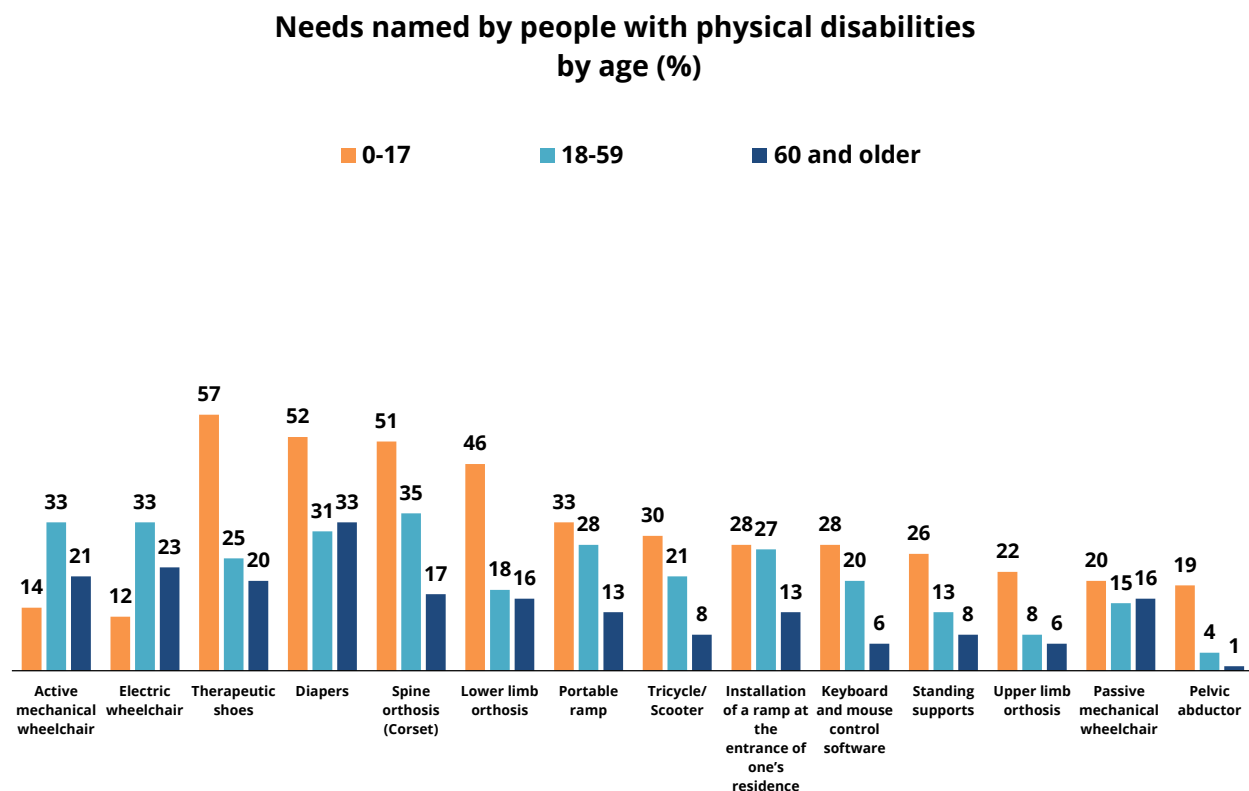
*Figure 68: Most commonly needed devices among people with physical disabilities in Lagodekhi*

The data showed no significant differences in terms of commonly named assistive devices when broken down by the respondent's level of education or the person with disability's sex, with one exception. Men were slightly more likely to name lower limb prosthesis (7%) than women (2%) as a need.

When broken down by age group, the data suggest that those in the 18-59 age group are more likely to name active mechanical and electric wheelchairs, compared to other age groups (Active Mechanical wheelchair: <18, 14%; 18-59, 33%; >59, 21%, and Electric wheelchair: <18, 12%; 18-59, 33%; >59, 23%). Installation of a ramp at the entrance of one's residence was more likely to be named by people below 60 (<18, 28%; 18-59, 27%) than older respondents (13%).

Younger age groups express a need for therapeutic shoes, diapers, spine orthosis (Corset), lower limb orthosis, portable ramp, tricycle/ scooter, keyboard and mouse control software, standing supports, upper limb orthosis, passive mechanical wheelchair, and pelvic abductor more than people in older age groups. Other commonly named devices did not show any differences between age groups.

**Figure 69: Services among people with physical disabilities by age group**



Responses also varied based on respondent whether it was a guardian/helper or a person with a disability in a number of cases:

- One time use care products (47% people with disabilities versus 70% guardians/helpers);
- Diapers (23% people with disabilities versus 43% guardians/helpers);
- Mechanical wheelchair with posture control (8% people with disabilities versus 26% guardians/helpers);
- Passive mechanical wheelchair (9% people with disabilities versus 16% guardians/helpers);
- Bathroom, shower, toilet chair (51% people with disabilities versus 63% guardians/helpers);
- Therapeutic shoes (22% people with disabilities versus 34% guardians/helpers);
- Portable ramp (22% people with disabilities versus 26% guardians/helpers).

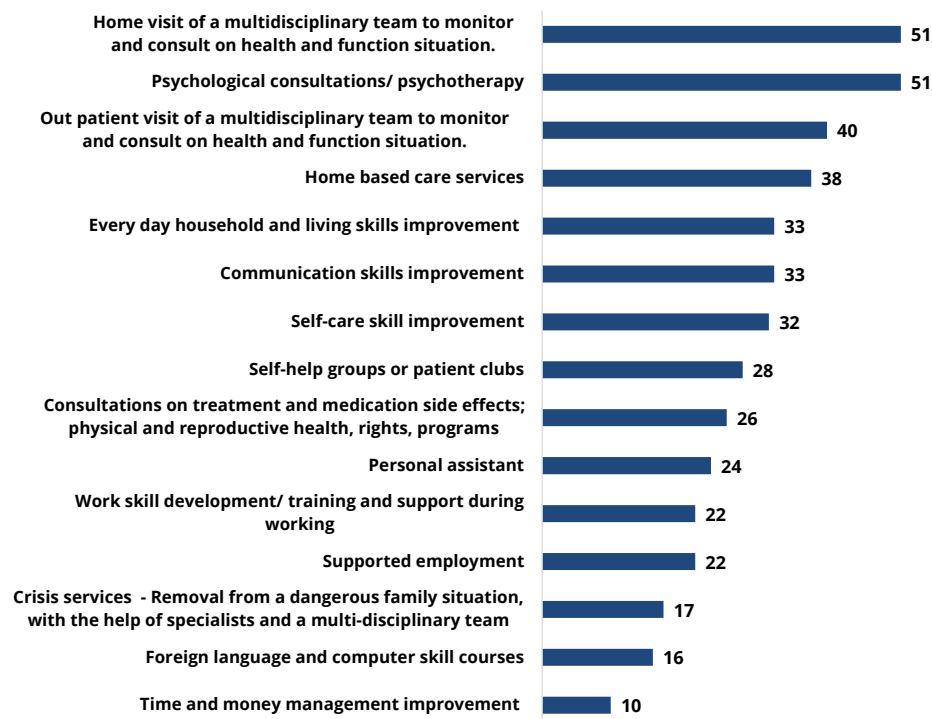
Responses also vary by wealth. Households with below median wealth were more likely to name pressure relief mattresses (45%) compared to households with above median wealth (33%). Adapted bathrooms were in higher need among people with below median wealth (32%) compared with households with above median wealth (13%). Cranes and crutches were also more frequently named by respondents from below median wealth households (27% versus 20%; 12% versus 5%). Respondents with above median wealth were more likely to name a need for a pelvic abductor than people with less than median wealth (below median wealth 3% versus above median wealth 8%).

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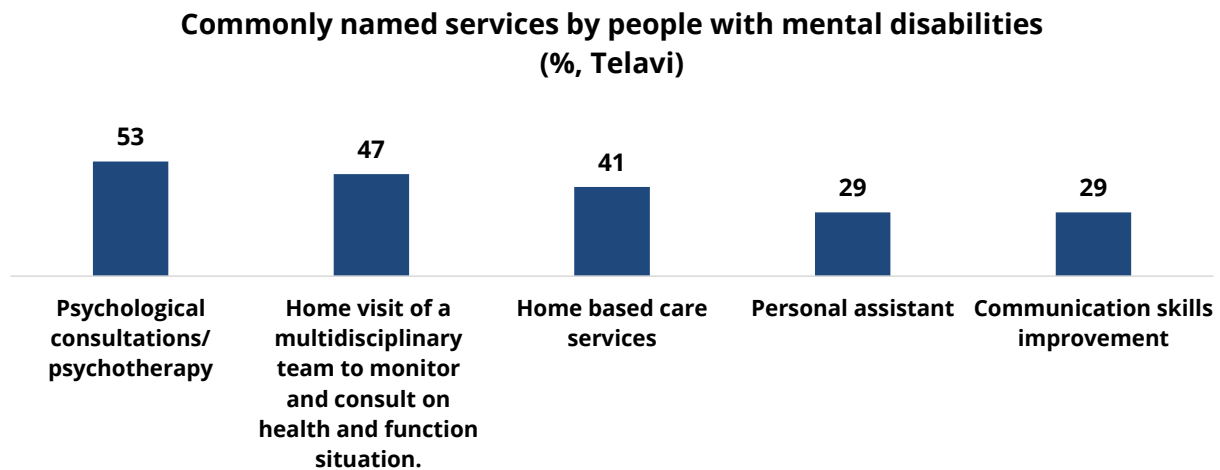
## **MOST COMMONLY NAMED SERVICES AMONG PEOPLE WITH MENTAL DISABILITIES**

The survey did not ask about needed devices to the people with mental disabilities, the only item was medication organizer and 43% of the respondents from this group reported the need for it.

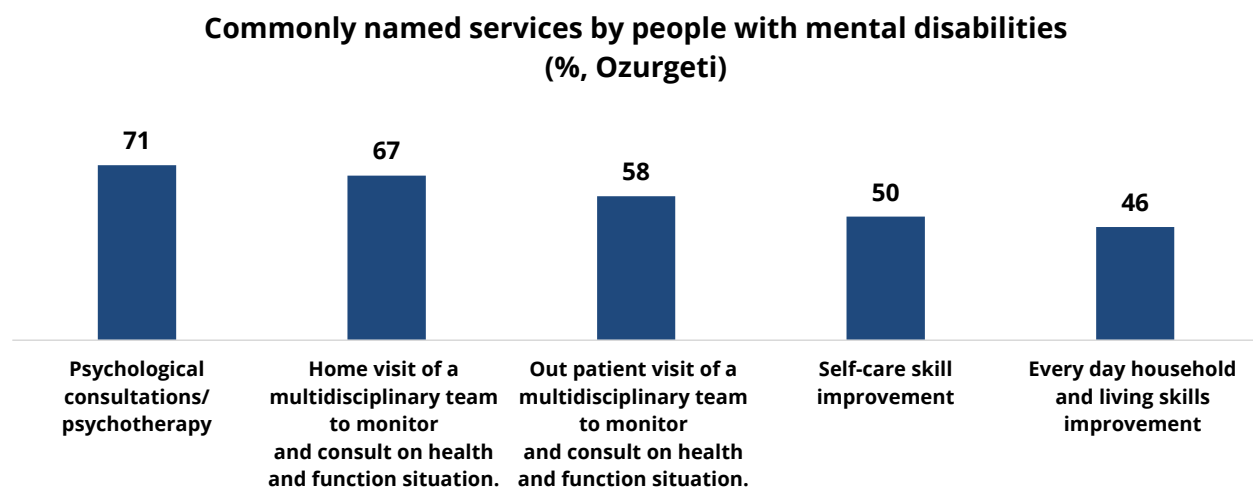
Among the services asked to respondents with mental disabilities, home visits of a multidisciplinary team to monitor and consult and psychological consultations/psychotherapy were the most commonly needed services. Both were named by 51% of the respondents. This was followed by outpatient visits of a multidisciplinary team (40%), and home based care service (38%). Rehabilitation services such as every day household and living skills improvement and communication skills improvement service were both named by the third of respondents with mental disabilities. Time and management improvement services were infrequently named (10%).

*Figure 70: Most commonly needed services among people with mental disabilities***Commonly named services by people with mental health issues (%)**

In Telavi, the most commonly named service was psychological consultations, named by 53% of respondents. Home visits of multidisciplinary teams for consultations and monitoring were the next most common top needed service (47%). Home based care services were the next most commonly named top service (41%), followed by personal assistant (29%) and communication skills improvement (29%).

*Figure 71: Most commonly needed services among people with mental disabilities in Telavi*

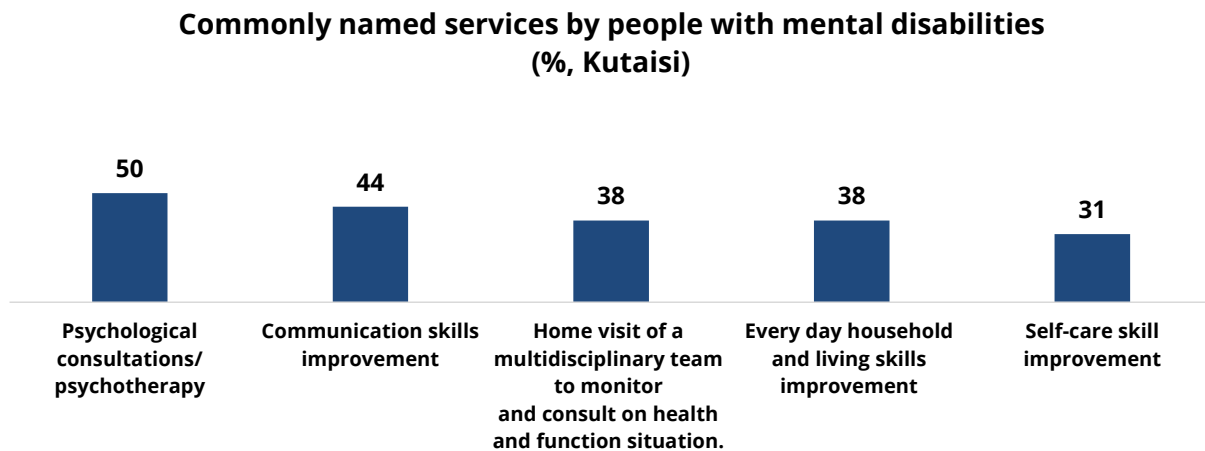
In Ozurgeti, the most commonly needed service was again psychological consultations, named by 71% of respondents. Home visits of multidisciplinary teams for consultations and monitoring were the next most common top needed service (67%). Out patient visit of a multidisciplinary team were the next most commonly named top service (58%), followed by self-care skill improvement (50%) and everyday household and living skills improvement (46%).

