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CHAB DAI COALITION

Final Project Evaluation Report Community Based Client Care Project (CBCC) 2016-2018

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Acronyms

CBCC	Community Based Client Care Project
DAC	Development Assistance Committee
MoSAVYR	Ministry of Social Affairs, Veteran and Youth Rehabilitation
MoWA	Ministry of Women's Affairs
NGO	Non-Governmental Organization
OECD	Organization for Economic Cooperation and Development

Executive Summary

The Community Based Client Care Project (CBCC) of Chab Dai Coalition works with survivors of human trafficking and sexual exploitation by providing counselling and basic need support and works in capacity development of professional of member and non-members organization's social workers and counselors by providing direct social service conference. It's also cooperation with local authority officers to support survivors in the community. The goal is that women and children survivors of sexual abuse and trafficking regain normal life and reconnect with their families and communities.

The purpose of the evaluation is to determine the impact of the CBCC project. The evaluation will be conducted with direct social service conference participants, survivors of human trafficking and sexual abuse and local authority officers regarding to CBCC Project activities that have been implemented from 2016 to 2018. The expectation is that, evaluation could find the impact of results of counseling support and direct social service conference, identify the strengths and weaknesses and recommend any type of activities for CBCC project to carry out in the plan for next year.

The method of the evaluation is to mainly collect in-depth qualitative data from survivors, families, local authorities, NGO partners and relevant stakeholders. Quantitative data is also integrated in the guide questions for the in-depth interview. The idea is to collect enough quantitative data to support the arguments from qualitative data.

Two major parts are discussed in the findings. The first is to discuss about the effectiveness of the project against the set indicators specified in the logical framework. The second part is to discuss against the five OECD/DAC evaluation criteria (relevant, effectiveness, efficiency, sustainability and impact of the project as a whole).

Goal: Women and children survivors of sexual abuse and human trafficking regain normal life and reconnect with the family and community.

82% of all survivors reported that they will be able to regain their normal life. Many survivors mentioned that they are able to continue their normal life like before because of the counseling and mental support from Chab Dai staff and their family member. Survivors mentioned that *"I feel happy now and forget all the sad feeling. Chab Dai staff come to help make me feel better and I am now waiting to get work or job to do."* *"I do not feel disappointed any more. I feel better because Chab Dai staff could help find the solution to my problem."* *"I feel a lot better than before because Chab Dai staff gave me money and helped with me paper work to start my job in the garment factory."*

Outcome 1: Social service providers improve their capacity and mechanism of case referral in providing support to survivors.

More than 70% of all the social service providers have improved their capacity in case referral to help the survivors. The participants of the direct social service conference mentioned that survivors are usually very happy as long as they could receive the care services and support the service providers. Respondents mentioned that *“it is not difficult to refer cases for the services. The problem is that the partner NGOs do not have space to intake survivors. Some NGOs provides services and skill training to survivors, but those services and trainings are still limited.”* Respondents further mentioned that *“It is not difficult to refer case from one place to another place. The problem is to accept the survivors because they have to wait for the available intake. There are no services from other partner NGOs who can provide the right services to the survivors.”*

Output 1.1: Social service providers are aware of social work direct practice and understand the value of networking for case management

More than 80% of the recipients get to know each other and learn new skills and experience from the conference. When asked about the value of networking, the respondents as partner NGOs mentioned that *“for social work, no one can work alone. Survivors have a lot of needs and demands. Therefore, we need network to provide them what they need. If there is no network, we cannot do anything at all. For example, when working with local authority, if there are no police force to help us, we cannot send the perpetrators to court.”*

Outcome 2: Women and children survivors of sexual abuse and trafficking are restored their emotional well-being and social interaction.

More than 83% of the survivors reported that they feel better with their mood condition. Generally, they reported that they feel better because they think there are always people willing to support them especially from their family members. Some even reported that they feel better because they can earn money by themselves and they gain new skills received from the project for daily living. According to the interview with the survivors respondents, some revealed that *“I feel better with my feeling and mood than before. I do not feel sad like before anymore. I feel that people around me especially my family members support me. I am fine and have no more worries about the past experience. I have no more problem because I will always have people to help me. I can earn money by myself but the amount of earned money is still small and not enough for saving for the future yet.”*

Output 2.1: Family and survivors of sexual abuse and trafficking relieve distress of trauma experience.

More than 89% of all survivors reported better feeling and relief of stress and trauma experience after the intervention given by the project. The project generally provides counseling, follow up meeting, and provide monetary and material supports such as food, rice, noodle, soap, and many other things depending on their needs. Moreover, the interviews with their family members also show the same thing. More than 90% of the family of the survivors mentioned that they are very thankful to the emotional encouragement and support from the project staff. They were also

happy with all the gifts, supporting materials, as well as money given to their family every time the project staff visited them. A father of the survivor said this: *“because of your counseling and basic need support as food and transportation that make us feel hopeful, inspired and expensive (honored)”*. The father said like this: *“I am happy with this support and I feel ready to go to work away alone and keeping my wife here to look after for my children”*.

Relevance

The CBCC project has shown to be very relevant to the need of the survivors and their families. The survivors usually are traumatized with the past experience. They are afraid to talk with anybody. The state of their emotional well-being is lost. With this mental experience, they will not be able to continue to restore their lives back to normal. Therefore, the CBCC project aims to provide intervention to help them with this situation by giving them counseling and financial support so that they can start living their lives like before. Without this project, the survivors may not be able to start living their lives again anymore.

Effectiveness

The project has shown to be very effective. As described above against its logical framework, the project successfully completed all of its planned activities. Two major outcomes were achieved as expected. The first one is to provide both mental and financial support and encouragement to the survivors and their family members. The second outcome is about the increase in knowledge and capacity of the social service providers and NGO partners. The direct social service conferences were completed with great successes. According to evaluation of the conference, it is found that more than 90% of participants in the conference expressed their strong satisfaction on the conference. They expect that Chab Dai should provide more of this kind of conferences to all relevant stakeholders. Because of the conference, the participants were able to learn new things, build network with other institutions working on the same field, relate and share experience with other relevant stakeholders.

Efficiency

The project has shown to be very efficient in term of its budget usage. The donors of the project are flexible with their line of budget. There are some cases where expenses were made under plan and some other cases, the expense were made over the planned amount. However, the project has seen to be very flexible allowing different activities to take place given the remaining and surplus of the budget.

Impact

The project has made a significant impact on the lives of survivors and their family members. As described above, most of the survivors are able to be successfully integrated back into their communities. They either can go back to schools or go to work as normal for their lives.

