



Australian Government

Department of Foreign Affairs and Trade

Hagar Cambodia
Annual Progress Report [from 1/3/2015 – 29/2/2016]
Reintegration of survivors of the extreme human rights abuse (Cambodia)

1. Summary data

Grant Agreement #	66158
Name of organisation	Hagar Cambodia
Project title	Reintegration of survivors of the extreme human rights abuse (Cambodia)
Project manager's name (& position)	Path Sam Ann Assistant Manager for Case Management
Location/s	<p>Hagar is able to provide services to clients throughout all 25 provinces. The beneficiaries from the past year come from and/or reintegrated to the following 21/25 provinces:</p> <ul style="list-style-type: none"> • Kampong Cham • Kampong Chhnang • Kampong Speu • Kampong Som (Sihanoukville) • Kampong Thom • Battambang • Khandal • Koh Kong • Kampot • Kratie • O'der Meanchay • Bantey Meanchay • Siem Reap • Svay Reing • Stoeung Treng • Preah Vihear • Prey Veng • Pursat • Phnom Penh • Ratanakiri • Takeo • Pailin
Total funding	\$425,000 AUD per annum (Year 3: 105,210.19 AUD)
Implementing partner/s	<p>Hagar partnered with a number of governmental and nongovernmental agencies to receive referrals, support for legal cases, as well as other direct services for clients. These agencies include:</p> <p>The Cambodian Human Rights and Development Association (ADHOC), International Justice Mission (IJM), Cambodian League for the Promotion and Defense of Human Rights (LICADO), AGAPE, International Organization for Migration (IOM), Poipet Transitional Center (PTC), Cambodia Hope Organization (CHO), Royal Government of Cambodia (RG-C), World Hope International (WHI), Hope for Justice, Mother's Heart, Team Challenge, APLE, American Rehabilitation Mission, Ministry of Social Affairs for Veterans and Youth (MOSAVY), District of Social Affairs for Veterans and Youth (DOSAVY), District of Women Affairs (DOWA), Ministry of Education (MoE).</p>

Start date	1/3/2013
Finish date	30/06/2017 *Pending approval from DFAT

2. Summary of progress

2.1. Project overall objectives (as stated in final proposal accepted by DFAT)

Description	Performance Indicators	Progress Report
Objective 1: Reintegrated clients live in safe environments free of violence	% clients who feel safe in their current living situation	100% (28/28—7/7 males and 21/21 females) of clients reintegrated in 2015 reported that they feel safe in their current living situation.
Output 1.1 Safety plans are developed for each reintegrated client	% safety plans completed together with reintegrated client	100% (28/28—7/7 males and 21/21 females) of clients reintegrated in this fiscal year completed a comprehensive safety plan.
Output 1.2 Local authorities and/or partner organizations are engaged in monitoring the safety of reintegrated clients	Clients and their families are able to identify the relevant local contacts in case of an emergency	100% (138/138)--37 males and 101 females) of the clients were provided with emergency contact numbers (e.g. Hagar's emergency hotline number, the village chief's contact number, local police's number, or District of Social Affairs Veterans and Rehabilitation officer's number). For cases with ongoing court cases or legal issues contact information for a legal representative (such as APLE, ADHOC, LICADHO, SISHA, CLEC etc) were also provided.
Objective 2: Improve social capital of reintegrated clients	% clients who report improved relationship with family/community % reintegrated clients who feel less stigmatized in their family % reintegrated clients who feel less stigmatized in their community	94% (130/138—34/37 males and 96/101 females) reported that their relationship with their families had improved in this fiscal year. 96% (132/138--34/37 males and 98/101 females) of reintegrated clients feel less stigmatized in their families. 97% (134/138—36/37 males and 98/101 females) reported that they feel less stigmatized in their community.
Output 2.1 Reintegrated clients access social networks	Clients are able to identify the services they can access from local organizations	96% (133/138—34 males and 99 females) of clients have access to local organizations and/or community. Case Managers and counsellors have worked to connect the reintegrated clients with at least one social