*Figure 72: Most commonly needed services among people with mental disabilities in Ozurgeti*

Psychological consultation was a top need also in Kutaisi (50%), followed by communication skills improvement (44%). 38% of respondents named home visit of a multidisciplinary team and everyday household and living skills improvement services. The list of top services for people with mental disabilities ends with self-care skill improvement, mentioned by 31% of respondents.

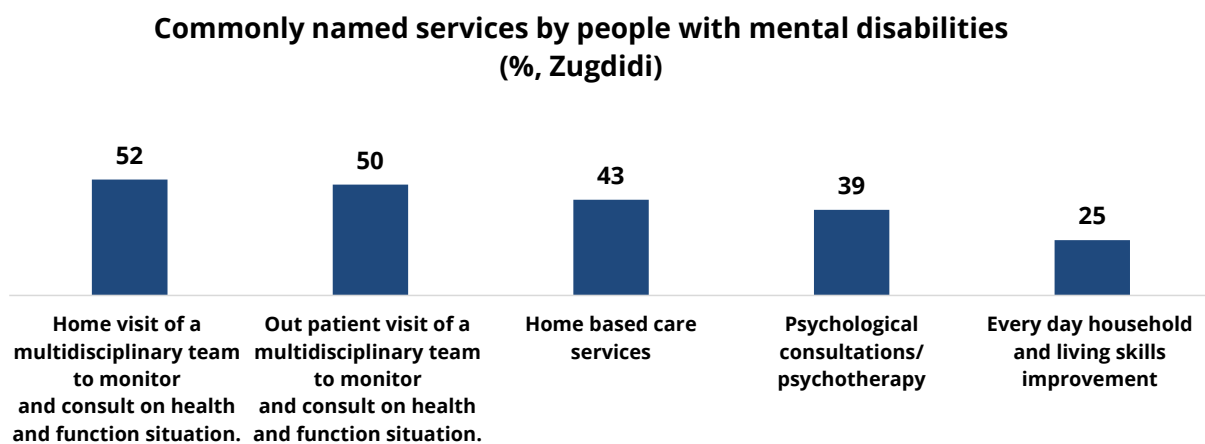


*Figure 73: Most commonly needed services among people with mental disabilities in Kutaisi*

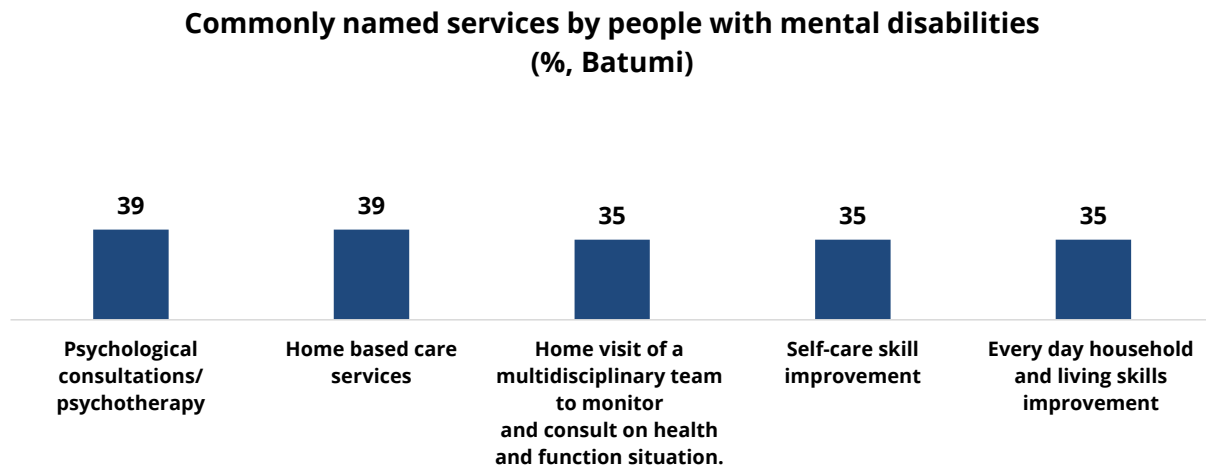


In Zugdidi, most respondents named home visit of a multidisciplinary team as needed (52%), followed by out patient visit (50%) and home based care services (43%). The last two in the most frequently named services in Zugdidi were psychological consultations (39%) and every day household and living skills improvement (25%).

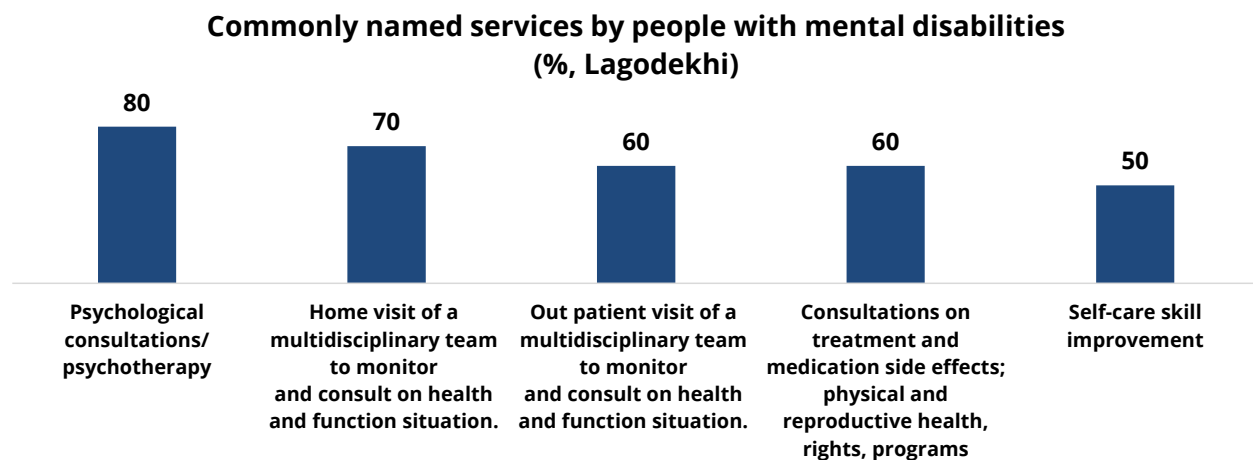
*Figure 74: Most commonly needed services among people with mental disabilities in Zugdidi*



In Batumi, the most commonly needed were psychological consultations (39%) and home based care services (39%). The next most commonly named were home visit of multidisciplinary team (35%), self care skill improvement (35%) and every day household and living skills improvement (35%).

*Figure 75: Most commonly needed services among people with mental disabilities in Batumi*

In Lagodekhi, psychological consultation is the most common service to be prioritized (80%). This is followed by home visit of a multidisciplinary team (70%). Out patient visit and consultations on treatment and medication side effects were named by 60%. Self care skill improvement service was named by half of the respondents (50%).

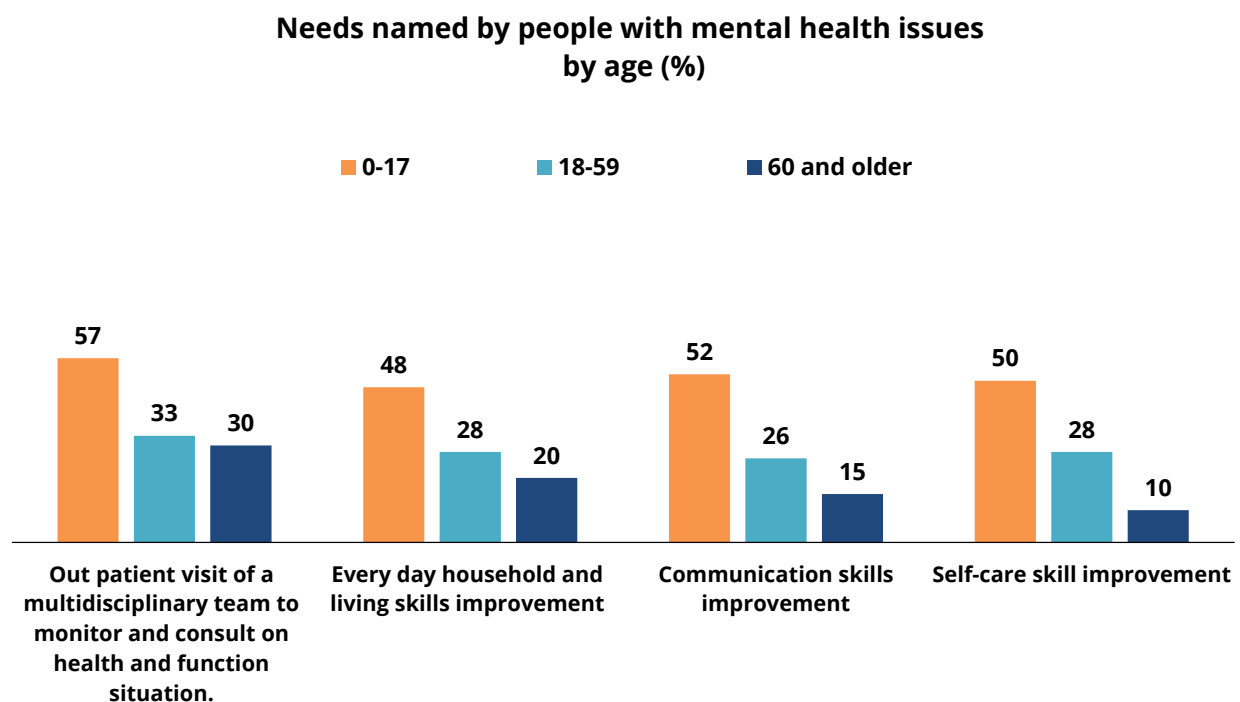
*Figure 76: Most commonly needed services among people with mental disabilities in Lagodekhi*

When the data is broken down by sex, men were slightly more likely to report need of foreign language and computer courses (21%) than women (8%).

The data suggest that whether these services are needed varies significantly between different age groups. Those less than 18 years old were significantly more likely to name an outpatient visit of a multidisciplinary team than people in older age groups. (<18, 57%; 18-59, 33%; >59, 30%). Rehabilitation services were also a more frequently mentioned need

among younger people. Every day household and living skills improvement were named by 48% of people below 18 compared to 28% of people in the 18-59 age group and 20% of people aged 60 years and older. Younger age groups expressed a need for communication skills improvement (52%) more than people 18-59 (26%) and older people (15%). The data shows that self-care skills improvement was also more need among young people (50%), while less than a third of people in the middle age group and only 10% of older people report a need for this service. When it comes to employment related services, no one aged 60 or older named this service needed, whereas 29% of people under 18 and 24% of those aged 18-59 reported the need of such services.

**Figure 77: Services among people with mental disabilities by age group**



The data shows no significant differences in terms of commonly named needs among people with mental disabilities when broken down by respondent's education.

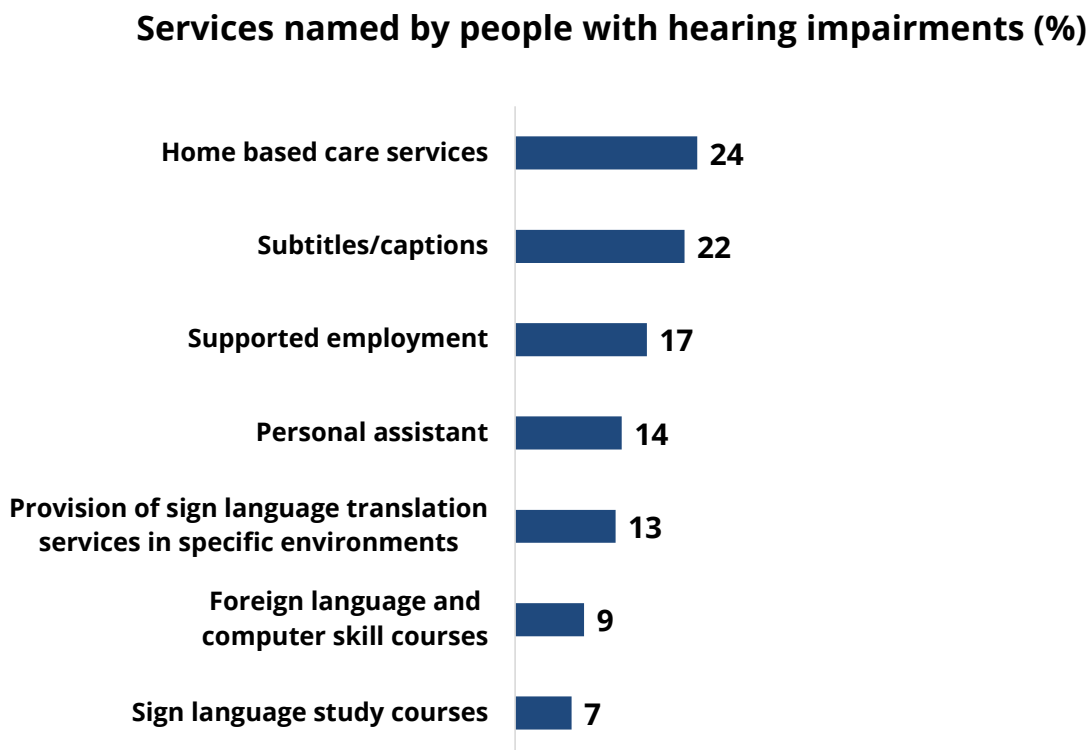
Households with above median wealth (46%) were more likely to name the need of communication skills improvement service than those with less than median wealth (25%). Personal assistant was also in higher demand in the households with above median wealth (38%) compared to those below median wealth (16%).

Foreign language and computer courses were similarly more likely to be named by persons with disabilities (36%) than by guardians/helpers (14%) as needed. Guardians/helpers were less likely to express a need for psychological consultations (48%) than people with mental disabilities.