Sustainability

The project has shown to be very sustainable. The first element of the project is to build capacity of staff and partner NGOs. With the gained knowledge and understanding, they can always refer back to these knowledge and skills for their work. If the project is to be ended, with these skills other partner NGOs can take on to support the survivors.

The second element is to work with local authority. The project has shown to be very sustainable because the government staff and local authority are permanently working for the government. Therefore, even the project finishes, the government staff and local authority will be able to continue its efforts sustainably.

Moreover, the CBCC project is only one project of the entire Chab Dai Coalition. Chab Dai has many other projects on prevention, legal assistance and researches. If there are any cases happening, these existing projects will be able to work and respond to the clients in need continuously.

The following recommendations are proposed to resolve the issues and to guide for the next project.

For direct social service conference

- This type of conference should be provided more frequently to partner stakeholders. This conference is a great chance for partners to come to learn new things, to share experiences with each other, and more importantly to network with other institutions working in the same field.
- The conference should be provided in a way that the quality is considered as standard amongst all the participants. There are a lot of chances for improvement for the current conference to bring it to the standard level. Some of the things that the project can do is as follows:
 - Provide certificate of completion to participants
 - Seek more key speakers and experts on more up to date issues such as the issue of getting pregnancy for other people
 - Have bigger rooms for topics of interest with time in and out
 - More number of days for the conference. Conference should be done in a province so that people cannot go out and work on other things during the conference
 - Send announcement well ahead of the conference so that the right staff can be assigned properly to join the conference

For counseling

- There should be more frequent time of visits to provide counseling to the clients. Currently, the time is not enough even to build trust with the clients.
- Educate clients and family members about the importance of counseling. Right now, some of them do not understand about the counseling yet. Some people only understand that this is a type of emotional encouragement.

- Contact phone numbers of clients and their family members should be updated with the new numbers so that it can help to keep track of them.

For CBCC project as a whole

- The project should continue to organize survivor's care forum frequently. This is the only space where survivors get to know each other. They will not feel lonely. They can share their experience and learn from each other.
- Small businesses, vocational training, and daily income earning should be made available to the survivors and their family members after receiving the counseling provided by the staff. After making the survivors felt better and motivated to do something, it is very important that the project should have some small business activities for the survivors to do. Otherwise, the counseling will not be much effective to solve their problems.

For partner NGOs and stakeholders

- More partner NGOs and relevant stakeholders should be made available in the provinces where the survivors are living. This way will help the survivors to receive training or any life skills development at their villages. It is better for them because they can learn new skills for living and at the same time, they can take care of their family members in the villages as well.

For government

- The government should make real commitment to support the survivors. Local authority should work harder to seek for help for the survivors in their areas. Government should make more budget allocation to the social service sector so that there will be enough budget to support the survivors.
- There should be shelters for the survivors to stay in when needed. The services and quality in the shelter should be good so that they can live more safely in the shelter. At the present time, some survivors do not have any support at all from government institutions (local authority, line ministries and departments).

For community people

- More education on migration and abuse should be made available to the people in the community so that discrimination can be decreased. The survivors can feel better and they can interact more with their neighbors when they do not look down on the survivors. The local people should do something to help those survivors and their family members. If the community people understand, they will not look down on the survivors anymore. This will significantly to improve the conditions of the survivors. With these types of support from community, the survivors and their family members would be more confident to restart their lives as normal.

Introduction

The Community Based Client Care Project (CBCC) of Chab Dai Coalition works with survivors of human trafficking and sexual exploitation by providing counselling and basic need support and works in capacity development of professional of member and non-members organization's social workers and counselors by providing direct social service conference. It's also cooperation with local authority officers to support survivors in the community. The goal is that women and children survivors of sexual abuse and trafficking regain normal life and reconnect with their families and communities.

Community Based Client Care (CBCC) project is a change from old social work project Jeut Nung Dai (Heat and Hand) based on current needs of our beneficiaries. While, Jeut Nung Dai was focused on capacity building and mentoring of Cambodian social workers, CBCC project focuses on providing direct social work services and counselling to victims who have been abused and their families who need support from this project.

CBCC employs social workers/counsellors who are able to act as a mobile social work unit and are able to directly visit clients in their communities, which are often very rural, meaning survivors living in these areas would normally not even be able to access social services from the few shelters that are still operating in Phnom Penh. Thus the decision was made to step in and provide these desperately needed services and hopefully serve as an example for other organizations to model this community based social service provision program structure.

Main project activities are as below:

- Providing direct counselling, social services, and case management to survivors and their families.
- Conducting case follow-up and closure.
- Collaborating with local authorities to educate them and involve them in helping survivors in their recovery process.
- Conducting a direct social service conference for Cambodian social workers.
- Conduct conference follow-up.

The project's overall goal is "Women and children survivors of sexual abuse and trafficking regain healing, normalization and reconnection with their family and community." Main objectives:

- To ensure survivors are restored and empowered with emotional wellbeing, hope for life, self-confidence and are able to live in a safe and stable family and community environment.
- To strengthen collaboration between NGO partners and the government and improve their capacity and case referral mechanisms in assisting survivors of any form of exploitation, human trafficking and sexual abuse.

The anticipated outcomes of the project on clients are as follows:

- Survivors of human trafficking and sexual abuse claim their rights to access social direct services are empowered with emotional wellbeing and are able to live in protective and supportive family and community environments.
- Survivors' families receive counselling, are able to meet their basic needs and are encouraged to build strong family environments where other family members are also protected from future exploitation. We also empower parents to provide their children with care, protection and education.
- The community has an increased awareness of trafficking and exploitation, and are empowered and educated to actively protect and support clients and participate in social services. The cultural context is engaged to spread awareness about the issues and encourage children to fulfill their rights to education.
- Social service providers have improved capacity in social work skills and victim-friendly approaches in support, as well as in how to provide technical assistance in crises intervention, counseling and case management.

CBCC strengthens and collaborates with communities, NGO partners, local authorities and the government as well as the victims and their families with the aim to increase and promote the rights, and dignity of children, and survivors of human trafficking and sexual abuse.

It is expected that project will also have a long term impact on social work practices and policies to encourage organizations to transition to models of community based care (also encouraged by the recent sub-degree of Ministry of Social Affairs, Veteran and Youth Rehabilitation). The project plays an important role to coordinate between the government and NGOs partners so organizations focus more on government policies and guidelines for long-term impact.

Objective of the study

The purpose of the evaluation is to determine the impact of the CBCC project. The evaluation will be conducted with direct social service conference participants, survivors of human trafficking and sexual abuse and local authority officers regarding to CBCC Project activities that have been implemented from 2016 to 2018. The expectation is that, evaluation could find the impact of results of counseling support and direct social service conference, identify the strengths and weaknesses and recommend any type of activities for CBCC project to carry out in the plan for next year.