and/or support from local partner	and/community	network in their community which includes but are not limited to religious institutions, health centres, local NGOs, and support groups.
Output 2.2 Improved relationship with family and/or community	% clients who report improved relationships with family and/or community	99% (136/138—36/37 males and 100/101 females) reported that their relationship with their family and/or communities had improved in this fiscal year.
Objective 3: Increased economic stability of reintegrated clients and/ or their families	# clients or their families report improvements in their economic situation	100% (32/32—8/8 males and 24/24 females) of reintegrated clients or their families who were assessed and qualified for family support services reported improvement in their economic situation.
Output 3.1 Vulnerable households of reintegrated clients receive targeted temporary food assistance	% of vulnerable households of reintegrated clients receive food assistance # of families that no longer receive food assistance	100% (32/32—8 males, 24 females) of vulnerable households of reintegrated clients receive food assistance. Out of the 32 clients and their families that received financial support, 53% (11—4 males and 4 females) no longer need this service while 21 continue to receive assistance (4 males, 17 females). 10 clients who closed support services, did so in six months or less.
Output 3.2 Reintegrated clients and/or their families have access to existing employment options or livelihood interventions	# clients accessing improved employment options or livelihoods interventions where required	18 clients (6 males and 12 females) and client's family members were referred to economic empowerment services. 16 clients (7 males and 9 females) have improved employment options and livelihood through Hagar's intervention by receiving hard and soft skills training or job referrals from Hagar's Economic Empowerment Program. One client received a job before completing the skills training and another was referred for services but uninterested in the program.
Objective 4: Reintegrated clients have stability in levels of mental health required for daily functioning	% of clients that require mental health support and are able to access counselling services	99% (137/138—36 males and 101 females) of the Hagar clients had access to counselling if needed during this time. One client is incarcerated for stealing a cell phone. 100% of newly admitted clients, were referred to health and counselling services at Hagar.
Output 4.1 Reintegrated clients have reduced levels of trauma symptoms	Level of trauma symptoms of clients	96% (27/28—11 of 12 males and 16 of 16 females) of those clients receiving counselling services have reduced levels of trauma. Several clients who had very good trauma outcomes had scores that remained the same during this fiscal year.
Output 4.2	Level of resilience	86% (24/28--9 of 12 males and 15 of 16

Daily functioning of clients is stable	of client	females) of the clients in counselling showed an increase in their level of resiliency. Several clients who had good resiliency outcomes had scores that remained the same during this fiscal year.
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2.2. Activities

As this is an on-going three year project, many of the activities are a continued from 2014:

- Family assessments were conducted throughout the year for DFAT clients. Family Assessments for Reintegration are conducted with the family, Village Chief and DOSAVY upon intake and reintegration. In 2015, there were a few cases that needed follow-up family assessments as situations continued to change or become unstable due to migration within the family.
- Case managers conducted regular follow-up to clients, in person and over the phone, to ensure safety and well-being throughout the reintegration process. Counsellors and case managers work with clients and their families to improve relationships throughout the reintegration process.
- Individualized Care Plans were reviewed on a regular basis by the staff and client. Depending on each clients' individual goals, clients received a range of services including education, employment, legal support, health, counselling, and case management.
- Seven home repairs and house building projects were conducted in 2015 to ensure clients had a safe structure to return to.
- Case managers have continued to utilize the Tiers of Change assessment tool with clients in order to measure client stability in the areas of residence, mental health, health, education, economic empowerment, safety, and social capital.
- Clients connected with local services and supports which included health centres, local NGOs, support groups and religious institutions. In order to meet client needs, in 2015, case managers developed a new partnership with a local substance abuse agency with positive results for clients.
- Families were assessed to determine their need for food assistance, and provided short-term assistance to maintain stability in the family. All but one case that were closed in 2015 had received assistance for six months or less. This service is intended to be a short-term support to maintain families' ability to be self-sufficient.
- Economic empowerment coordinated placements of clients and/or their family members into employment options and training programs.
- Case managers support clients to remain in school:
 - o 32 clients passed to the next academic year, eight clients sat for and five passed the National 9th and 12th grade exams.
 - o 39 clients received school materials to support in their studies.
 - o 4 clients passed to the next university level
- Counsellors conducted regular counselling to clients to assist with reintegration and when clients or their families were in need of additional mental health support.
- Clients living in the community were accompanied to court cases by a counsellor and legal protection officer domestically and internationally. In 2015, the Legal & Protection team developed a curriculum to train service providers on how to prepare children for court. The curriculum will be rolled out in 2016.
- The crisis team responded to a number of calls regarding runaway clients, suicidal ideation, medical emergencies and domestic disputes. In 2015, the crisis team focused on improving relationships and collaboration with village chiefs to include them into the crisis response procedure.
- Safety plans were created by case managers and other team members prior to reintegration on all client cases. After reviewing expectations with case managers, 100% of clients were reintegrated with safety plans in 2015.
- Six community awareness trainings were conducted to aid in clients' reintegration. The topics covered included domestic violence and parenting practices. Trainings were conducted in Prey Veng, Kompong Cham, Sihanouk Ville, Takeo and Kandal provinces. Participants included the following:
 - o 201 participants—(34 males and 167 females) attended

- In addition, many children attended the training sessions. Hagar Case Managers continued to utilize this opportunity to discuss the topics of safe touch and domestic violence with the children.