## MOST COMMON SERVICE NEEDS FOR PEOPLE WITH HEARING IMPAIRMENT

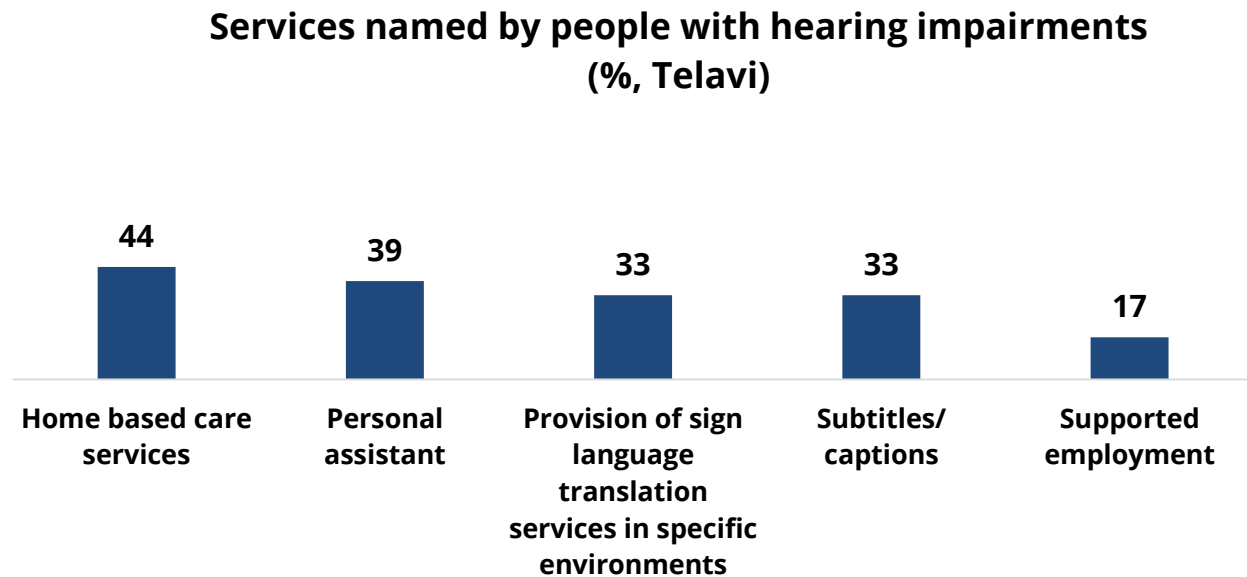
The survey asked respondents about their needs for different services. For people with hearing impairments home based care service was a top priority (24%), followed by provision of subtitles/captions (22%). The next most frequently named service was supported employment implying preparatory courses and career planning (17%). 14% of the respondents with hearing impairments expressed the need for personal assistant service and 13% named provision of sign language translation services. Foreign language and computer courses as well as sign language study courses were mentioned by less than tenth of the respondents.

*Figure 78: Most commonly needed services among people with hearing impairment*



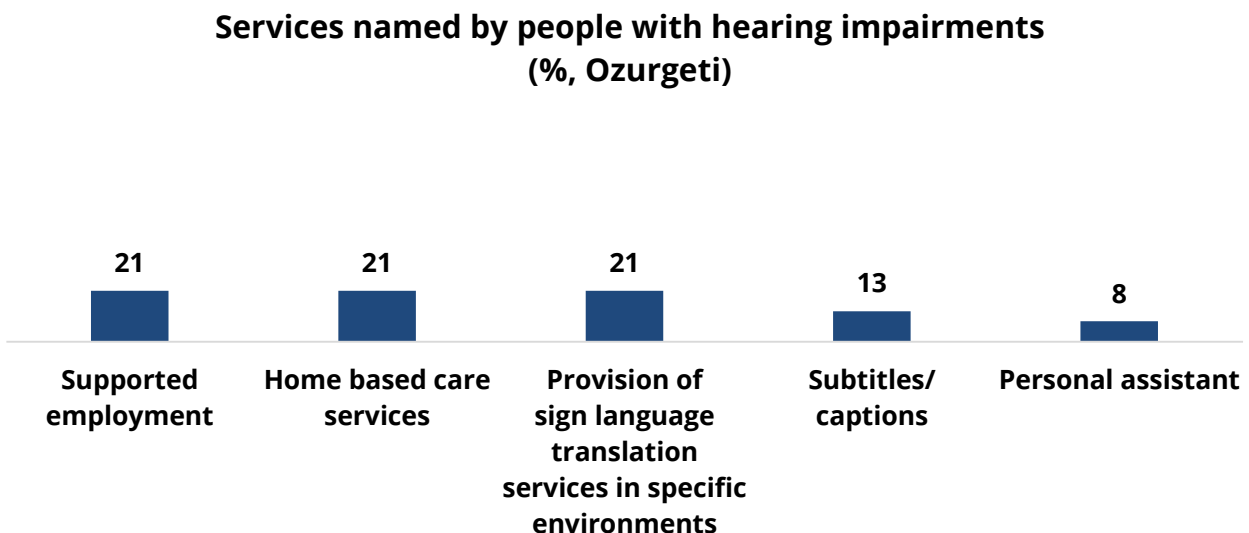
The data suggests that this varies across different municipalities. In Telavi, home based care services were most commonly named (44%), followed by personal assistant service (39%). Provision of sign language translation services and subtitles/captions were named by one third of the respondents (33%). 17% named services related to employment support.

*Figure 79: Most commonly needed services among people with hearing impairment in Telavi*



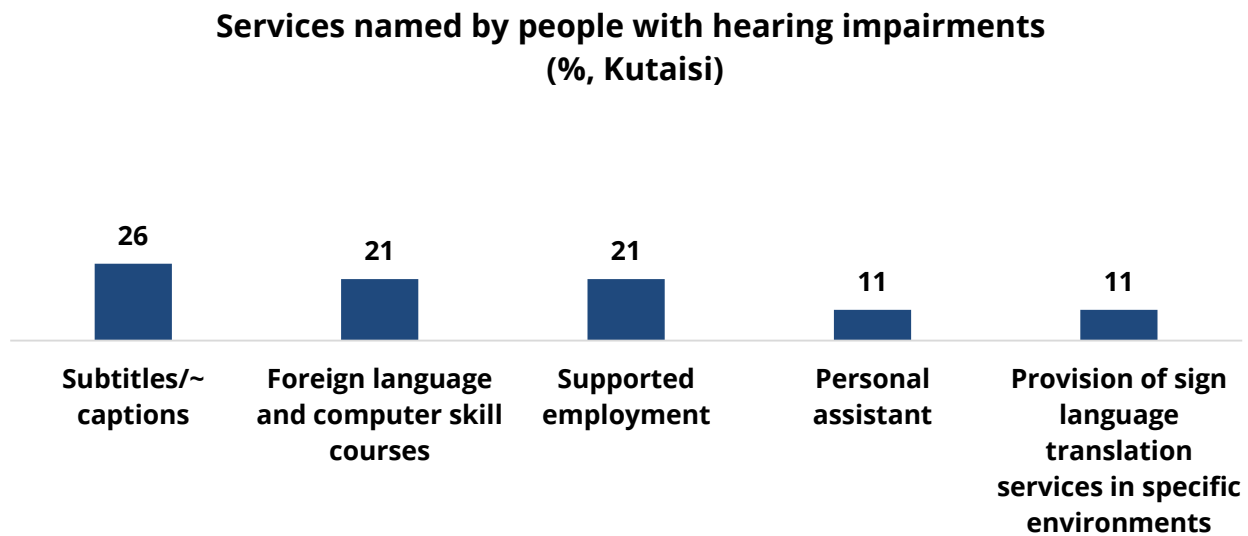
In Ozurgeti, the top five services needed for people with hearing impairments were similar to Telavi. Supported employment, home based care and provision of sign language services were all named by 21% of respondents. The next most commonly named services were subtitles/captions (13%) and personal assistance services (8%).

*Figure 80: Most commonly needed services among people with hearing impairment in Ozurgeti*



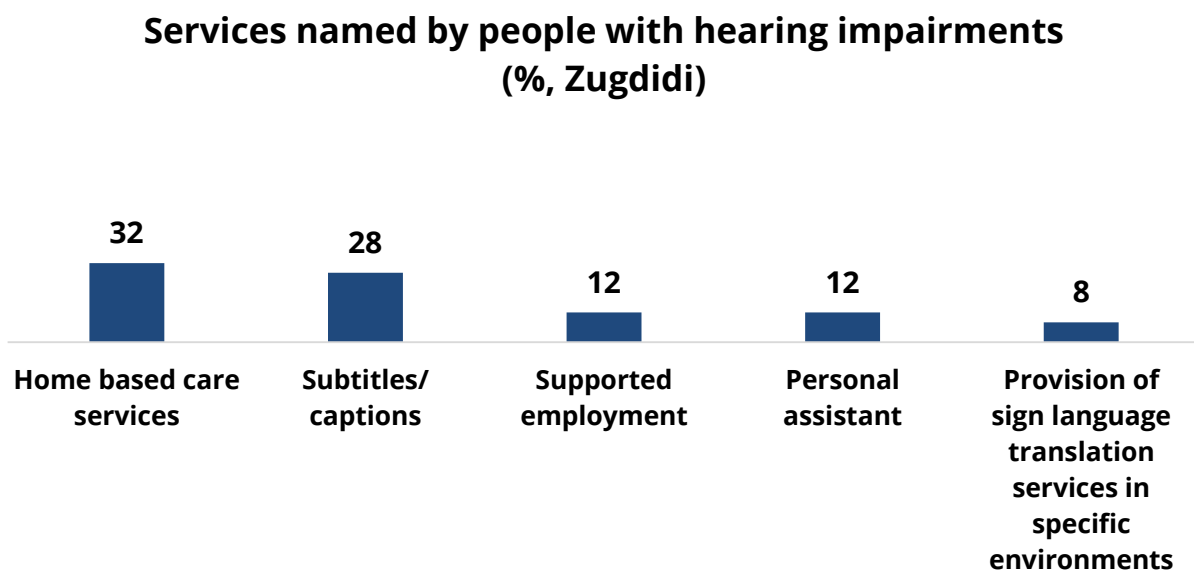
In Kutaisi, provision of subtitles/captions were the most commonly named service (26%), followed by foreign language and computer skill courses (21%) and employment support services (21%). The last two most frequently needed services were personal assistant and sign language translation, both named by 11% of the respondents.

*Figure 81: Most commonly needed services among people with hearing impairment in Kutaisi*



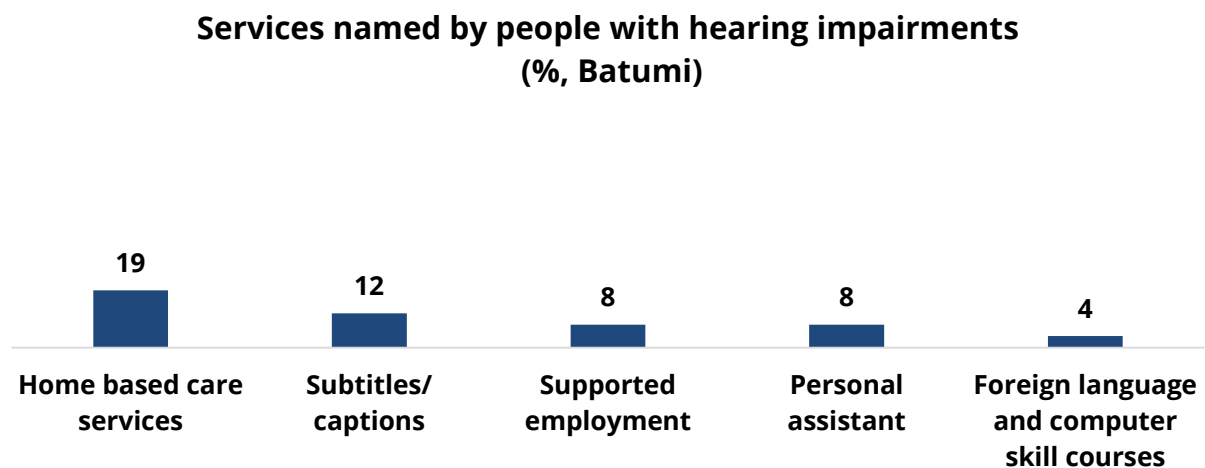
In Zugdidi, home based care services were the top priority (32%), followed by provision of subtitles/ captions (28%). The next most frequently named services were services related to employment support (12%) and personal assistant (12%). 8% named provision of sign language translation services as needed.

*Figure 82: Most commonly needed services among people with hearing impairment in Zugdidi*



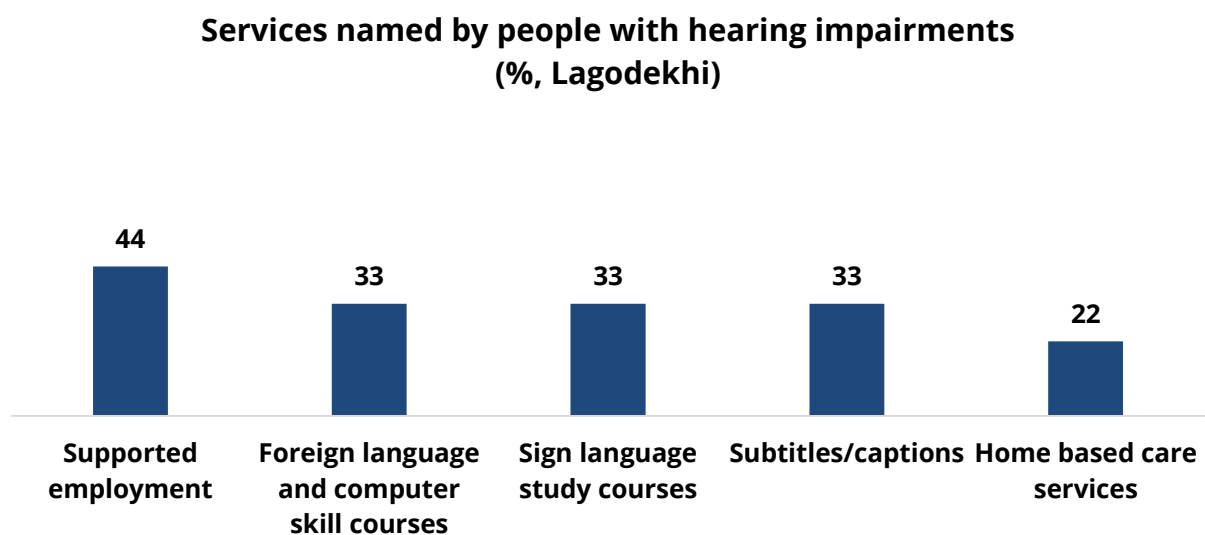
In Batumi, the most commonly named services were similar to Zugdidi. Home based services were most demanded here as well (19%), followed by subtitles/captions (12%). 8% of the respondents expressed the need for supported employment and personal assistant service. The last in the top five services was foreign language and computer skill courses (4%).

*Figure 83: Most commonly needed services among people with hearing impairment in Batumi*



In Lagodekhi, services related to employment support were the top priority (44%), followed by foreign language and computer skill courses (33%), sign language study courses (33%) and provision of subtitles/ captions (33%). Home based care services were the last among the top services named in Lagodekhi (22%).