Methodology

The method of the evaluation is to mainly collect in-depth qualitative data from survivors, families, local authorities, NGO partners and relevant stakeholders. Quantitative data is also integrated in the guide questions for the in-depth interview. The idea is to collect enough

quantitative data to support the arguments from qualitative data.

Quantitative data were analyzed using excel by computing the percentage, frequency, and average for each of the needed variables. Respondents were asked to give a score based on a range of 0 (minimum score) to 10 (maximum score) with 5 as the middle score on each of the variables for the study.

Qualitative data were collected from key informant interview or focus group discussion with relevant stakeholders. The following steps were used to analyze the qualitative data. All summary notes from the interview were read in order to identify the emerging categories of important ideas and stories. The next step was to identify the major themes coming from these categories. The last step was to interpret the meaning of the themes for final reporting.

The list of all respondents interviewed during the data collection period is attached in the appendix section.

Findings

Two major parts are discussed in this section. The first is to discuss about the effectiveness of the project against the set indicators specified in the logical framework. The second part is to discuss against the five OECD/DAC evaluation criteria (relevant, effectiveness, efficiency, sustainability and impact of the project as a whole).

Logical Framework

Goal: Women and children survivors of sexual abuse and human trafficking regain normal life and reconnect with the family and community.

According to the interview with the survivors during the data collection period, many of the respondents reported that they are very thankful to the service and support provided by the project staff. Without the support, the survivors will not be able to start her normal lives like before. This is because of the counseling and the mental encouragement given by the project staff. Some survivors mentioned that *“I feel happy now and forget all the sad feeling. Chab Dai staff come to help make me feel better and I am now waiting to get work or job to do.” “I do not feel disappointed any more. I feel better because Chab Dai staff could help find the solution to my problem.” “I feel a lot better than before because Chab Dai staff gave me money and helped with me paper work to start my job in the garment factory.”*

Quantitative data collected from the survivors during this evaluation study show that on a scale of 0 to 10, the survivors chose an average of 8.2 score responding to the question if they are able to restart their lives as normal like before. This implies that around 82% of all survivors reported

that they will be able to regain their normal life. Many survivors mentioned that they are able to continue their normal life like before because of the counseling support and mental encouragement from Chab Dai staff and their family member.

According to the monthly report of the project, there are a lot of examples where survivors are able to regain their normal lives. Survivors said the following statements: *“firstly I don’t want to live but after I met you I have change my mind. I want to live and I want to learn become a teacher”*. *“Thank for supported me to be free and fresh to face with my problem, now I feel well confident in my life and I can live with my family peacefully”*. *“When I have bicycle so I can earn money more than before which I walked and carrying basket of snack to sell in village. I ride this bike as doing exercise everyday which make me healthy, strong and feeling fresh”*. Some survivors reported that they get better sleep: *“I go to bed at night perhaps 7:00 pm, then I immediately get asleep”*. *“At night time, survivor go to sleep, suddenly she put her head on pillow then she failed in sleep and she slept well until morning”*. Some survivors reported that they start working or doing their own small business: *“I’d like to thank to Chab Dai Colation which supported everything for me, now I have a good skill as tailor and then run can run my small shop to make income to support my life”*. *“I am feeling exited delighted, and I can travel to somewhere by my bicycle”*. *“Because of your encouragement word that make me found the real life and I can run my small business as raising pig”*. *“I have enough time to relax and to visit my family at hometown. The work condition is acceptable for me, so I like this work”*. *“She going to work as a housewife at Phnom Penh to earn money to support family and to save it for future plan to do small business”*. Some reported that they can do their daily activities without any problems: *“I do housework and cooking on the other hand, yesterday I harvest areca palm for my aunt”*. *“I can do house work, take of my sister and I can help my other to do some work as washing dishes, washing clothes, and clean the house, to make money to buy food, and clothes for my sisters”*. Some survivors reported of making themselves clean: *“I use powder very night to make me white and wear long T-shirt to protect my skin from sun at day time. The powder is very cold and comfortable for me so I like it”*.

According to the project progress report, there are a lot of stories of changes from the survivors. Here is one example of the story of change. *There is a girl who is 17-years-old, she lives in a rural area about 100 km from Phnom Penh. She studies at secondary school in grade 11 and she lives with family, with her parents and brothers. Her parents are farmers who plant some rice and raise some cows. One day on September 2015, she went to catch some crabs for food in the lake behind her house then she was raped by a guy. She was walking along the lake then the guy came behind her to grab and attacked her, causing her to fall down, she cried and tried to scream for help but it’s useless. Next the guy tied her hands and feet, then he attacked her chest and stomach with a bamboo stick until she fainted, then he raped her. The guy attempted to kill her by pushing her into the pond while her hand and feet were tired. Fortunately, she did not die but when she was aware the guy left, then she crawled toward home, “her father stated”. She was sent to health center in village then referred to have abdominal surgery in Khmer Soviet hospital at Phnom Penh. Her family filed the complaint to police to arrest the suspect that day. CBCC team met her first time at her house, she was so weak and painful following the surgery. In addition, she was unhappy, angry and hopeless as she cries while she was telling us her story. She doesn’t want to*

talk with anyone in family or anyone around. She stopped going to school or doing anything but she just sleeps in her house. She doesn't want meet any people but she wanted to stay alone. She can't eat regularly and she doesn't sleep well too. The staff provided counseling support and follow up for her and her family for seven times and we supported them with basic needs support too. During our work, we also advocated for cooperation with local authority to gain other support and prevention for family and community. Finally, the staff could help her to improve from traumatize issues as she reconnected her life in family and community as she has talked and she able walk to visit some people around the village. She went back to school by riding bicycle to continue studying in secondary school in grade 12. She is healthy with clear commitment plan to graduate secondary school to apply for teacher training. Her parents understand her and always support her in every way. Also, village, community and school staff are also empathic and encourage her to go to school to continue with her plan. "I'd like to thank you so much for you (CBCC team) to encourage me, if no you my life will come down without light. Now, I get better from those problem but I will be completely healed and happy when I can achieve my plan to be a teacher to give back to my parents", she said.

