



Australian Government

Department of Foreign Affairs and Trade

**Hagar Cambodia**  
**Annual Progress Report [from 1/3/2014 – 28/2/2015]**  
**Reintegration of survivors of the extreme human rights abuse (Cambodia)**

**1. Summary data**

<b>Grant Agreement #</b>	66158
<b>Name of organisation</b>	Hagar Cambodia
<b>Project title</b>	Reintegration of survivors of the extreme human rights abuse (Cambodia)
<b>Project manager's name (&amp; position)</b>	Mike Nowlin, MSSA, LISW-S Program Manager for Case Management
<b>Location/s</b>	<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"><li>• Kampong Cham</li><li>• Kampong Chhang</li><li>• Kampong Speu</li><li>• Kampong Som (Sihanoukville)</li><li>• Kampong Thom</li><li>• Battambang</li><li>• Kandal</li><li>• Koh Kong</li><li>• Kampot</li><li>• Kratie</li><li>• O'der Meanchay</li><li>• Banteay Meanchay</li><li>• Siem Reap</li><li>• Svay Reing</li><li>• Stoeung Treng</li><li>• Preah Vihear</li><li>• Prey Veng</li><li>• Pursat</li><li>• Phnom Penh</li><li>• Ratanakiri</li><li>• Takeo</li><li>• Pailin</li></ul>
<b>Total funding</b>	\$75,000 per annum
<b>Implementing partner/s</b>	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), Ministry of Social Affairs for Veterans and Youth (MOSAVY), District of Social Affairs for Veterans and Youth (DOSAVY), District of Women Affairs (DOWA). These partners are involved in referring clients to Hagar, supporting legal aspects of clients cases, and providing some other services and support.
<b>Start date</b>	1/3/2013
<b>Finish date</b>	28/2/2016

Narrative report

**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	96% (154/160—42/42 males and 112/118 females) of reintegrated clients reported that they feel safe in their current living situation. Case Managers and counsellors regularly meet with and assess reintegrated clients regarding perceptions of safety, safety threats and work to ensure there are safety plans developed or updated. Case Managers are also regularly updating Family Assessments to determine areas of need or increased risk for the clients.
Output 1.1 Safety plans are developed for each reintegrated client	% safety plans completed together with reintegrated client	<p>95% (37/39—13 men and 24 women) of clients reintegrated in this fiscal year completed a comprehensive safety plan. All Case Managers have again been informed of the expectation of a written safety plan for all reintegrating DFAT clients for the next fiscal year. The two female clients that did not have a safety plan were both returning to very low risk environments.</p> <p>The 39 clients reintegrated in the past year went to the following family types: 25 returned to their original families (11 males and 14 females), 11 Kinship settings (2 males and 9 females), and 3 women live independently in the community of their choice. Holistic family assessments were conducted by the Hagar case manager, village chief, local police and DOSAVY officers. Thorough risk assessments were completed and significant safety risks mitigated before reintegration.</p>
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	<p>100% (160/160--42 males and 118 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.</p> <p>91% (145/160--39 males and 106 females) of the reintegrated clients were able to verbally demonstrate that they could identify the</p>

		relevant local contact/s in case of an emergency. Of the 15 who were unable to do so, each of them had family members who were able to identify the emergency contacts.
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	92% (147/160—39/42 males and 108/118 females) reported that their relationship with their families had improved in this fiscal year.  94% (151/160—42/42 males and 109/118 females) of reintegrated clients feel less stigmatized in their families.  93% (149/160—42/42 males and 107/118 females) reported that they feel less stigmatized in their community.
Output 2.1 Reintegrated clients access social networks and/or support from local partner	Clients are able to identify the services they can access from local organizations and/community	100% (160/160—42 males and 118 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 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	92% (147/160—39/42 males and 108/118 females) reported that their relationship with their family and/or communities had improved in this fiscal year.  Out of the 13 who did not report an improvement in relationship, some families continue to face challenges related to a parent who drinks alcohol, domestic violence potential in the home, and youth who do not consistently follow the rules which leads to conflict. The safety concerns are mitigated through safety plans, and follow up visits conducted by Hagar staff, local authorities, and local NGOs.
Objective 3: Increased economic stability of reintegrated clients and/ or their families	# clients or their families report improvements in their economic situation	90% (144/160—38/42 males and 106/118 females) of reintegrated clients or their families reported improvement in their economic situation. This included referring them to Hagar's Economic Empowerment program, other NGOs, temporary food assistance, etc.
Output 3.1 Vulnerable households of reintegrated	% of vulnerable households of reintegrated clients receive	100% (30/30—10 males, 20 females) of vulnerable households of reintegrated clients receive food assistance.