*Figure 84: Most commonly needed services among people with hearing impairment in Lagodekhi*



When broken down by demographics, there were some variations across different groups. When the guardians/helpers were interviewed, they were more likely to name provision of subtitles/captions (27%) compared with the person with disabilities (0%). Also, men with hearing impairments were more likely (29%) to name subtitles/captions needed than women (14%).

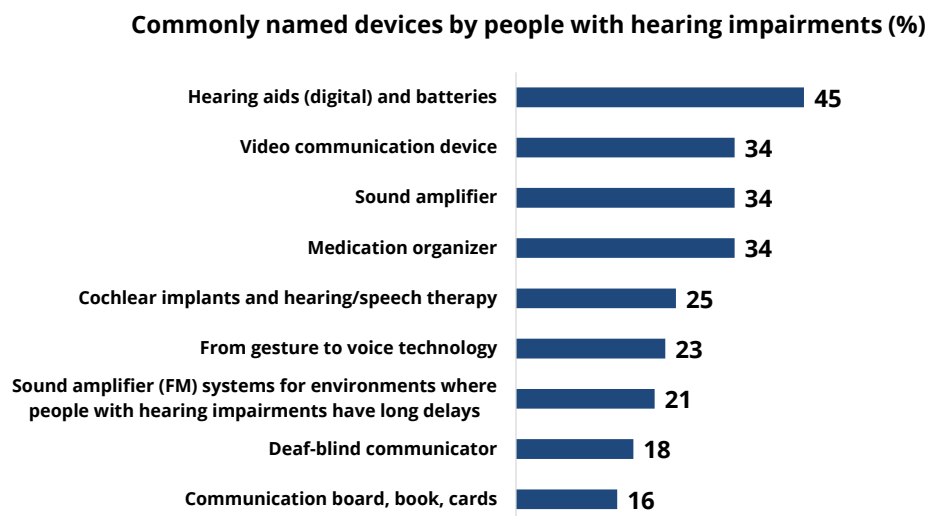
Foreign language and computer skill courses were in higher demand among people under 18 (33%) compared to older age groups (18-59: 9%, 60+: 2%). This service was also more often named by respondents with some tertiary education (19%) and households with above median wealth (18%).

The data suggests that there were no other significant differences when naming needed services between people of different age groups, sexes, in households at different levels of wealth, between guardians/helpers and PwDs, and between respondent education levels.

## MOST COMMONLY NAMED ASSISTIVE DEVICE NEEDS AMONG PEOPLE WITH HEARING IMPAIRMENT

Among the services asked to respondents with hearing impairment, hearing aids and batteries were the most commonly needed service (45%). This was followed by video communication devices and sound amplifiers, both mentioned by 34% of the respondents. The same share of respondents (34%) reported the need of a medication organizer. A quarter of respondents with hearing impairments named cochlear implants and hearing/speech therapy as services they needed. The least frequently reported service was sign language study courses (7%).

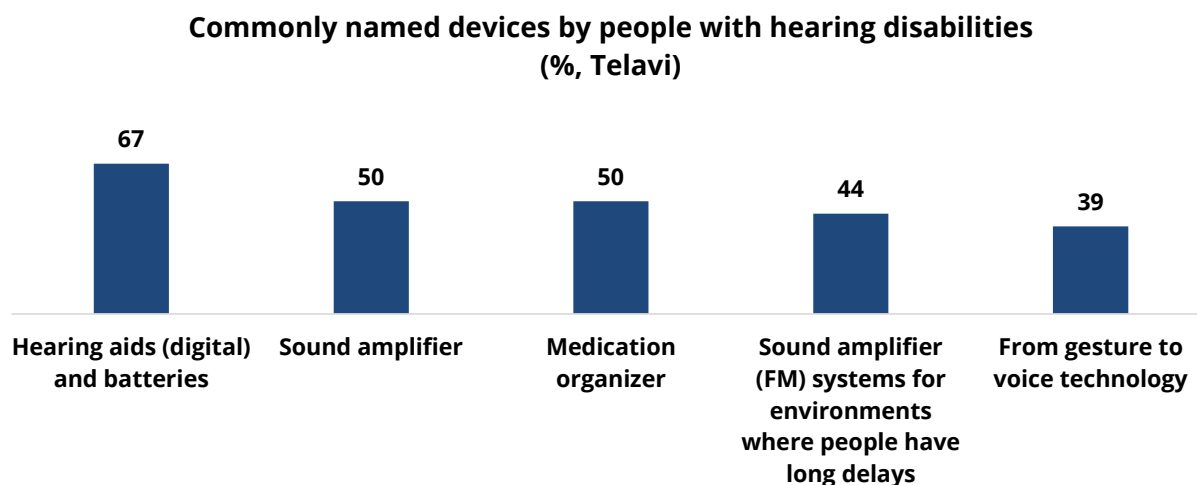
*Figure 85: Most commonly needed services among people with hearing impairment*





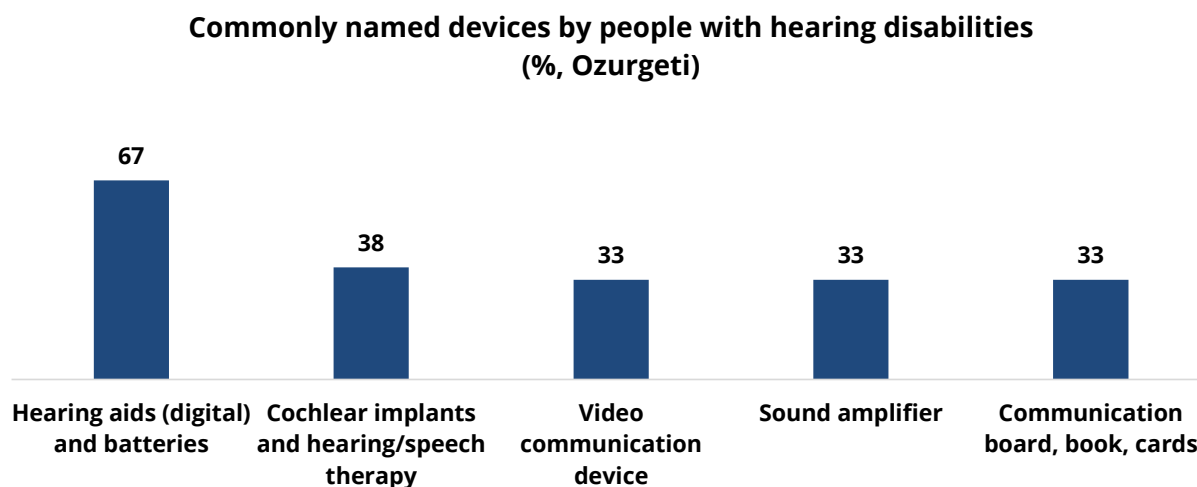
The data suggests that this varies significantly across different municipalities. In Telavi, hearing aids are considered the most commonly needed device (67%), followed by sound amplifiers (50%), and medication organizer (50%). Sound amplifier systems for environments where the people with hearing impairments have long delays were named by 44%, and 39% named from gesture to voice technology.

*Figure 86: Most commonly needed services among people with hearing impairment in Telavi*



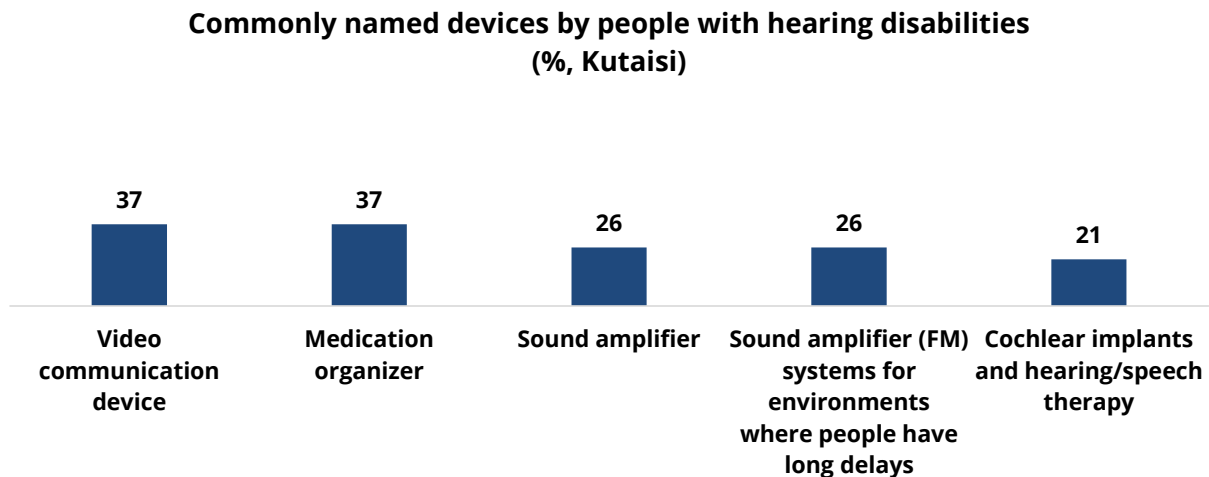
In Ozurgeti, hearing aids and batteries were most frequently named devices (67%). 38% mentioned cochlear implants and hearing therapy. Video communication device, sound amplifier and communication board were named by one third of respondents (33%) and took place in the top five devices needed in this municipality.

*Figure 87: Most commonly needed services among people with hearing impairment in Ozurgeti*



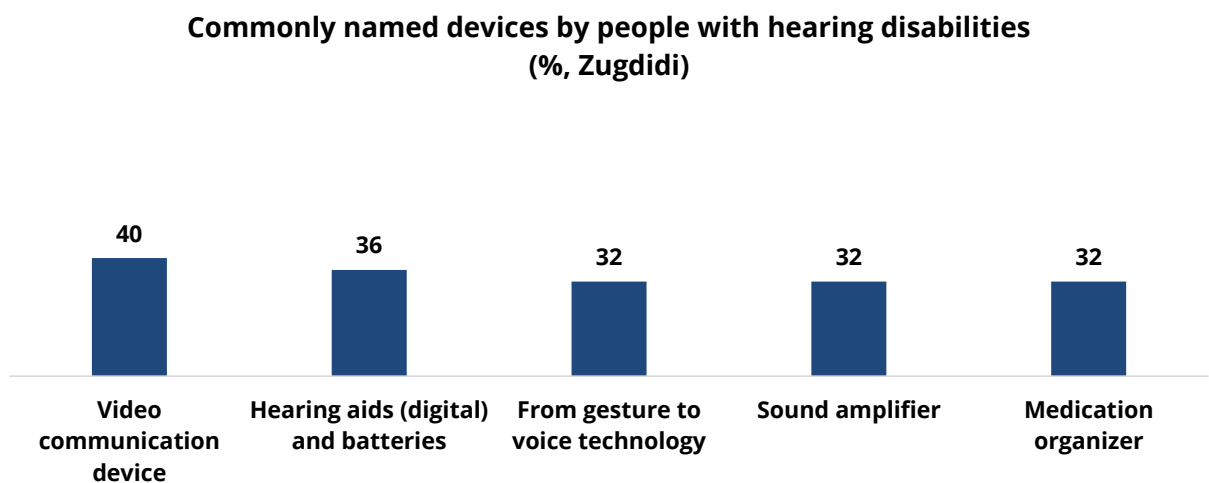
In Kutaisi, video communication devices and medication organizer were most commonly needed devices (37%). The next most frequently named were sound amplifiers (26%) and cochlear implants (21%).

*Figure 88: Most commonly needed services among people with hearing impairment Kutaisi*



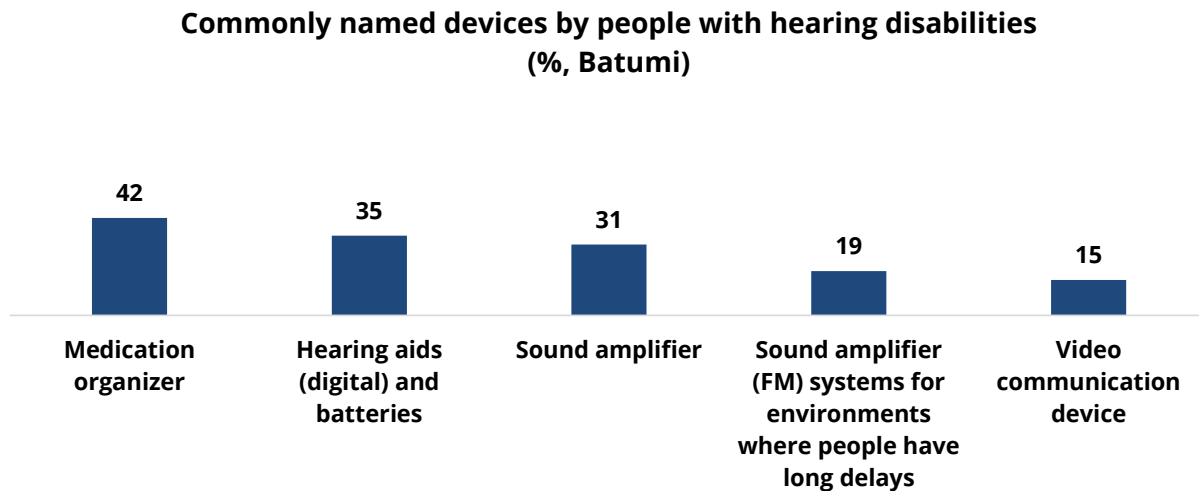
In Zugdidi, video communication devices were the most commonly named top need (40%). Hearing aids (36%), from gesture to voice technology (32%), sound amplifier (32%), and medication organizer (32%) rounded out the top five devices.

*Figure 89: Most commonly needed services among people with hearing impairment in Zugdidi*



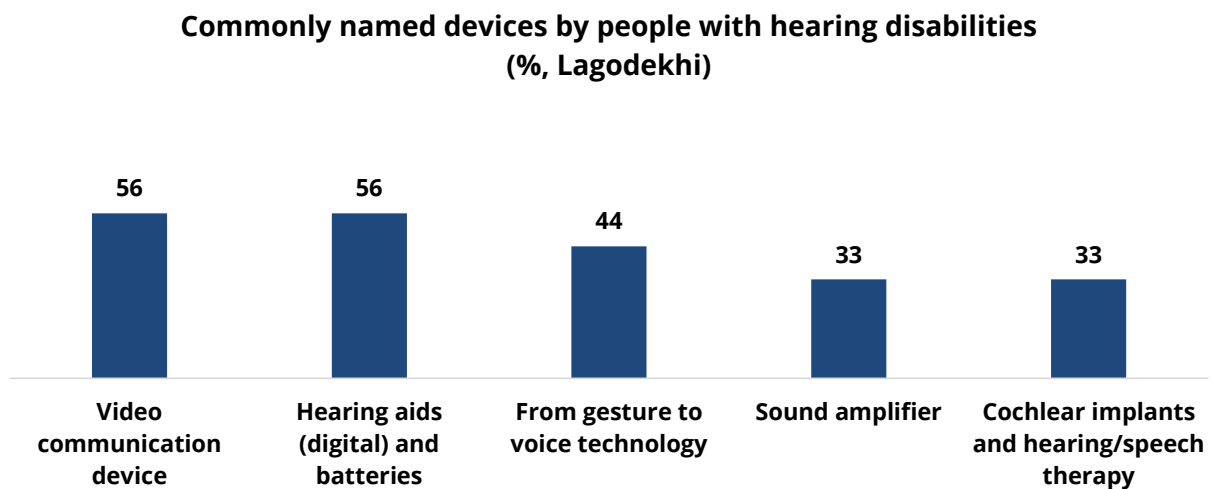
In Batumi, the most needed item was medication organizer, named by 42% of respondents. It was followed by hearing aids (35%) and sound amplifiers (31%). The last two items of the top five devices were sound amplifier systems for environments where people have long delays (19%) and video communication devices (15%).