One more example of the story of change is described as follows: Lina (false name) is 18 years old and she is the oldest child in the family. She lived in a family of 6 people_ parents and 4 children including her. She lived in family at province in a small cottage on rent-land. Her family was very poor, had no land and no job. Father work as informal sector as earns money by cleaning other owner's farm and Lina also help father to do so. Mother always gets illness and 3 other children are younger. She had no plan for her life. She functioned as both son and daughter in family to earn money and to do everything in family. One day, a guy come to talk to her mother in order to send her to work in Malaysia. Then she follows her mother's decision to work in Malaysia. When Lina arrived Malaysia she worked as house maid and take care of elder people in the house. She worked and stayed in her boss's house. She had worked so hard_ she has to clean 2 house, washing cloth, and cooking and take care of elder people in their family. She has to work from 5:00 Am in the morning to 1:00 Am in the morning and sometime boss asked her to do anything during the sleep so she didn't get enough time to relax or to sleep. She didn't get enough food and all food are Malaysia food that she couldn't eat. Boss's wife always insulted and fight her because boss's wife feels jealous Lina with boss. A few of times that boss's wife fought Lina's head by the shoe. Lina was raped by the boss while she was working as house keeper in Malaysia. So that why Lina can't continue her work anymore then she decided to escape from that house to Cambodian embassy in Malaysia. She ran out of that house then she met a Malaysia couple, they helped her and took her to Cambodian Embassy in Malaysia. Finally, she is intervened by embassy and repatriated to Cambodia. Nowadays, Lina has been support from CBCC Project and her family too as counselling and basic need support. After counselling session, her feeling and thinking get better than before_ she talks to people in her family and in community normally. She is her life by living in family and she hopes she will have a small business in her village in the future. She desired and commit to help her family and her brothers by looking for a job to earn money. She knew herself and how to behave positive respond to surrounding circumstantial. On the other hand, her mother is always empathy and support her on feeling and she let Lina make decision by herself. Finally, Lina has a part-time job which be able to earn some money for family. She always keeps in touch with her mother and people in family.

Outcome 1: Social service providers improve their capacity and mechanism of case referral in providing support to survivors.

According to the quantitative data collected from the NGOs partners who join the direct social service conference, it is shown that they all select an average score of 7 out of 10 responding to the question that they are confident with their capacity for case referral of survivors. This implies that because of the direct social service conference, more than 70% of all the social service providers have improved their capacity in case referral to help the survivors. In addition, respondents also pick an average score of 7.3 against the question whether their clients are satisfied with their care services. This score implies that more than at least more than 70% of respondents are satisfied with the provided care services. The respondents mentioned that the survivors are usually very happy as long as they could receive the care services and support the service providers.

According to the interview with participants of the direct social service conference, some respondents mentioned that *“it is not difficult to refer cases for the services. The problem is that the partner NGOs do not have space to intake survivors. Some NGOs provides services and skill training to survivors, but those services and trainings are still limited.”* Respondents further mentioned that *“It is not difficult to refer case from one place to another place. The problem is to accept the survivors because they have to wait for the available intake. There are no services from other partner NGOs who can provide the right services to the survivors.”*

When asked about whether their clients are satisfied with the services provided by the partner NGOs, most of the respondents mentioned that *“clients are generally happy and completely dependent on us because they used to get rice and other support from us. They are very happy with the services and help we give them. Some clients even called to ask if their monthly allowances are ready for them to get. Sometimes, they called us because they almost run out of rice to cook for their families.”*

According to the report of the direct social service conference, during the opening ceremony, the key note speaker usually addressed participants like this: *“Take as much as you can get from this conference. You are the ones on the ground, who see the real issues. Be creative, apply the theories you hear. Everything you learn here, take it with you. Use it, bring it into your sessions, into your work. It is like a gift, so utilize it. It is the role of the ministry to support collaboration, as the collaboration is key.”*

Output 1.1: Social service providers are aware of social work direct practice and understand the value of networking for case management

Data with the recipients of direct social service conference shows that majority of the respondents understand the value of networking for case management. The average score for

this question is 8.7 out of 10 maximum score. This implies that more than 80% of the recipients get to know each other and learn new skills and experience from the conference.

When asked about the value of networking, the respondents as partner NGOs mentioned that *“for social work, no one can work alone. Survivors have a lot of needs and demands. Therefore, we need network to provide them what they need. If there is no network, we cannot do anything at all. For example, when working with local authority, if there are no police force to help us, we cannot send the perpetrators to court. However, there should always be some incentives when working with the local authority. Otherwise, it may be hard for us to succeed. Networking is important but monetary support is also more important especially when working with local authority.”*

According to the project progress report, some government staff especially from MoSAVYR and MoWA reported that they are able to work very well the Chab Dai staff. Now, they reported that they will always ask for help from Chab Dai whenever in need.

Outcome 2: Women and children survivors of sexual abuse and trafficking are restored their emotional well-being and social interaction.

The data collected from the survivors show a better condition with their mood. Out of 10 maximum score, respondents pick an average of 8.3 score saying that their mood is fine and normal as the present time. This implies that more than 83% of the survivors reported that they feel better with their mood condition. Generally, they reported that they feel better because they think there are always people willing to support them especially from their family members. Some even reported that they feel better because they can earn money by themselves and they gain new skills received from the project for daily living. According to the interview with the survivors respondents, some revealed that *“I feel better with my feeling and mood than before. I do not feel sad like before anymore. I feel that people around me especially my family members support me. I am fine and have no more worries about the past experience. I have no more problem because I will always have people to help me. I can earn money by myself but the amount of earned money is still small and not enough for saving for the future yet.”*

According to the project progress report, each of counseling and counseling follow up session are always support as basic need package while other support, as transportation, medical treatment, bicycle and meal are done based on their need and their situation. Counselling support for survivors of trafficking and sexual abuse had help them to release stress, to recover their traumatize experience, overcome fear and to reconnect their life in community. Survivors are feeling well, healthy, safety, positive thinking and performing actively in their family and community _ going to school, going to work or doing house work/business in efficiency and they have plan for their future life. Some survivors stated that, *“Before I did not dare to go out of my house. I thought others would not want to be around me because they thought I was bad. Now I feel like I have a new life. I stop focusing only on my past but I see it as my lesson to prevent for my life as well as for my family in future.”* Survivors’ family are understood of bad event on

survivors and recognized it. We provided education to families based on their situation evaluated such as good parenting skill, Safe migration, child right, Child Development, Value of Children, Life Skill, Trafficking and encouragement to work well in their family. In total, families have support and take care of their children. Some family claimed that, *“my family is living in peace and calm spiritual any way I have capacity to care my children after I’ve got educated from CBCC’s staffs”*. Some other family argued that, *“we do warm communication in family as well as in community such we can go to work and to participate in community’s event as normally as before”*. Most of family said, *“because of basic need package support _ rice, noodle, cans-fish, salt, bread, cloths, milk, soap, toothpaste, blanket, mosquito-net, kitchen material, fried-oil and so on make me and my children can have enough food unless we would have nothing to prepare of wellbeing or to eat”*.