In addition, a number of activities were unique to 2015:

- Case Managers were trained on a newly designed Hagar Safety Plan format created by the Psychosocial Operations Manager and Legal and Protection Manager. The “client friendly” form was designed to create more client inclusion in the safety planning process.
- In 2015, the Client Management System (CMS) was developed, and launched in January and February of 2016. The CMS will define, identify and implement a computer-based client management system for Hagar’s work in Cambodia, and later in Afghanistan and Vietnam. By replacing the current paper-based system with a networked solution it will allow much better coordination of services, stronger monitoring and evaluation, and improve learning in Hagar’s work with those who have survived physical abuse, sexual abuse, and trafficking. A CMS Administrator was recruited to manage the system and was trained on its features as well as to be the Trainer of Trainers. The scale-up plan is being developed to ensure the transition period from tradition Excel spreadsheet into the clouds-based storage.
- The assistant manager of case management as well as members of the senior management team started conducting on-going meetings with local authorities to improve the partnership with the government.
- Hagar case managers utilized the training on the latest government forms to work closely with the Community Committees for Women and Children (CWCCs) to assist with the new government processes.
- Among DFAT supported clients, there were 34 (6 males and 28 females) case closures and 24 (5 males and 19 females) re-integrations into the community. Hagar continues to closely monitor clients and their families for readiness for case closure to best ensure their opportunity for independence in the community.
- Hagar staff attended quarterly Ending Violence Against Women (EVAW) events.
- During this review period, the counselling team has undertaken an art therapy training in order to utilize techniques with clients who need alternative methods of communication and expression.
- The research consultancy for education and retention in provincial areas will be hired in quarter one of year four.

Case Study: Chanty’s Story

For years, Chanty suffered domestic abuse from a violent husband. After a painful divorce, Chanty was referred to Hagar six months ago, where she now receives full services. She currently lives with her son at her grandmother’s home. During her spare time, she helps her grandmother plant rice in the fields or reads English books.

“I am a different person now. I didn’t have anything, but now I have my son and hope for the future. One day, I want to have my own house”, said Chanty, when talking about her future dreams.

When asked about what brought her to Hagar, tears start falling down Chanty’s cheeks. It is still so painful to remember the past.

When she was 23 years old, Chanty was married against her will. “My parents and grandparents forced me to get married to a man I didn’t love. I protested again and again but they forced me. I feel sad that they didn’t understand me. I had no choice but to marry that man.”

After she got married, Chanty went to live with her mother-in-law. Her mother-in-law doted on her son but never paid any attention to Chanty. Chanty felt alone. She would work long hours at a garment factory to save money to build a house while her husband would spend the day drinking. He would become violent and beat Chanty. Often, she would have to run away and hide behind the house to avoid more fierce beatings.

"I reported the beatings to the village chief and police, and they summoned my husband to sign a contract stating he wouldn't hit me again. But this was short lived. A few months later, he started hitting me again. I remember the day after I gave birth to my son, my husband forced me to go and collect firewood from the forest. My legs were so painful and I felt so weak, but he kept hitting me and forced me out of the house" said Chanty, in tears.

Unable to bear the beatings any longer, Chanty divorced her husband and moved away. Her mother-in-law sold the family home and gave some money to Chanty. With that, she was able to return to live with her ailing grandmother. This is when she was referred to Hagar.

"In the future, I want to run my own business from home, and learn how to be a beautician. I would like to save up enough money to send my son to school. I also plan to learn computer skills and learn Chinese so I can earn a higher salary at work. This is a long term plan." Chanty dreams on.

"I want to thank Hagar for all the support provided, and for all those who were willing to help, support and encourage me. Thank you for financially helping me with my grandmother's illness. Financial help is one thing, but I was made to feel worthy and valued, and for that, I am so grateful. Most importantly, I was given a chance to change my life around and see hope for my future. Thank you."

2.3. Results achieved to date

- Hagar served a total of 229 survivors and their families out of which 139 (60.7%) of them were partially funded by DFAT.
- 138 clients and 187 family members (total: 325 individuals, parents, siblings and/or relatives of clients) directly benefitted from DFAT through counselling, case management and/or economic empowerment services.
- 24 of the 139 clients were reintegrated to family in this fiscal year. Re-integrations were conducted in conjunction with a DOSVY officer and the village/commune chief. Case managers have included the CWCC in the reintegration process in 2015 to support client transitions as well.
- 100% of the clients reintegrated in this fiscal year created safety plans with case managers prior to reintegration.
- Out of the 138 clients 35 demonstrated stability for at least a year and were closed successfully.
- Counselling services were provided to 28 reintegrated clients and 96% (28) showed a decrease in trauma symptoms; 86% (24) of the clients' resiliency scores improved.
- Six communities received training sessions on domestic violence and positive parenting techniques by the Hagar case management team.