*Figure 90: Most commonly needed services among people with hearing impairment in Batumi*



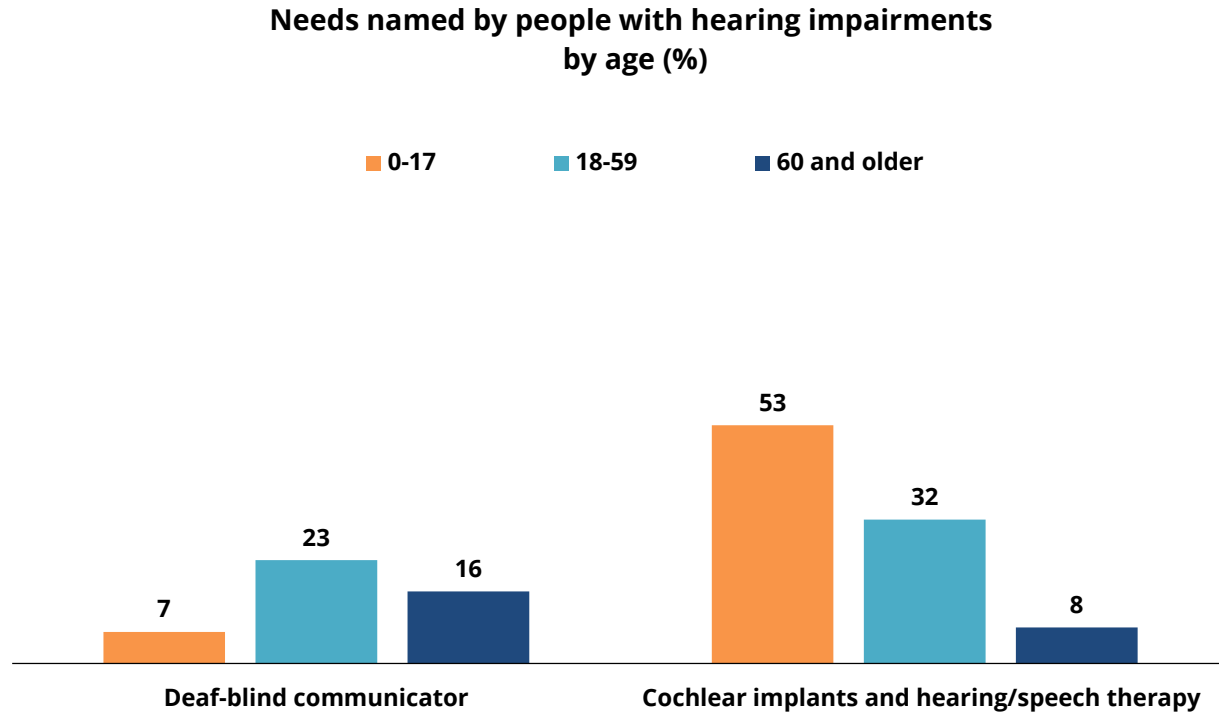
In Lagodekhi, video communication devices and hearing aids were most frequently needed items, both named by 56% of the respondents. The next commonly named devices were from gesture to voice technology (44%), sound amplifier (33%) and cochlear implants (33%).

*Figure 91: Most commonly needed services among people with hearing impairment in Lagodekhi*



The sex of the person with a disability, the respondent's education, and household's wealth were not associated with the needs reported.

The data shows differences when broken down by age group. The middle age group (18-59 years olds) were more likely (23%) to name a deaf-blind communicator compared to 16% the older age group and those below 18 (7%). Cochlear implants and hearing/speech therapy was more frequently mentioned as a need by people in younger age groups (<18, 53%; 18-59, 32%; >60, 8%) than above 59.

*Figure 92: Services among people with hearing impairments by age group*

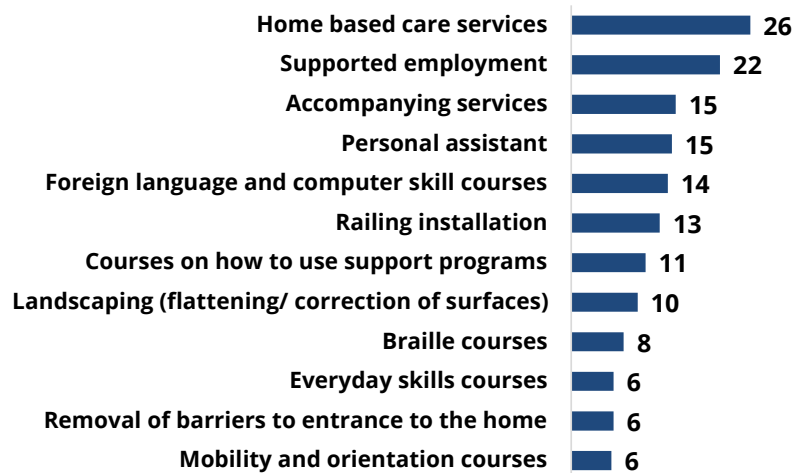

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## **MOST COMMONLY NAMED SERVICES AMONG PEOPLE WITH VISUAL IMPAIRMENT**

When it comes to priority services for people with visual impairments, home based care services were the most frequently reported need (26%), followed by services related to employment support (22%). Accompanying services as well as personal assistant were next most demanded, both mentioned by 15% of the respondents. 14% expressed the need for foreign language and computer courses. The most infrequently mentioned among services asked to people with visual impairment, were everyday skills courses (6%), removal of barriers to entrance to the home (6%) and mobility and orientation courses (6%).

*Figure 93: Most commonly needed services among people with visual impairment*

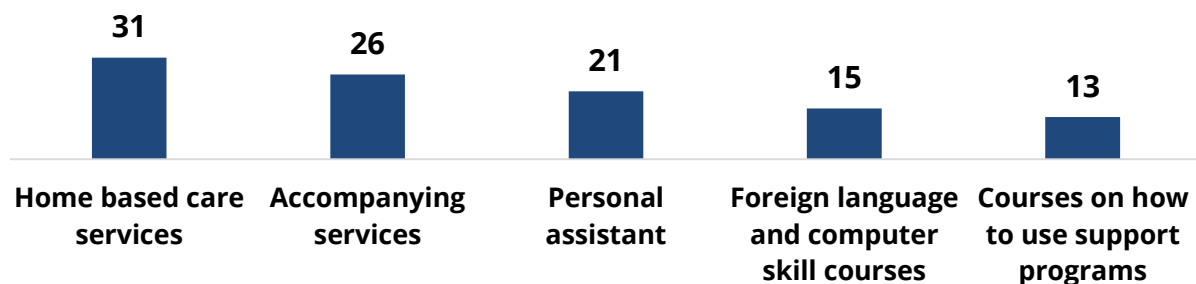
### Services named by people with visual impairments (%)



In Telavi, the top services were home based care (31%), accompanying services (26%), and personal assistant (7%). This was followed by foreign language and computer courses (15%) and courses on using support programs (13%).

*Figure 94: Most commonly needed services among people with visual impairment in Telavi*

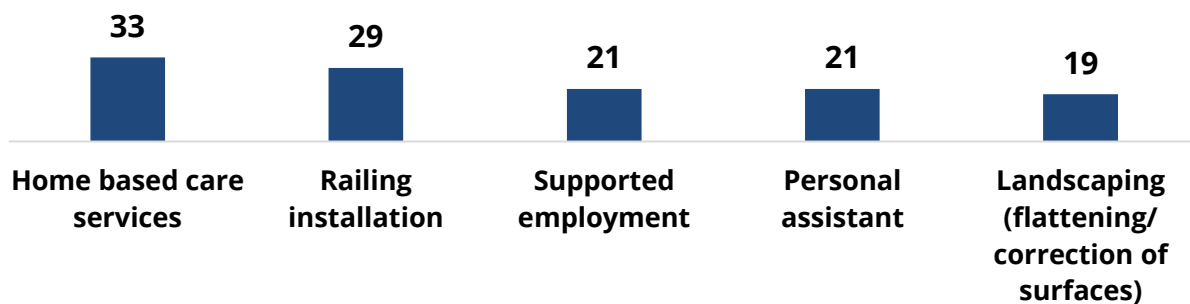
### Services named by people with visual impairments (% , Telavi)



In Ozurgeti, the most commonly named services were home based care (33%) and railing installation (29%). This was followed by supported employment (21%), personal assistant (21%) and landscaping of surfaces (19%).

*Figure 95: Most commonly needed services among people with visual impairment in Ozurgeti*

### Services named by people with visual impairments (% , Ozurgeti)



In Kutaisi, the most commonly named service was employment service (28%), home based care (26%) and foreign language and computer courses (20%). 8% named accompanying services and personal assistants as needed.

*Figure 96: Most commonly needed services among people with visual impairment in Kutaisi*

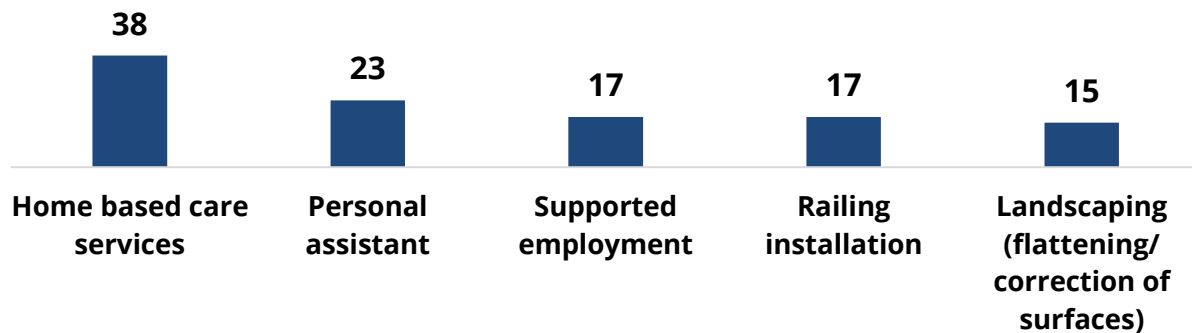
### Services named by people with visual impairments (% , Kutaisi)



In Zugdidi the top service needed was home care (38%). Personal assistant (23%), supported employment (17%) and railing installation (17%) were frequently named as well. Landscaping of surfaces (15%) was the fifth most commonly named service.

*Figure 97: Most commonly needed services among people with visual impairment in Zugdidi*

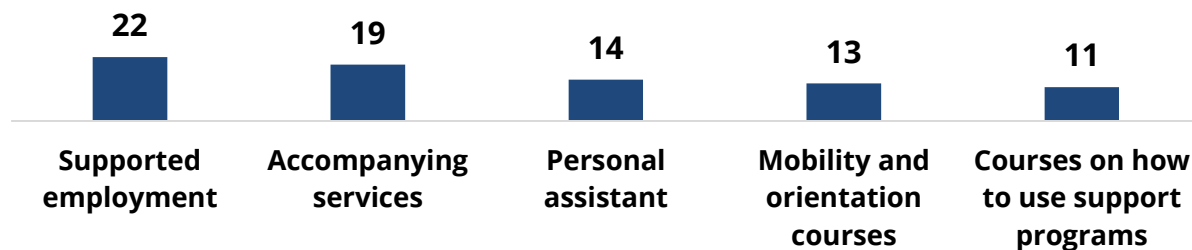
### Services named by people with visual impairments (% , Zugdidi)



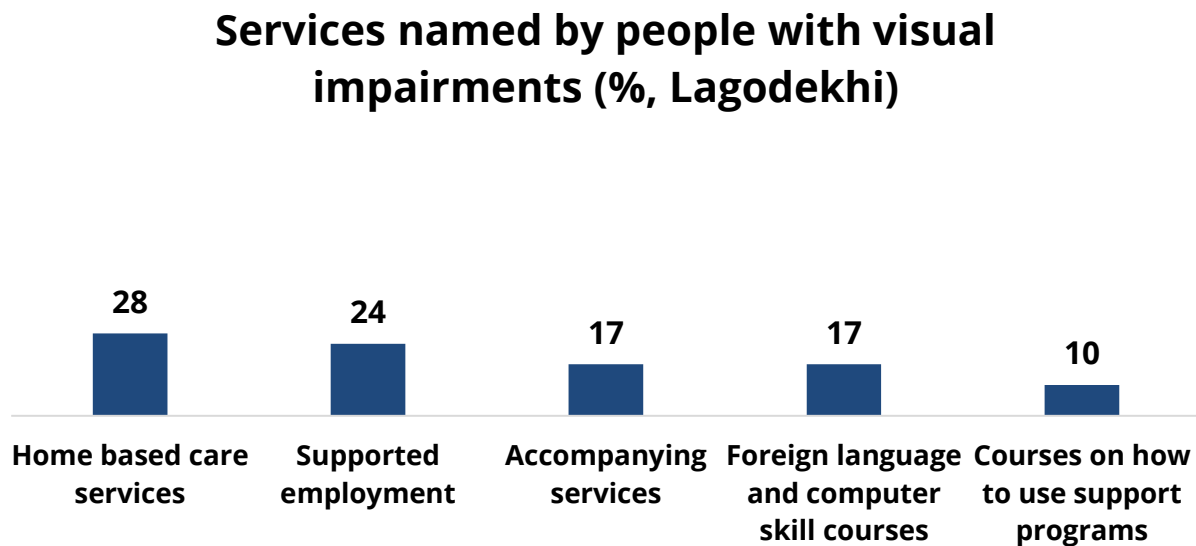
In Batumi, employment support was the most frequently demanded service (22%), followed by accompanying services (19%) and personal assistant (14%). The next most frequently named were mobility and orientation courses (13%) and courses on using support programs (11%).