Output 2.1: Family and survivors of sexual abuse and trafficking relieve distress of trauma experience.

The data with survivors show that they picked an average score of 8.9 out of 10 maximum score on the question if they project can help make them feel better against the distress of trauma experience. This is showing that more than 89% of all survivors reported better feeling and relief of stress and trauma experience after the intervention given by the project. The project generally provides counseling, follow up meeting, and provide monetary and material supports such as food, rice, noodle, soap, and many other things depending on their needs. Moreover, the interviews with their family members also show the same thing. According to the data, the family of the survivors picked an average score of 9.1 out of 10 score. They mentioned that they are very thankful to the emotional encouragement and support from the project staff. They were also happy with all the gifts, supporting materials, as well as money given to their family every time the project staff visited them.

As stated in the project progress report, the father of the survivor said this: *“because of your counseling and basic need support as food and transportation that make us feel hopeful, inspired and expensive (honored)”*. The father said like this: *“I am happy with this support and I feel ready to go to work away alone and keeping my wife here to look after for my children”*. Another survivor’s father claimed that, *“I am happy that you come to my house directly to help us especially my child to get better from mental issue. Because of your counseling support that can serve my daughter to have new life. Now, I understood of my child feeling so I have much empathy of her and I will do everything to support her”*. The survivor also used to report that *“I had released my stress. I think I am ok. Now I feel happy, glad and better. I will try to work hard to help my mother do all work in family.”* Another survivor also mentioned that *“I would like to thank to Chab Dai Coalition which supported everything for me, now I have a good skill as tailor and then run can run my small shop to make income to support my life”*.

OECD/DAC evaluation criteria

Relevance

The CBCC project has shown to be very relevant to the need of the survivors and their families. The survivors usually are traumatized with the past experience. They are afraid to talk with anybody. The state of their emotional well-being is lost. With this mental experience, they will not be able to continue to restore their lives back to normal. Therefore, the CBCC project aims to provide intervention to help them with this situation by giving them counseling and financial support so that they can start living their lives like before. Without this project, the survivors may not be able to start living their lives again anymore.

One more example of the story of change is reported in the progress report as well. A girl named Sopheha (false name), she is 9-years-old, weight only 14Kg. She is in grade three in a primary school and she lives with her mother and stepfather. They live in the southern part in a province in Cambodia about 140 kilometers from Phnom Penh. She was raped by an old man who was a construction worker from another province. The survivor suffered both mental and physical pain. She was sleepy all the time, just sat and watched TV and looked very exhausted. She didn't like to play with other children but she always angry and had conflict with other children in village. She never smiled but had a sad face all the time. She also had no appetite and didn't want to eat any food. After the staff met the survivor and her mother for 4 sessions, the staff conducted family counseling and providing family support package, educated them on good parenting along with Child right. The staff took her to the hospital to have her health checked and her mother had continued to follow up her health with the doctors. After the first 4 sessions, the project suspended her case for 4 months. When the project staff conducted the case follow-up, it is found that she is better by being happy to play with other children. She is back going to school, she has also one close friend at school, and her mother reports that she is healthier than before.

Effectiveness

The project has shown to be very effective. As described above against its logical framework, the project successfully completed all of its planned activities. Two major outcomes were achieved as expected. The first one is to provide both mental and financial support and encouragement to the survivors and their family members. The results have shown that survivors and their families are very happy with the support given by the project. Most of them even mentioned that they can restore their lives as normal like before. As described above, the project has shown to be very effective.

The second outcome is about the increase in knowledge and capacity of the social service providers and NGO partners. The direct social service conferences were completed with great successes. According to evaluation of the conference, it is found that more than 90% of participants in the conference expressed their strong satisfaction on the conference. They expect

that Chab Dai should provide more of this kind of conferences to all relevant stakeholders. Because of the conference, the participants were able to learn new things, build network with other institutions working on the same field, relate and share experience with other relevant stakeholders.

Efficiency

The project has shown to be very efficient in term of its budget usage. The donors of the project are flexible with their line of budget. There are some cases where expenses were made under plan and some other cases, the expense were made over the planned amount. However, the project has seen to be very flexible allowing different activities to take place given the remaining and surplus of the budget.

Cost saving is the key to the efficient uses of the fund. Project staff has planned ahead of its activities to go to the provinces. They plan the trip to go to provinces where they are located along the main road and connected to each other. For example, rather than going to only one province for one case, they project included 4 cases from other provinces that located along the road to the initial target province. This is an efficient uses of time and money.

Another case is about saving money from the government mission allowance. Usually all government officers will get money from the government to go to province. When the project invites them to join the conference, the project asked them to get the allowance reimbursement back from the government rather than from the project because they are government staff and they should be able to get the allowance support from the government. This way helps to save some cost for the project to use in other activities instead.

Moreover, the project uses existing network of speakers to share their experience in the conference. Usually, it is free of charge to invite speakers from partner NGOs to speak at the conference. This is saving a lot of cost for the project. Otherwise, the project will have to pay for each speaker at least at 200 or 300 US dollar per day. Moreover, participants of the conference were asked to pay 10\$ for admission fees. Even though, it should be free of charge to join the conference, but asking for little pay from partner NGOs is a great way to save cost and to show strong commitment from participants as well.

For clients, the project also has some budget line to give survivors and their family members some money support. The project saves this expense by assessing the economic condition of the survivors and their family members before giving them the money. The survivor with difficult economic condition will get more money support. Those with better living standard might not get any money at all because they are economically good already. Sometimes, the project staff can travel to the province so that they do not have to pay a lot of money for the survivors and their family members to come to the city. This is saving more budgets for the project.

With the saved surplus of budget and flexible approval from the donors, the project can

implement other activities that seem to be very helpful to the survivors and their family members. As a result, an idea about survivors' care forum initiative was completed with a great success. The forum is very helpful to the survivors to learn and share their experience with other survivors who experience the same or similar experience to them. The forum is shown to be very effective as shown in the project report. The survivors who participated in the forum expressed strong enthusiasm on the forum and request to have this type of forum more frequently. According to the project progress report, one women said that *"she was hesitant when she first heard about the forum from her counselor, but at the end of the day she was excited about it and glad to meet and discuss with other women who had similar experience. She added that she was hopeful that this forum will happen again and that more survivors will be able to participate."* Another survivor's father also said that, *"I felt happier, hopeful and supported by the participants and facilitators of this forum. Chab Dai is the third parent of my daughter, who was trafficked to Malaysia for several years and I never believed that I can see my daughter again. Chab Dai had help her to be able to come back to hometown and supported her a lot as repatriation, transportation, accommodation, medication and especially emotional support. Finally, I'd like to thank to Chab Dai which support honestly to be healthy and normally lives in community. At the end, I hope will be able to join this forum again in next year."*

Impact

The project has made a significant impact on the lives of survivors and their family members. As described above, most of the survivors are able to be successfully integrated back into their communities. They either can go back to schools or go to work as normal for their lives.