clients receive targeted temporary food assistance	food assistance # of families that no longer receive food assistance	Out of the 30 clients and their families that received financial support, 60% (18—8 males and 10 females) no longer need this service while 12 continue to receive assistance (2 males, 12 females).
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	<p>30 clients (7 males and 23 females) and client's family members have improved employment options and livelihood through Hagar's intervention. Twenty (5 males and 15 females) of these received soft skills training from Hagar's Economic Empowerment Program.</p> <p>Through the program 18 (4 males and 14 females) clients were referred for jobs during the fiscal year. Of these, 78% (14--2 males and 12 females) received jobs. Some barriers to employment can include client motivation, uncertainty about what job to seek, behavioural concerns or other personal limitations).</p>
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	<p>99% (159/160—41 of 42 males and 118 of 118 females) of the Hagar clients had access to counselling if needed during this time. The one client who was not able to gain access to counselling is currently in jail for stealing a mobile phone.</p> <p>Out of the total number of clients 49 913 males and 36 females) received counselling support in the past year. This number has significantly reduced in the last year due to the number of clients who were ready to close their cases and were no longer receiving counselling.</p>
Output 4.1 Reintegrated clients have reduced levels of trauma symptoms	Level of trauma symptoms of clients	86% (42/49—9 of 13 males and 33/36 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 Daily functioning of clients is stable	Level of resilience of client	84% (41/49--9 of 13 males and 32 of 36 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.

## **2.2. Activities**

- Family assessments were conducted throughout the year for DFAT clients. Family Assessments for Reintegration are conducted with the family, Village Chief and DOSAVY.
- Among DFAT supported clients, there were 54 (10 males and 44 females) case closures and 39 (13 males and 26 females) re-integrations into the community. There were a high number of closures this year due to an increased assessment of client need for services/level of independence, particularly during the season in which Hagar experienced a financial crisis resulting in redundancies in the Case Management Department. Hagar will continue to closely monitor clients and their families for readiness for case closure to best ensure their opportunity for independence in the community.
- Hagar Case Managers received three trainings on our Tiers of Change assessment tool that assesses level of independence on Health, Mental Health, Education, Vocation, Safe Housing, and Social Capital. Ratings range from High Risk, Support Needed, Stable and Independent. 159 of 160 clients were assessed using this tool in the past year.
- Clients regularly receive follow up visits and phone calls to ensure their well-being and progress in the community.
- Safety plans were created by case managers and other team members prior to reintegration on nearly all cases. There was some minor confusion with staff members regarding the matter, and we reviewed the expectation of a written safety plan for all re-integrations, regardless of the perceived level of risk.
- All Individualized Care Plans were reviewed on a regular basis. Clients received a range of services including education, employment, legal support, health, counselling, and case management.
- Clients are assisted to connect with local services and supports which may include health centres, local NGOs, support groups and religious institutions.
- Four community awareness trainings were conducted to aid in clients' reintegration. The topics covered included domestic violence and parenting practices. Trainings were conducted in Kampong Som, Kampong Thom, Kampong Chhang, and Kratie provinces. Participants included the following:
  - o 148 participants—(35 males and 115 females) attended
  - o Though uncounted, many children also attend these trainings and Hagar Case Managers utilize this time to talk about topics of safe touch and violence in the home.
- Families are assessed during visits to determine their need for food assistance.
- Economic Empowerment team conducted regular information gathering and mapping of livelihood and employment options in areas where clients reintegrate to.
- Economic empowerment assisted with the placement of clients and/or their family members in appropriate employment options when needed.
- Counselling conducts regular counselling to clients to assist with reintegration or when clients or their families are identified as needing additional mental health support.

## **2.3. Results achieved to date**

- Hagar served a total of 272 survivors and their families out of which 160 (58.8%) of them were funded by DFAT.
- 160 clients and 394 family members (total: 554 individuals, parents, siblings and/or relatives of clients) directly benefitted from DFAT through counselling, case management and/or economic empowerment services.
- Among the 160 clients 39 were newly reintegrated in this fiscal year. Re-integrations are conducted in conjunction with a DOSAVY officer and/or village or commune chief.

- 95% of the clients reintegrated in this fiscal year received a safety plan during reintegration. The two clients that did not were reintegrating into very safe environments, but staff members have been reminded of the need for a written safety plan for each reintegration funded by DFAT.
- Out of the 160 clients 54 demonstrated stability for at least a year and were closed successfully.
- Counselling services were provided to 49 reintegrated clients and 84% showed a decrease in trauma symptoms; 84% of the clients' resiliency scores improved.
- Hagar provided four outreach trainings during this period on domestic violence
- Food assistance was provided to 19% (30/160—10 males and 20 females) of the reintegrated clients and 60% (18/30—8 males and 10 females) of these clients no longer need food assistance after interventions provided by case managers. The interventions may include supporting clients or their family members in skills trainings, job placements, referrals to livelihood NGOs, etc.