*Figure 98: Most commonly needed services among people with visual impairment in Batumi*

### Services named by people with visual impairments (% , Batumi)



In Lagodekhi, home based care service was named by 28% of respondents with visual impairments, followed by supported employment (24%). The next most commonly named service included accompanying (17%), foreign language and computer courses (17%), and courses on using support programs (10%).

*Figure 99: Most commonly needed services among people with visual impairment in Lagodekhi*

When the data is broken down by sex, accompanying services and courses on how to use support programs were two times more often named by men than women (20%/10%, 14%/7%).

Similarly to other groups with different impairments, when it comes to the need of home based care of people with visual impairments, guardians/helpers were more likely (35%) to name this service as needed than people with disabilities (20%). In contrast, services related to employment support were more likely to be named by people with disabilities (26%) rather than their guardians/helpers (15%). Similar patterns can be observed with foreign language and computer skill courses, 18% of respondents with disability expressed the need of service compared to 8% of guardians/helpers.

The data suggest a number of different priorities when the data is broken down by age group. Younger people were significantly more likely to express the need of foreign language and computer skill courses (<18: 20%, 18-59: 27%, 60+: 3%) as well as employment services (<18: 27%, 18-59: 40%, 60+: 6%). Braille courses were also more likely to be named as a top need by younger people (<18: 10%, 18-59: 14%, 60+: 2%). Courses on how to use support programs were also in highest demand among young people (<18: 20%, 18-59: 18%, 60+: 3%). Likewise, the everyday skills courses were most commonly named by people below 60 (<18: 13%, 18-59: 10%, 60+: 2%).

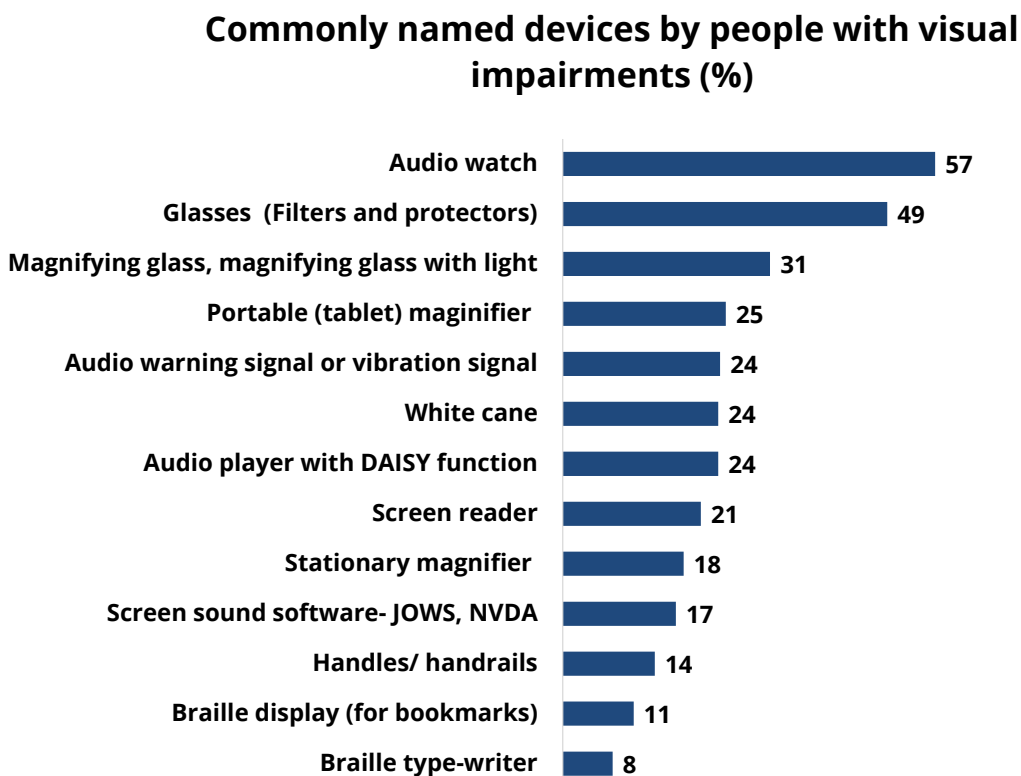
There were no significant differences between richer and poorer households or between respondents with different levels of education.



## MOST COMMONLY NAMED DEVICES AMONG PEOPLE WITH VISUAL IMPAIRMENT

Among the services asked to respondents with visual impairment, audio watches were the most commonly needed service (57%). This was followed by glasses (filters and protectors for nearsighted, farsighted, sun and different colors) (49%), and magnifying glasses (31%). The least named need was a braille typewriter, reported only by 8% of respondents.

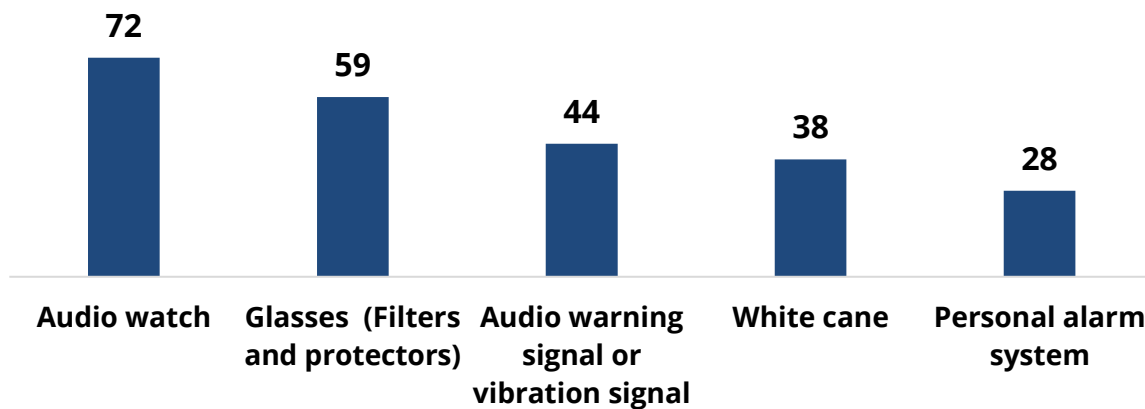
*Figure 100: Most commonly needed devices among people with visual impairment*



The data varies across municipalities. In Telavi, an audio watch was the number one most needed device (72%), followed by glasses (59%) and audio warning/vibration signal (44%). The next most frequently named items were white canes (38%) and personal alarm system (28%).

*Figure 101: Most commonly needed devices among people with visual impairment in Telavi*

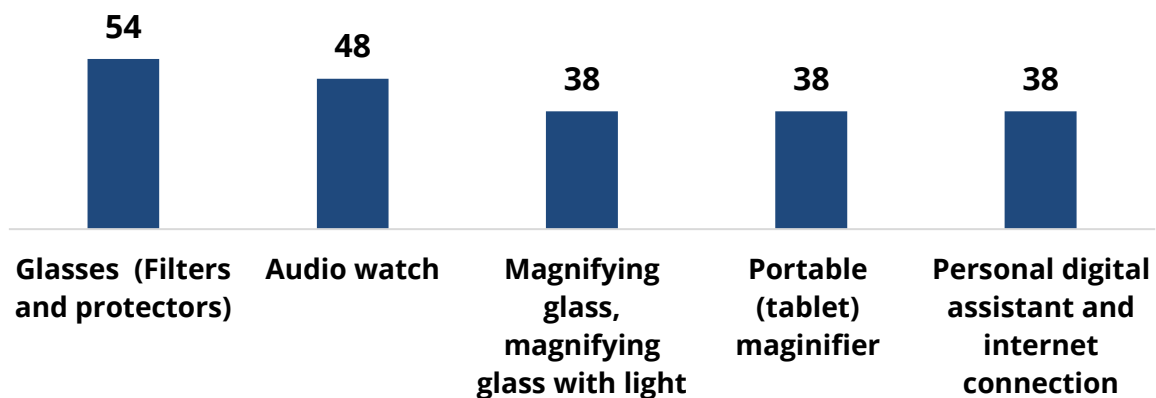
### Commonly named devices by people with visual impairments (% , Telavi)



In Ozurgeti, glasses were the top assistive device need (54%), followed by audio watches (48%). The next most frequently reported devices were magnifying glasses (38%), portable magnifier (38%) and personal digital assistant (38%)

*Figure 102: Most commonly needed devices among people with visual impairment Ozurgeti*

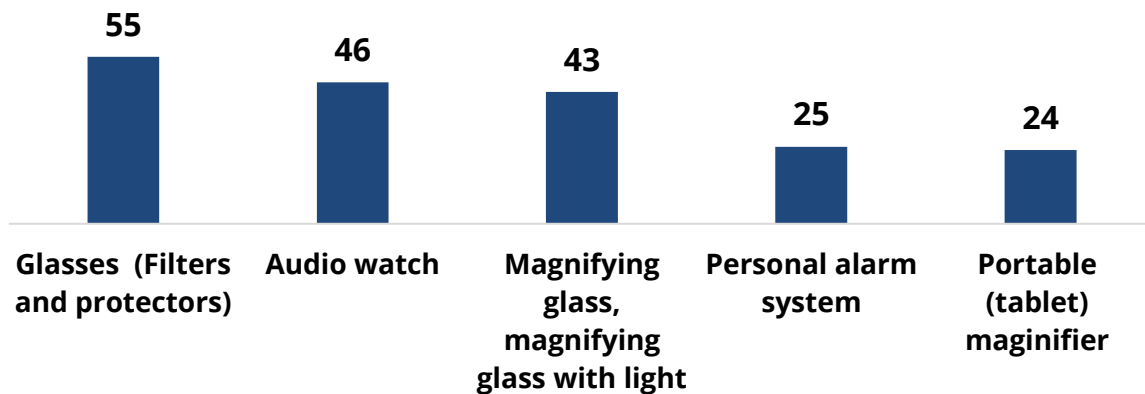
### Commonly named devices by people with visual impairments (% , Ozurgeti)



In Kutaisi, glasses were again the most frequently demanded device (55%), followed by audio watch (46%) and magnifying glasses (43%). The next most commonly named were personal alarm system (25%) and portable magnifiers (24%).

*Figure 103: Most commonly needed devices among people with visual impairment Kutaisi*

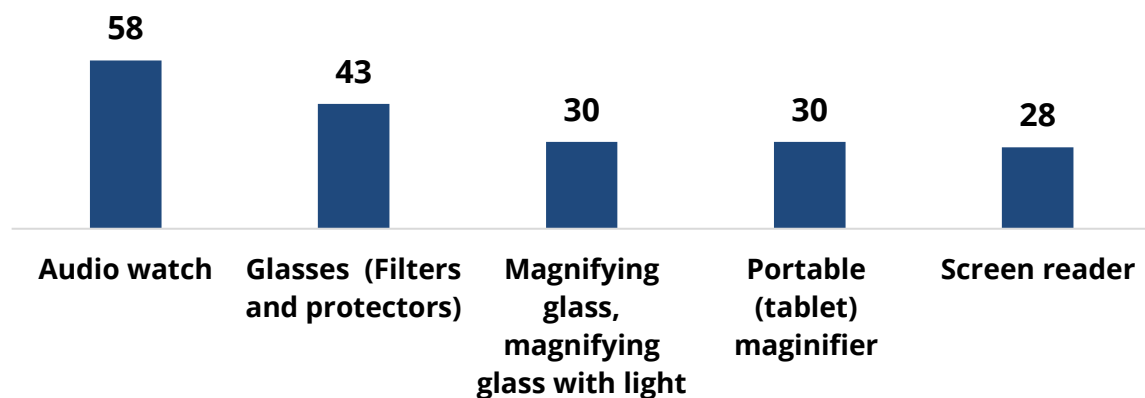
### Commonly named devices by people with visual impairments (% , Kutaisi)



In Zugdidi, audio watch was the top needed device (58%), followed by glasses (43%), magnifying glasses (30%) and portable magnifier (30%). 28% expressed the need for screen reader.

*Figure 104: Most commonly needed devices among people with visual impairment in Zugdidi*

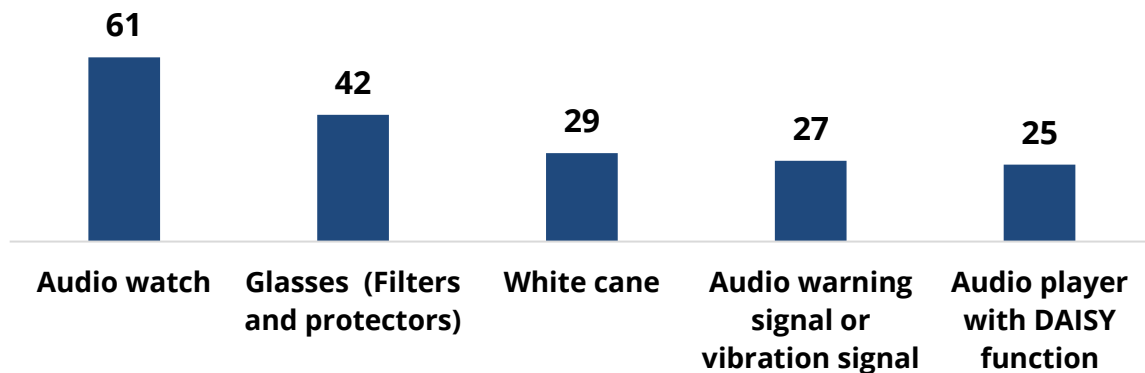
### Commonly named devices by people with visual impairments (% , Zugdidi)



In Batumi, audio watch was the top device needed (61%), followed by glasses (42%). 29% named white canes. The next most frequently mentioned were audio warning/vibration signals (27%) and audio player with DAISY function (25%).