Another story of change is about *a girl named Sona (false name). She is 7 years old. She is living in Kraty Province at the east-north of Cambodia about 315km from Phnom Penh. Her parents were separated then she was taken to live with grandmother (mother's mother) at kampongcham Province. She didn't get a well care but she always plays a lone around home while her mother went to work at Phnom Penh. In September 2014, father's brother came to visit Sona for 3 days then back to Phnom Penh. After that, Sona always sad and get pain on her virgin with illness. Everyone in her house didn't pay attention on her situation fortunately Sona's aunt came to visit her and saw her illness so she took Sona to live and get treatment at Kraty Province. Arrived Kraty, Sona's grandparents and relative had asked her the cause of her illness then Sona told them that she was raped by her uncle. The project staff went to her house and provided counselling support 4 sessions, provide food package support and cooperate with authority as well to serve her. In the first session on February 15th, 2015, the staff went to visit and doing family assessment. In the result we found that survivor had seriously problem on her mental as she didn't like to played with other children nether at school nor at home, she felt much afraid by cannot going to school by herself and she had a sad face all the time. She had no hygiene and unhealthy as there are so many lice and lice-age on her head, look powerless and tired and she had chronic lungs illness. The staff have started warm communication together with her and her family for next step of providing support. And, the project staff took Sona to have a treatment at hospital too. The second session on March 27th, 2015, the project staff reached her house again to do counselling*

with Sona and her family as well. The staff also trained them some basic life skill as positive motivation, child care, hygiene, good parenting and breathing exercise. Moreover, the project had donated her a family package of milk, cans-fish, cloths, body washing soap, tooth-brush and toothpaste, rice with grocery, bag and shoe. The third session On July 15th, 2015, the project staff still continue to do counselling with her and her family at Kraty Province, the counselling done normally and result that family got well care and pay attention with Sona. She plays with children in village and school, she can go to school by herself, her body washed and cleaned and her grandparent always care and follow up her health with doctor too. The fourth session On August 7th, 2015, the project staff met her in Phnom Penh while she came to visit Phnom Penh. The staff provided counselling in a private comfortable place and she get much better as communication, physical health care and follow up by her family. She felt fresh and confident, she performed daily life activities normally _sleeping, eating, playing, doing housework and schooling, she can make plan for future _to build a new house, her family can work to make properly income. Her grandmother also reports that she is healthy now. Finally, Sona had change from seriously traumatic of both physical and mental issue to normally, fresh, confident and healthy life by the support as counselling, family package and the cooperation of family, network partners and authority.

Sustainability

The project has shown to be very sustainable. The first element of the project is to build capacity of staff and partner NGOs. As described above, this activity is very effective. It shows that both project staff and conference participants can learn new knowledge and skill. With the gained knowledge and understanding, they can always refer back to these knowledge and skills for their work. If the project is to be ended, other partner NGOs will be able to take on to support the survivors.

The second element is to work with local authority. The project has shown to be very sustainable because the government staff and local authority are permanently working for the government. Therefore, even the project finishes, the government staff and local authority will be able to continue its efforts sustainably.

Moreover, the CBCC project is only one project of the entire Chab Dai Coalition. Chab Dai has many other projects on prevention, legal assistance and researches. If there are any cases happening, these existing projects will be able to work and respond to the clients in need continuously. With its prevention project, Chab Dai works to raise awareness to the community and local authority. In addition, Chab Dai also works with justice police and court to provide legal assistance to the clients. Moreover, Chab Dai conducts relevant researches to educate relevant stakeholders about these issues.

Lessons Learnt

Given the above successes and good practices so far, the project also faces some challenges and lessons to be learnt for improvement in the next project.

- Direct social service conference needs to provide up to date information on the especially new emerging topic. The case of women who agree to get pregnant for other people is new. To seek for experts and/or speakers on this topic might not be possible because the issue is happening too current.
- Counseling provided to the clients at the moment is too little with only 4 times maximum per year per client. Some clients do not even think that counseling is important to them. It takes sometimes for the staff to build trust with the clients because sometimes the clients do not trust the counselor yet. They think that money and material supports are more important for them. There are difficulties for clients living in the remote areas. It is a challenge to travel to meet them. Sometimes, clients moved out and changed their phone number. It is a challenge to keep track of them because of their mobility.
- Jobs and money are urgently needed for the survivors and their family members. Sometimes, to provide them counseling alone does not work. Clients need job, money, and/or any activities that they can do to earn money for survival. Vocational training and small business activities were mentioned and requested from almost all the clients. In some areas, it is hard to earn a living in the remote areas. Clients are stuck and they do not know what they can do to earn for their living. Some clients are able to get to work in the garment factories with support from local authority. This is urgently needed to be addressed.
- Number of NGOs to provide vocational training support to clients in the province remains small. NGOs exist in the city of Phnom Penh. If clients want to get training, they have to come and live in the city for 3 to 4 months. During this time, their family needs money to survive. It is not possible for them to survive during the training period given to the clients.
- There are little supports from government. Local authority has limited resources to help the survivors. The survivors do not depend on the local authority anymore because they know local authority cannot help them anyway. There is no shelter provided by government or Ministry of Social Affairs. NGOs also do not have shelters to accept the clients. For the severe clients, there is no choice for them to live. Government policy is to close down shelter for the clients. This is a challenge for the clients because there is no support from family, from local authority and from community people for the clients. Without the support, the clients with severe condition have nowhere to go for help. Currently the national budget for this sector remains the same. Only health and education sector gets the priority for increases in the national budget allocation.
- Discrimination and stigmatization still exists in the community. Survivors and their family members sometimes do not want the community to know about their situation. The community people sometimes still look down on them. This is a challenge for the survivors to be able to get help properly.

Conclusion

The project has shown to be very effective. The two major outcomes of the project were successfully completed as planned. This includes capacity building for partner NGOs and reintegration of survivors and family members to regain normal lives in their community. Moreover, the project has shown to be positively responsive to all the 5 evaluation criteria of OECD/DAC (relevant, effective, efficient, impactful, and sustainable).

With the above successes, the project also meets some challenges that need to be addressed as well. These challenges include expert on recent issue, more education is needed, job and daily income livelihood for the clients, more NGOs support in the rural areas, more support from government especially local authority, and discrimination issues from community people.

Recommendation

With the above challenges faced by the project, the following recommendations are proposed to resolve the issues and to guide for the next project.