#### **2.4. Progress**

- DFAT supported the reintegration of 39 (13 males and 26 females) clients this fiscal year.
- During this fiscal year DFAT supported 160 reintegrated clients and 394 family members.
- Hagar Case Management team implemented the use of the Tiers of Change assessment tool to measure client stability in the community with the following results in the past year:
  - o 6% (10--0 males and 10 females) remained in the Support Needed range.
  - o 66% (105—27 males and 78 females) were considered Stable.
  - o 28% (44—15 males and 29 females) were at an Independent rating, and many of those cases were closed during the fiscal year.
  - o Other than in the support needed rating, there was no significant variance in scores by gender.
- There has been a significant reduction in the number of clients and their families needing financial supports/food subsidies this year. Food assistances were provided to 30 families (last year 68). Eighteen (60%) of the clients were able to get off assistance in six months.
- Thirty (7 males and 23 females) additional clients and/or family members were facilitated to access existing employment options or livelihood interventions. Of the 18 clients referred for jobs, 14 (78%) were able to obtain a job during this fiscal year.
- 94% of Reintegrated clients (149/159—1 client not assessed) are considered Stable or Independent in the community through the Tiers of Changes assessment tool.
- Community Training was provided in four provinces. We cooperated with community leaders, DOSAVY officers, DoWA officers, local churches, and school principals to provide these trainings. Participants included the following:
  - o 148 participants—(35 males and 115 females) attended
  - o Though uncounted, many children also attend these trainings and Hagar Case Managers utilize this time to talk about topics of safe touch and violence in the home.

#### **3. Changes and reasons for changes**

- We will be seeking discussion on changes to the budget due to under expenditure in a few key categories (client reintegration, transportation, etc). The DFAT grant is currently providing staff salary and benefits at approximately 25% of the total staffing cost, but the grant is currently serving 58.8% (160) of our program's total clients (272) in the past year. We are far exceeding the number of annual clients served stated in the log-frame (90).

#### **4. Disaggregation of data by women and people with disabilities**

- There are a total of 7 (3 males and 4 females) clients with disability, 4% of the total number of clients served through DFAT. The breakdown of the clients is as follows:
  - o 4 intellectual disabilities (1 mute, 2 developmental delay, 1 memory/processing issue)—3 females and 1 male.
  - o 3 physical disabilities (1 missing eye, 1 missing fingers and has damaged arm, and 1 has a malformed leg and foot)—1 female and 2 males.
- Of the 160 clients, 73% (118/160) of the clients are females.
- Of the staff members who directly participate in the decision-making or implementation of the DFAT project at Hagar 63% are females (19 staff members—7 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)**

- While we have seen an increase in DOSAVY's willingness to attend family assessments and reintegration assessment meetings, they continue to not be actively involved with most families unless there is a major change in the life of the case or a crisis. In 2014 our team has been trying to provide additional notice of key appointments in an effort to engage them, at least minimally in these key family assessment/crisis management appointments. Hagar desires to continue to improve relationships with DOSAVY and will be scheduling additional meetings with their officials in an effort to engage them in service provision to our clients.
- Ongoing assessment in the home is vital to ensuring that there is safety and financial stability. Through such assessment and ability to respond quickly, Hagar has been able to effectively improve the financial livelihoods in many families over time and to effectively reduce the number of clients and families in need of financial supports in the past year.
- In the past year Hagar provided case management services to nearly 340 clients, though 272 received services from the Phnom Penh office. Hagar opened its first satellite office in Battambang in 2013 and had since transferred many reintegrating clients in the Northwest Region to that office. After transfer, these clients are no longer counted in the data as they are funded entirely by another institutional grant (DFID).
- There are many challenges associated with managing reintegrated clients throughout the entire country. Costs, lost productivity due to travel time, limitations during crisis situations, etc. are among the primary concerns. Hagar sees the inherent value of having another regional office in Kampong Thom to better serve the clients in a more efficient manner. While there are costs associated with an office, the money and staff time saved from reduced travel, and reduced car maintenance costs offset much of the cost and provide the ability to respond quickly during crisis situations. The Phnom Penh office has felt a positive impact from the Northwest Regional office serving our reintegrated clients in 7 northwest provinces.
- During this fiscal year our agency learned that the Tiers of Change tool, which has historically caused confusion for staff members, is even more confusing for clients to understand if left to complete the tool on their own. In fiscal year 2014, staff received additional training and the agency decided that this document is best completed by the case manager with input from clients instead of it serving as a self-assessment. Accuracy of scores has significantly increased with the change in data collection methodology as well as the increased levels of staff training.

**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, as well as with high level visitors from Australia. On the 6<sup>th</sup> of February the Ambassador for Women and Girls, Natasha Stott-Despoja and a DFAT delegation visited Hagar's office for a presentation on the impact of DFAT funding and two clients shared their personal histories of recovery from human rights abuses against them. The visit included a journalist with at least two stories being printed in Australian newspapers.

**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. Also, please be advised that an independent audit will be finished this week and Hagar will submit the audit report with the Tranche 3 request as per the contract guidelines. Hagar is committed to implementing suggested changes from the audit report, as applicable.

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

\$178.22 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.*

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**Mike Nowlin, MSSA, LISW-S**  
**Programme Manager for**  
**Case Management**

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**Leang Vouch**  
**Hagar International Finance Manager**