*Figure 105: Most commonly needed devices among people with visual impairment in Batumi*

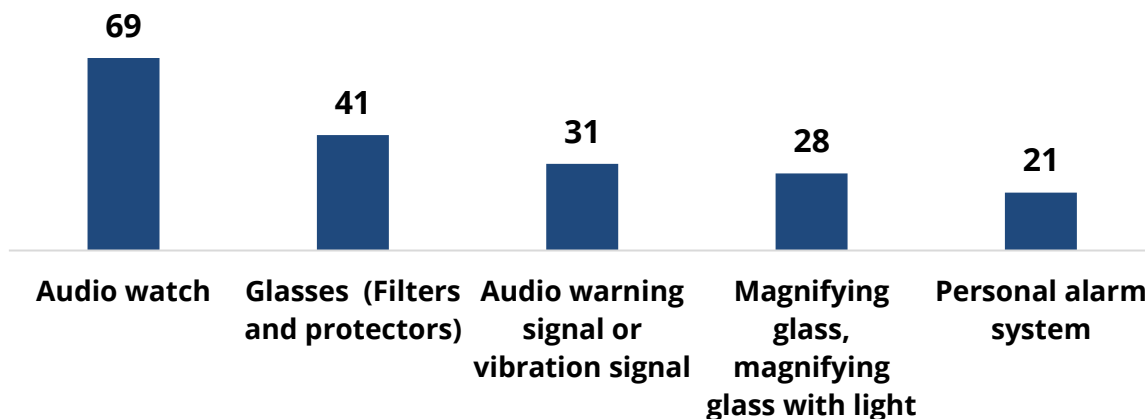
### Commonly named devices by people with visual impairments (% , Batumi)



Audio watches were also the most needed device in Lagodekhi (69%), followed by glasses (41%) and audio warning/vibration signal (31%). The next most frequently named were magnifying glasses (28%) and personal alarm system (21%).

*Figure 106: Most commonly needed devices among people with visual impairment in Lagodekhi*

### Commonly named devices by people with visual impairments (% , Lagodekhi)



When the data is broken down by sex, men were more likely to report audio warning signal service as a need (29%) than women (18%). Men were also slightly more likely to name white canes (28%) than women (18%). Audio players with DAISY functionality were also more frequently named by men than women.

The data suggests that there were no significant differences between people of different education levels.

Households with below median wealth were significantly more likely to name personal alarm system (25%) compared to those above median wealth (15%). Magnifying glasses were more likely to be named by people with less than median wealth (36% compared to 25% above median), and if the respondent was a person with a disability (39% versus when guardians/helpers were respondents 21%). Audio watches were also more frequently named by people with disabilities (63%) than guardians/helpers (48%).

The data suggest a number of variations by age group. People 60 and older were more likely to name audio watches (64%) as something they need compared to people 18-59 years old (53%), and those below 18 (33%). Younger people generally were more likely to name different needs.

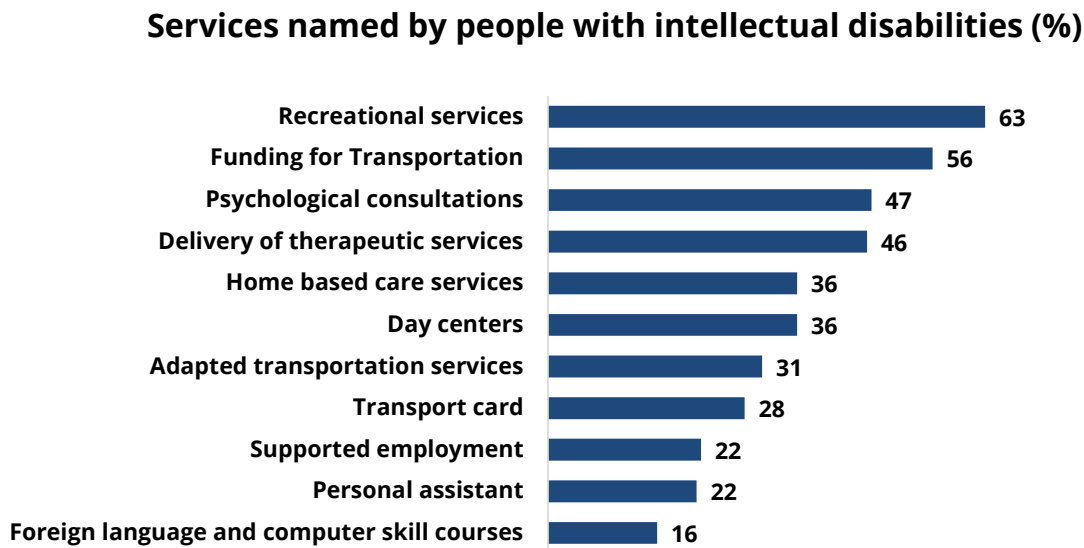
Personal digital assistant and internet connection was more likely to be named by people under 60 (<18: 33%, 18-59: 37%, 60+: 11%).

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## **MOST COMMONLY NAMED SERVICES AMONG PEOPLE WITH INTELLECTUAL DISABILITIES**

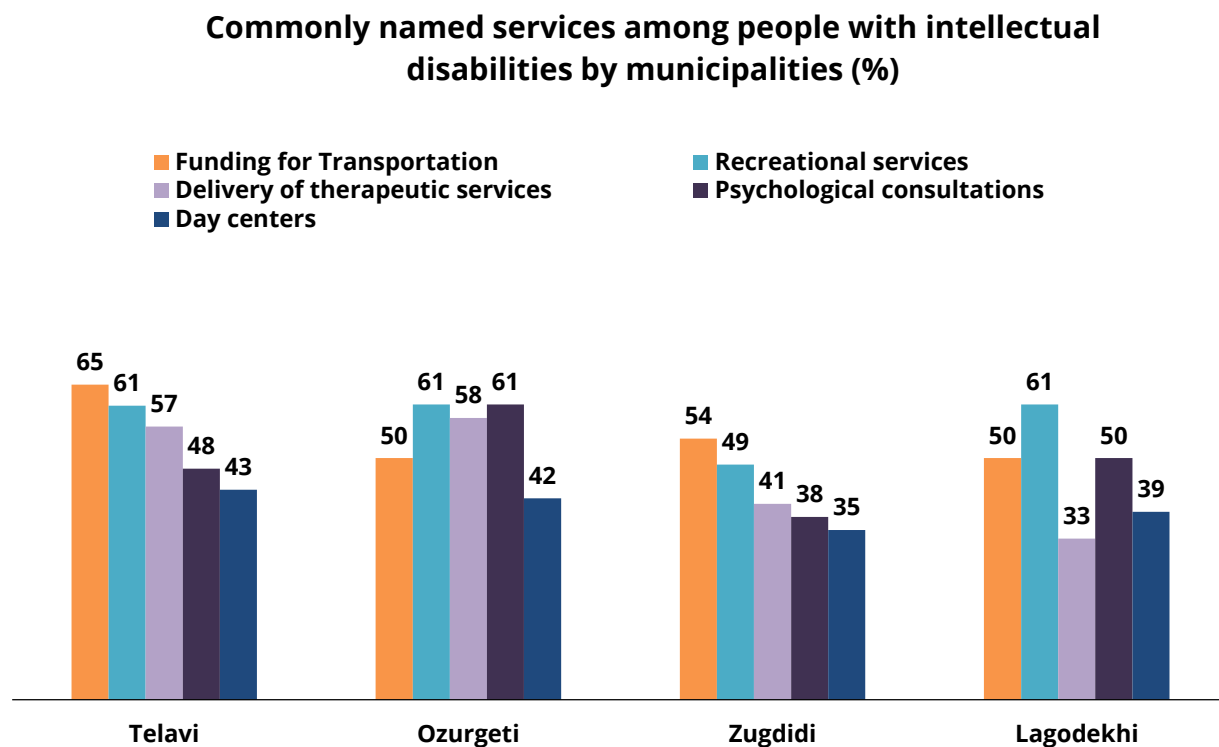
Among the services asked to all respondents with intellectual disabilities, recreational services was the most commonly named need (63%). This was followed by transportation funding (56%), psychological consultations (47%), and delivery of therapeutic services (46%). 36% named home based care and day centers, as services they need. The most infrequently named service here was foreign language and computer skill courses (16%).

Figure 107: Most commonly needed services among people with intellectual disabilities



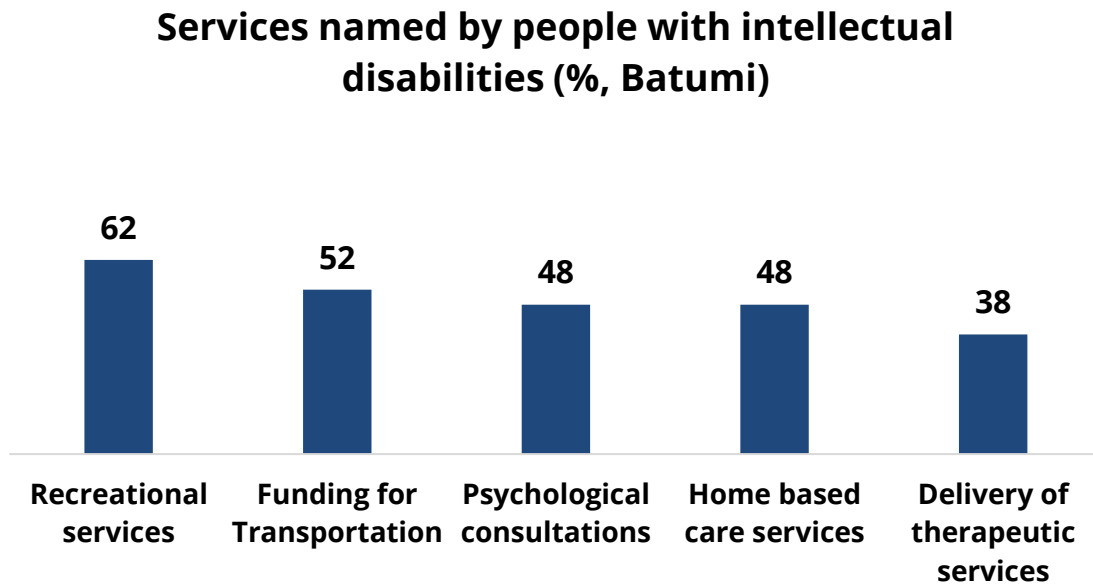
When looking at the services across municipalities, the list of top five most commonly named services were the same in Telavi, Ozurgeti, Zugdidi and Lagodekhi, covering following: Recreational services; Funding for Transportation; Psychological consultations; Day centers; Delivery of therapeutic services.

Figure 107: Most commonly needed services among people with intellectual disabilities by municipalities



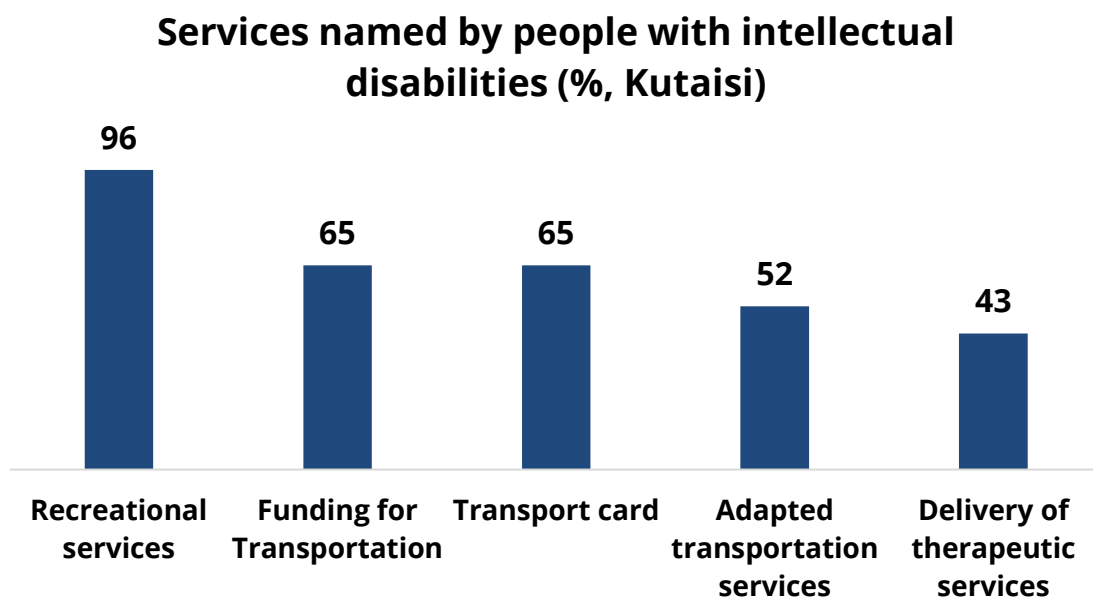
In Batumi, the top services list looks almost similar to the above municipalities, with one exception home based care services replaced day centers in the top needed services.

*Figure 108: Most commonly needed services among people with intellectual disabilities in Batumi*



In contrast to the above, in Kutaisi, services related to transport like adapted transportation and transport cards appear in the top five frequently named services among people with intellectual disabilities.

*Figure 109: Most commonly needed services among people with intellectual disabilities in Kutaisi*



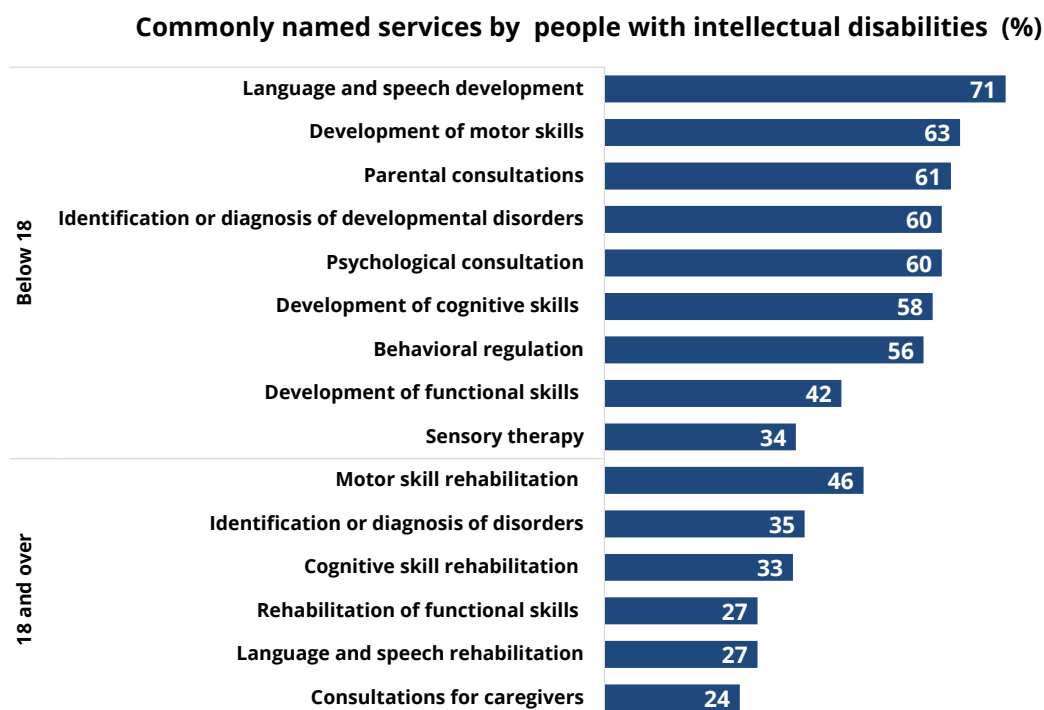
The data suggests that recreational services were more frequently named by respondents with above median household wealth (73%) compared to respondents with less than median wealth (55%). Same pattern can be observed with personal assistant service, households with higher than median wealth were significantly more likely to name this service (32%) than those below median wealth (13%). Overall, answers vary slightly between age groups. People in younger age groups reported the need for these services more often than other age groups.