For direct social service conference

- This type of conference should be provided more frequently to partner stakeholders. This conference is a great chance for partners to come to learn new things, to share experiences with each other, and more importantly to network with other institutions working in the same field.
- The conference should be provided in a way that the quality is considered as standard amongst all the participants. There are a lot of chances for improvement for the current conference to bring it to the standard level. Some of the things that the project can do is as follows:
 - Provide certificate of completion to participants
 - Seek more key speakers and experts on more up to date issues such as the issue of getting pregnancy for other people
 - Have bigger rooms for topics of interest with time in and out
 - More number of days for the conference. Conference should be done in a province so that people cannot go out and work on other things during the conference
 - Send announcement well ahead of the conference so that the right staff can be assigned properly to join the conference

For counseling

- There should be more frequent time of visits to provide counseling to the clients. Currently, the time is not enough even to build trust with the clients.
- Educate clients and family members about the importance of counseling. Right now, some of them do not understand about the counseling yet. Some people only understand that this is a type of emotional encouragement.

- Contact phone numbers of clients and their family members should be updated with the new number so that it can help to keep track of them.

For CBCC project as a whole

- The project should continue to organize survivor's care forum frequently. This is the only space where survivors get to know each other. They will not feel lonely. They can share their experience and learn from each other.
- Small businesses, vocational training, and daily income earning should be made available to the survivors and their family members after receiving the counseling provided by the staff. After making the survivors felt better and motivated to do something, it is very important that the project should have some small business activities for the survivors to do. Otherwise, the counseling will not be much effective to solve their problems.

For partner NGOs and stakeholders

- More partner NGOs and relevant stakeholders should be made available in the provinces where the survivors are living. This way will help the survivors to receive training or any life skills development at their villages. It is better for them because they can learn new skills for living and at the same time, they can take care of their family members in the villages as well.

For government

- The government should make real commitment to support the survivors. Local authority should work harder to seek for help for the survivors in their areas. Government should make more budget allocation to the social service sector so that there will be enough budget to support the survivors.
- There should be shelters for the survivors to stay in when needed. The services and quality in the shelter should be good so that they can live more safely in the shelter. At the present time, some survivors do not have any support at all from government institutions (local authority, line ministries and departments).

For community people

- More education on migration and abuse should be made available to the people in the community so that discrimination can be decreased. The survivors can feel better and they can interact more with their neighbors when they do not look down on the survivors. The local people should do something to help those survivors and their family members. If the community people understand and they will not look down on the survivors anymore. This will significantly to improve the conditions of the survivors. With these types of support from community, the survivors and their family members would be more confident to restart their lives as normal.

Bibliography

- CBCC Project Proposal
- CBCC Project Log Frame
- Mid-Term Evaluation TOR
- Direct Social Service Conference Report, 2016, 2017 and 2018
- Survivors' Care Forum Report, 2018
- Progress Report, 2016, 2017 and 2018

Appendix

Terms of Reference

Terms for Reference For Evaluation on Community Based Client Care Project

1. Background

The **Community Based Client Care Project (CBCC)** works with survivors of human trafficking and sexual exploitation by providing counselling and basic need support and works in capacity development of professional of member and non-members organization's social workers and counselors by providing direct social service conference. It's also cooperation with local authority officers to support survivors in the community. The goal is that women and children survivors of sexual abuse and trafficking regain normal life and reconnect with their families and communities.

2. Purpose and Objective

The purpose of the evaluation is to determine the impact of the CBCC project. The evaluation will be conducted with direct social service conference participants, survivors of human trafficking and sexual abuse and local authority officers regarding to CBCC Project activities that have been implemented in 2016 to 2018. We expect that, evaluation could find the impact of results of counseling support and direct social service conference, identify the strengths and weaknesses and recommend any type of activities for CBCC project to carry out in the plan for next year.

3. Scope of works

This assessment is an internal review of the implementation of CBCC Project in 2016-2018 and the consultant is required:

- To provide detail ToR with timesheet of work plan which will be agreed by both parties.
- To do desk review of all documents related to CBCC project, such as project proposal, log-frame, progress report...etc.
- To review the effectiveness of the project implementation by conducting in-depth interview with stakeholders in Phnom Penh, Siemreap, Tbong Khmum, Kratie, Kandal and Kampong Cham. Consultant should select the Chab Dai members and non-members' staff who are involved in our direct social service conference.

No.	Areas	# Organization	# Staff/Organization	Total
1	Phnom Penh	10	2	20
2	Siem Reap	3	2	6
3	Battambang	3	2	6

Grand Total	16		32
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- To evaluate the effectiveness of the project implementation in case counseling by conducting interviews with 15 clients, 15 family members and 15 local authorities by location:

No.	Areas	# Survivors	# Family Members	# Authority	Total
1	Phnom Penh	3	3	3	9
2	Kandal	2	2	2	6
3	Tbong Khmum	2	2	2	6
4	Kampong Cham	5	5	5	15
5	Kratie	3	3	3	9
Grand Total		15	15	15	45

- To provide analysis of qualitative and data with results
- To provide analysis based on **cost-effectiveness** (relevance, efficiency, effectiveness, sustainability and impact of the project) on the list of issues below:
 - o The effectiveness of capacity building on beneficiary through direct social service conference.
 - o Survivors of sexual abuse and human trafficking restore their emotional well-being and social interaction.
- To provide recommendations and feedback for project improvement
- The consultant is required not to disclose any information from this evaluation to the other party
- To respect Chab Dai stakeholder protection and media policies

4. Timeframe

- To start from January 3rd, 2019-February 18th, 2019.
- To present the finding of project evaluation to Chab Dai team by first week in February, 2019
- To finalize and submit the report to Chab Dai by February 18th, 2019.

5. Methodology

The consultant is required to consult with Chab Dai for all designed questions for in-depth interview or other form of data collection. CBCC project suggested the consultant to use the methodology below:

- o These interviews will be conducted in either open or closed format, depending on the preference of the interviewee.
- o These interviews will be conducted in English or in Khmer using translation depending on the preference of the interviewee.

- These interviews will explore the impact of the CBCC project on counter trafficking and abuse in Cambodia.
- The interviewees will be encouraged to share strengths and challenges as partners and members of Chab Dai's CBCC as well as their involvement levels in direct social service conference.
- These interviews will be transcribed for appendix and the contents grouped thematically for assessment and inclusion in the final report.