2.4. Progress

- DFAT supported the reintegration of 24 (13 males and 26 females) clients this fiscal year.
- During this fiscal year DFAT supported 139 reintegrated clients and 187 family members.
- Hagar Case Management team implemented the use of the Tiers of Change assessment tool with 125 clients to measure client stability in their current living situation with the following results in the past year:
 - o .02% (2 females) remained in the Support Needed range.
 - o 52.8% (66—24 males and 42 females) were considered Stable.
 - o 45.6% (57—14 males and 43 females) were at an Independent rating, and many of those cases were closed during the fiscal year.
- Eighteen (6 males and 12 females) additional clients and/or family members were facilitated to access existing employment options or livelihood interventions. 100% of the 18 clients referred for a job acquired employment.
- 98.9% of Reintegrated clients (123/125—11 clients did not have current scores at the time of data collection) are considered Stable or Independent in the community through the Tiers of Changes assessment tool.
- In 2015, there was an increase to six Community Training provided by case managers in six provinces. Hagar cooperated with community leaders, DOSAVY officers, DoWA officers, local churches, and school principals to provide these trainings.
- Hagar is moving to a fully community based model of care (closing shelter) in order to align with best practice. In January, Hagar began designing the transition that will take place in May, 2016.

3. Changes and reasons for changes

- Hagar has been asked to conclude the DFAT project by the end of June, 2017. In order to accomplish this goal, Hagar has requested to utilize DFAT funds to support an existing satellite office in Battambang. The Northwest Project will be funded by DFID through June, 2016. Hagar will provide a draft copy of the revised budget for consideration by April 1, 2016.

4. Disaggregation of data by women and people with disabilities

- There are a total of 4 (3 males and 1 females) clients with physical disabilities, 3.2% of the total number of clients served through DFAT.
- Of the 138 clients, 73% (37/101) of the clients are females.
- Of the staff members who directly participate in the decision-making or implementation of the DFAT project at Hagar 60% are females (20 staff members—8 males and 12 females). This figure includes managers, case managers, and support staff that help ensure a successful program.

5. Lessons learned (challenges/difficulties and strategies for management)

- Recent changes made to MoSVY forms have resulted in confusion between roles and responsibilities for government officials and NGO service providers. Most of the CCWC and NGOs have not received training on the new forms. After receiving training Hagar case managers supported NGOs that have yet to receive training on the new process.
- Case management continues to provide education assistance for reintegrated clients. There continues to be difficulty facilitating school transfers and registrations as some clients did not have all the necessary documents. This process delayed clients' ability to

start school. As a result, assessing the status of clients' educational needs has become a larger part of the discussion when considering reintegration, and planning a child's move. In addition, teachers and school administrators request bribes from students in order to study. Case managers continue to schools to meet with teachers and principals to support the clients.

- Traditionally, family assessments have been conducted in preparation for reintegration. In 2015, there were instances when families that were originally considered a safe environment for the clients became unstable as a result of migration or other family unexpected changes in circumstances. Case managers have started to conduct additional family assessments in cases when families become potentially unstable as a result of While DOSVY continues to attend family assessments and reintegration assessment meetings, Hagar hopes for more active participation from officers outside of major changes in the life of the case or a crisis. In 2015 Hagar senior managers began to schedule regular meetings with DOSVY in an effort to engage them throughout the service provision process.
- Challenges associated with managing reintegrated clients throughout the entire country continued to be a challenge in 2015. Costs, lost productivity due to travel time, limitations during crisis situations, etc. are among the primary concerns. After a year of planning, Hagar is involved in a pilot program to determine if there will be funding for a second regional office in Kampong Thom in order to better serve the clients more efficiently. In one instance, a client had travelled to the Thai border where she was threatening suicide. Due to the great distance, the crisis team and case manager were able to work with a local NGO partner to resolve the crisis situation and assist the client until she was stable and Hagar staff could reach her.
- Clients and their families are often approached by perpetrators to accept bribes in exchange for dropping a legal case or to allow for continued exploitation. Living in the community, with original families increases the risk of persuasion in response to local pressure. Hagar case managers and counsellors worked closely with these clients to ensure their safety and provide them support through the legal process.

6. Australian government promotion

When providing community training, Hagar informs the community and their leaders that the program is supported by DFAT. A banner noting funding from DFAT is hung up in a visible site at all trainings. The Australian government is also recognised in regular and annual reports on the project, presentations regarding Hagar's programming, as well as with high level visitors from Australia.

Financial acquittal (Annex A) – (refer to file in MS Excel format)

7. Insert spreadsheet or table used in final version of budget accepted by DFAT for project proposal and acquit expenditure-to-date against those line items

See attached.

8. Contributions/income received from other sources or generated by project

\$64.41 from interest income

9. Copies of receipts attached for line items over \$500

There are no asset expenses over \$500 during this fiscal year

10. Signature and statement

I declare that I have read the information supplied in this report and it is true and correct and all activities and expenditure were as agreed and reported.

Katherine Neidorf LSW
Psychosocial Operations
Manager

Leang Vouch
Hagar International Finance Manager