Men were more likely to name the need for a transport card (36%) compared to women (16%). The transport card service was highly demanded in Kutaisi municipality (65%) compared to other municipalities.

People with disabilities were more likely to mention foreign language and computer skills courses as well as employment services than guardians/helpers (60% vs. 14%; 60% vs 21%)

The survey asked separate set of questions for those who were below 18 years and who were 18 or older. The most frequently named need for people with intellectual disabilities aged less than 18 years was language and speech development services (71%), followed by motor skills development (63%), and parental consultations (61%). The least common answer was sensory therapy, reported by more than a third of respondents (34%).

**Figure 110: Most commonly needed services among people with intellectual disabilities below 18 and 18 or older**





As for people with intellectual disabilities above 17, the most commonly named need was motor skill rehabilitation (46%), followed by identification or diagnosis of disorders (35%). One third mentioned cognitive skill rehabilitation services (33%). The least named was consultations for guardians/helpers, reported by 24% of respondents.

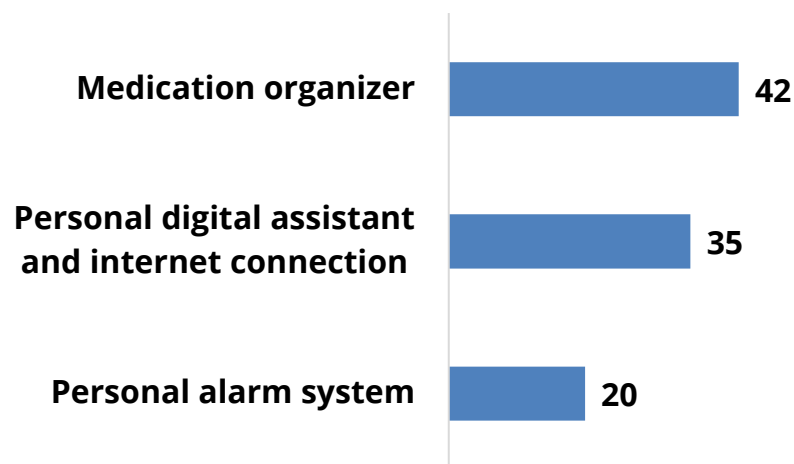
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## **MOST COMMONLY NAMED DEVICES AMONG PEOPLE WITH INTELLECTUAL DISABILITIES**

To the respondents with intellectual disabilities the survey asked only about three items needed. Medication organizer was most commonly mentioned (42%). 35% expressed the need for a personal digital assistant and internet connection, while one in fifth named personal alarm system needed (20%).

*Figure 111: Most commonly needed devices among people with intellectual disabilities*

### **Commonly named devices by people with intellectual disabilities (%)**



Personal digital assistants and internet connection were more likely to be named by men (43%) than women (21%) and people in younger age groups (<18: 50%, 18-59: 27%, 60+:9%). There were no significant differences between municipalities in terms of needed devices.

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## **CONCLUSIONS ON MOST COMMONLY NEED SERVICES AND DEVICES**

According to the above data the most commonly needed items for people with physical disabilities were one time use care products, bathroom chair and medication organizer. The most commonly needed service for people was recreational services and transport related services, such as funding and adapted transportation. For people with mental disabilities, the largest service need was home visits from a multidisciplinary team. The largest device need was medicine organizers. For people with hearing impairment, the primary device need was hearing aids, and the main service need was home based care. For people with visual impairment, the main needed device was audio watches and the most commonly needed service was home based care. People with intellectual disabilities were most likely to name recreational services and the top named device was medicine organizers. The data varied across municipalities in many cases and suggested significant variation in limited cases for other social and demographic variables.

## CONCLUSIONS

The above data and analysis leads to a number of conclusions about the needs present in the study area. This section provides a summary of top needs overall and then by municipality.

### *Overall needs*

The data indicates that for people with physical disabilities mobility devices and bathroom chairs are most important, followed by recreational services. In different municipalities, this varied to an extent. Mobility devices and bathroom chairs were the most important needs in Telavi, Ozurgeti, Zugdidi, and Lagodekhi. Recreational services were the most common need in Batumi. In Kutaisi, recreational services, bathroom chairs, and mobility devices received comparable shares of respondents identifying them as top needs.

When it comes to the most commonly named needs of people with physical disabilities, one-time care products, bathroom chairs, and pressure relief mattresses and cushions were the top priority. Also, the need for recreational services and transportation funding were expressed by a large share of the respondents.

The data from people with mental disabilities suggest that the top need was home visits from a multidisciplinary team to monitor and consult with. In second came psychological consultations, and in third medicine organizers. Home visits from multidisciplinary teams were the top priority across municipalities, with the exception of in Batumi where respondents preferred outpatient visits. In Telavi, in second and third came medicine organizers and psychological consultations. Psychological consultations and rehabilitation services for self-care were most commonly named in the second and third position in Ozurgeti. Psychological services and home care were named second and third most often as top priorities in Kutaisi. For Zugdidi rehabilitation services for self care and home care services were the second and third most commonly named. Rehabilitation services to improve self care and multidisciplinary team home visits were named second and third in Batumi. For Lagodekhi, the second and third top priorities were outpatient visits from a multidisciplinary team and rehabilitation services for communication skills development.

The most commonly needed service for people with mental disabilities according to the data was home visits of a multidisciplinary team, followed by psychological consultations. Outpatient visits of a multidisciplinary team, home based care and every day household and living skills improvement service were among the top priorities as well.

Data on people with hearing impairments suggests the top needs included hearing aids, video communication devices, and sound amplifiers. With the exception of Zugdidi, hearing aids were the top need. The most commonly named need in Zugdidi was video communication technology. In different municipalities, the second and third most commonly named top needs varied. Sound amplifiers and video communication technology were considered top needs in Telavi. For Ozurgeti, the second and third most common top needs were video communication devices and employment services. For Kutaisi, Cochlear implants and hearing and speech therapy were named second. Voice to gesture technology was named third most commonly. For Zugdidi, the second most common top need was gesture to voice technology. In third was employment services. For Batumi, sound amplifiers and gesture to voice technology were named as the second and third most common top needs. Gesture to voice technology and subtitles/captions were named most often as the top need, at the same rate as hearing aids, in Lagodekhi.

In accordance with the top most important services, hearing aids and batteries, video communication devices, and sound amplifiers, cochlear implants and hearing/speech therapy were the most frequently needed services among people with hearing impairments.

For people with vision impairment, audio watches and glasses, followed by magnifying devices, were the top three needs. In most municipalities (Telavi, Zugdidi, Batumi, and Lagodekhi), audio watches were the main need, and glasses were second most common. The top priorities were the opposite in Kutaisi and Zugdidi. The third most important issue in each municipality varied, being white canes in Telavi, magnifiers in Ozurgeti, Kutaisi, Batumi, and Lagodekhi, and personal assistant services in Zugdidi.

Audio watches, glasses and magnifiers were commonly named needs among people with visual impairments.

The most common top need for people with intellectual disabilities was recreational services. Psychological consultations/support and skill development or recovery services came in second and third place. Recreational services were the most commonly-named across municipalities. Skill development was second followed by development or recovery services in Telavi. For Ozurgeti, the second most commonly named top need was psychological services. The third was skill development or recovery. For Kutaisi, transportation related services and psychological support were the second and third most common top needs. For Zugdidi, the second and third positions for top needs included transportation and in-home care services. In Batumi, in-home care services and psychological services were in the second

and third positions. In Lagodekhi, the second most commonly named top need was day center services, followed by psychological consultation and support.

The most frequently named need among people with intellectual disabilities were recreational services, transportation funding, and psychological consultations. Language and speech development was named as a top need for children with intellectual disabilities, whereas motor skill rehabilitation was more commonly named among adults with intellectual impairments.

## NEEDS BY MUNICIPALITY

### TELAVI

Telavi				
Disability type	Services (%)		Devices (%)	
<b>Physical disabilities</b>	Home based care	14	Mobility devices (Wheelchairs, canes, etc.) and cushions	42
	Habilitation / Rehabilitation services	14	Bath room, toilet chair	40
	Transportation services	14	Care products	28
<b>Mental disabilities</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	44	NA	NA
	Medicine organizer	38	NA	NA
	Psychological consultation/ psychotherapy	31	NA	NA
<b>Hearing impairment</b>	Sign language translation services	13	Hearing aids (digital) and batteries	69
	Employment support services	6	Sound amplifier (Hearing (induction) / FM Systems)	44
	NA	NA	Video communication device	31
<b>Visual impairment</b>	Personal assistant services	6	Audio watch	61
	Accompaniment service	6	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	56
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	6	White cane	33
<b>Intellectual disabilities</b>	Recreational services	39	Medication organizer	17
	Habilitation / Rehabilitation services	26	NA	NA
	Day center services	17	NA	NA

**OZURGETI**

Ozurgeti				
Disability type	Services (%)		Devices (%)	
<b>Physical disabilities</b>	Recreational services	35	Bath room, toilet chair	36
	Physiological consultations/ support	31	Mobility devices (Wheelchairs, canes, etc.) and cushions	26
	Home based care	16	Care products	16
<b>Mental disabilities</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	59	NA	NA
	Psychological consultation/ psychotherapy	50	NA	NA
	Rehabilitation services: Self-care skill improvement	19	NA	NA
<b>Hearing impairment</b>	Employment support services	19	Hearing aids (digital) and batteries	71
	Subtitles / Captions	5	Video communication device	23
	NA	NA	Cochlear implant, hearing, speech therapy	14
<b>Visual impairment</b>	Home based care	18	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	56
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	9	Audio watch	38
	Home adaptation	7	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	27
<b>Intellectual disabilities</b>	Recreational services	55	Medication organizer	10
	Psychological consultation/ support	48	Personal digital assistant	7
	Habilitation / Rehabilitation services	26	NA	NA

**KUTAISI**

Kutaisi				
Disability type	Services (%)		Devices (%)	
<b>Physical disabilities</b>	Recreational services	34	Mobility devices (Wheelchairs, canes, etc.) and cushions	35
	Employment services	17	Bath room, toilet chair	31
	Transportation services	15	Care products	25
<b>Mental disabilities</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	64	NA	NA
	Psychological consultation/ psychotherapy	36	NA	NA
	Home based care services	27	NA	NA
<b>Hearing impairment</b>	Subtitles / Captions	23	Hearing aids (digital) and batteries	31
	Employment support services	15	Cochlear implant, hearing, speech therapy	23
	Sign language study courses	8	From gesture to voice technology	23
<b>Visual impairment</b>	Employment related services	9	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	48
	Home based care	6	Audio watch	37
	Accompaniment service	6	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	24
<b>Intellectual disabilities</b>	Recreational services	55	Medication organizer	25
	Transportation related services	25	Personal alarm system	10
	Psychological consultation/ support	20	Screen reader (Reads out information on a computer screen)	5



**ZUGDIDI**

<b>Zugdidi</b>				
<b>Disability type</b>	<b>Services (%)</b>		<b>Devices (%)</b>	
<b>Physical disabilities</b>	Recreational services	27	Bath room, toilet chair	52
	Home based care	16	Mobility devices (Wheelchairs, canes, etc.) and cushions	37
	Physiological consultations/ support	15	Transfer devices such as a crane or transfer board	25
<b>Mental disabilities</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	40	NA	NA
	Rehabilitation services: Self-care skill improvement	33	NA	NA
	Home based care services	26	NA	NA
<b>Hearing impairment</b>	Employment support services	17	Hearing aids (digital) and batteries	39
	Subtitles / Captions	11	Video communication device	39
	NA	NA	From gesture to voice technology	33
<b>Visual impairment</b>	Personal assistant services	23	Audio watch	34
	Home based care	18	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	32
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	9	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	21
<b>Intellectual disabilities</b>	Recreational services	24	Medication organizer	18
	Transportation related services	24	Personal alarm system	12
	Home based care services	21	Personal digital assistant	3

**BATUMI**

Batumi				
Disability type	Services (%)		Devices (%)	
<b>Physical disabilities</b>	Recreational services	38	Mobility devices (Wheelchairs, canes, etc.) and cushions	29
	Transportation services	12	Care products	17
	Home based care	10	Medication organizer	14
<b>Mental disabilities</b>	Out patient visit to a multidisciplinary team to monitor and consult on health and function situation	21	NA	NA
	Medicine organizer	21	NA	NA
	Rehabilitation services: Self-care skill improvement	16	NA	NA
<b>Hearing impairment</b>	NA	NA	Hearing aids (digital) and batteries	41
	NA	NA	Sound amplifier (Hearing (induction) / FM Systems)	35
	NA	NA	From gesture to voice technology	18
<b>Visual impairment</b>	Accompaniment service	8	Audio watch	61
	Employment related services	6	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	27
	Home based care	5	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	26
<b>Intellectual disabilities</b>	Recreational services	40	Personal alarm system	7
	Home based care services	27	Medication organizer	7
	Psychological consultation/ support	13	NA	NA

## LAGODEKHI

Lagodekhi				
Disability type	Services (%)		Devices (%)	
<b>Physical disabilities</b>	Home based (re)habilitation services	17	Bath room, toilet chair	29
	Recreational services	17	Mobility devices (Wheelchairs, canes, etc.) and cushions	29
	Transportation services	14	Care products	11
<b>Mental disabilities</b>	Home visit of a multidisciplinary team to monitor and consult on health and function situation.	60	NA	NA
	Out patient visit to a multidisciplinary team to monitor and consult on health and function situation	30	NA	NA
	Rehabilitation services: Communication skills improvement	20	NA	NA
<b>Hearing impairment</b>	Subtitles / Captions	38	Hearing aids (digital) and batteries	38
	Employment support services	13	From gesture to voice technology	38
	NA	NA	Cochlear implant, hearing, speech therapy	25
<b>Visual impairment</b>	Home based care	8	Audio watch	64
	Courses on mobility and orientation, everyday skills, Braille study, or support software and device use	4	Glasses (for the near and far sighted, sun glasses, and filtering and protection against different colors)	36
	Employment related services	4	Magnifiers- magnifying glass, portable magnifier, stationary magnifier	32
<b>Intellectual disabilities</b>	Recreational services	40	Medication organizer	13
	Day center services	20	Personal digital assistant	7