List of persons met/interviewed

Survivors

1. Met sokmeng, Phnom Penh
2. Try samrom, Kandal
3. Kimsan sreymom, Kandal
4. Khim kimsreoun, Kampong Cham
5. Kong chantharit, Kampong Cham
6. Voeun nearadey, Kampong Cham
7. Sanh Sothavy, Takeo
8. Sin sreymom, Kampot
9. Ran phally, Phnom Penh

Family members

1. Hun naisea, Phnom Penh
2. Try samrom's sister, Kandal
3. Chan nghim, Kandal
4. Ngin Trob, Kampong Cham
5. Jem vorn, Kampong Cham
6. Chea Veasna, Kampong Cham
7. Prak deap, Takeo
8. Chhun voeun, Kampot
9. Rang kunthea, Phnom Penh

Local authority

1. Lim Seat, village chief, Chhouk village, Ta Prok commune
2. Prak Sarouen, village chief, Kromhun village, Chamkar Andoung commune
3. Plork Rin, deputy village chief, Kromhun village, Chamkar Andoung commune
4. Ek Kim Orn, commune chief, Prateat village, Sromor commune
5. Men Sameth, village chief, Chokantoung village, Prek Saman commune
6. Chay Kim, village chief, 35 village, Bosknol commune
7. Ou Sarim, deputy village chief, Preymean village, Angsnoul commune

Partner NGOs staff

1. Em Sinat, case manager, City Point
2. Nget Kimsan, project manager, Garden of Hope in Cambodia
3. Vorn Jon, community research development officer, Star Fish
4. Seoun Ser, case manager, This Life in Cambodia
5. Mab Saravuth, counselor, Child Headline
6. Ros Dariya, social worker, Children in Family
7. Mao veasna, life skill staff, Aus cam freedom project
8. keat ravon, caseworker, voice Cambodia
9. kruy kinal, caseworker, cambodia justic cooperator

10. vibol, trainer
11. em sam di, supervisor, ICF Cambodia
12. yorn chantha, care manager, Ratanak
13. heang sopheap, supervisor, ICF Cambodia
14. seng mathai, caseworker, ICF Cambodia
15. um sarum, senior social worker, cambodia destiny rescue
16. sim kunthea, caseworker, cambodia destiny rescue
17. Mao sokchet, social worker, ARM battambang
18. seang sokphin, counselor, ARM battambang
19. put theang, social worker, cambodia destiny rescue
20. Chhin dane, social worker, ARM siem reap
21. ros sovanny, group leader, ARM

Project Staff

1. Rean Povchanreaksmey, CBCC project staff
2. Gary Engelhardt, CBCC project advisor
3. Sak Samnang, CBCC project staff
4. Um Sreynuch, CBCC project staff
5. Bun Chanda, CBCC project manager
6. Chan Sarom, Chab Dai program manager

Guided Questions

Guide questions for participant of Direct Social Service Conference (Partner NGOs)

Name of NGO	
Name of Person interviewed	
Gender	
Age	
Level of education completed	
Position / Role	
Indigenous/Race/Ethnicity	

1. Have you ever joint the social service conference with Chabdai coalition?
 - a. Yes
 - b. No (if no, end of question)
2. Right now, how confident do you feel about your knowledge on social work direct practices?
 - a. (0=very bad to 10=very good)
 - b. Please explain
3. How confident do you feel about your capacity for case referral of survivors?
 - a. (0=very bad to 10=very good)
 - b. Please explain
4. How important do you think about the value of networking for case management?
 - a. (0=very bad to 10=very good)
 - b. Please explain
5. How much do you think your clients would be satisfied with your care services?

- a. (0=very bad to 10=very good)
 - b. Please explain
6. How much do you think the social service conference can help respond to the needs of the clients?
- a. (0=very bad to 10=very good)
 - b. Please explain
7. Based on your opinion, how effective was the social service conference conducted by Chabdai?
- a. (0=very bad to 10=very good)
 - b. Please explain
8. Do you have any comments to improve the social service conference?
- a. (0=very bad to 10=very good)
 - b. Please explain
9. How much do you think the social service conference help contribute to the successes of your organization?
- a. (0=very bad to 10=very good)
 - b. Please explain

Guide questions for Survivors

Target village name	
Name of person	
Gender	
Age	
Level of education completed	
Work	
Type of Disability	
Indigenous/Race/Ethnicity	

1. What kind of help do you receive from Chabdai Coalition?
 - a. Counseling
 - b. Follow up
 - c. Others, specify
2. As a result of these help/services, do you think the project can help make you feel better?
 - a. (0=very bad to 10=very good)
 - b. Please explain
3. How satisfied are you with the help given by Chabdai Coalition?
 - a. (0=very bad to 10=very good)
 - b. Please explain
4. How much do you think this help/service really respond to your needs?
 - a. (0=very bad to 10=very good)
 - b. Please explain
5. At the present time, how much would you rate your mood level?

- a. (0=very bad to 10=very good)
 - b. Please explain
6. At the present time, how confident do you feel to interact with your family?
- a. (0=very bad to 10=very good)
 - b. Please explain
7. At the present time, how confident do you feel to interact with other people in the community?
- a. (0=very bad to 10=very good)
 - b. Please explain
8. At the present time, how confident do you feel to start your life as normal like before?
- a. (0=very bad to 10=very good)
 - b. Please explain
9. Are there anything else that you want Chabdai Coalition to do to help you in this situation?

Guide questions for Family members of survivors

Target village name	
Name of person	
Gender	
Age	
Level of education completed	
Work	
Type of Disability	
Indigenous/Race/Ethnicity	

1. What kind of help do you receive from Chabdai Coalition?
 - a. Counseling
 - b. Follow up
 - c. Others, specify
2. As a result of these help/services, do you think the project can help make you feel better?
 - a. (0=very bad to 10=very good)
 - b. Please explain
3. How satisfied are you with the help given by Chabdai Coalition?
 - a. (0=very bad to 10=very good)
 - b. Please explain
4. How much do you think this help/service really respond to the needs in your family?
 - a. (0=very bad to 10=very good)
 - b. Please explain
5. How much do you think the project can make you and your family change to the better?

- a. (0=very bad to 10=very good)
 - b. What are those changes after the project?
- 6. What if the project ends, do you think you and your family can start life as normal like before?
 - a. (0=very bad to 10=very good)
 - b. Please explain
- 7. Are there anything else that you want Chabdai Coalition to do to help you and your family more in this situation?

Guide questions for Local authority

Commune	
Village	
Name of person	
Gender	
Age	
Level of education completed	
Role	

1. In your area, are there any activities that the local authority are doing to help the victims/survivors and their family?
2. What are your involvement so far with Chabdai Coalition?
3. How much would you rate the project of Chabdai as successful or not?
 - a. (0=very bad to 10=very good)
 - b. Please explain
4. How much do you think the project can responds to the needs of the survivors and their family?
 - a. (0=very bad to 10=very good)
 - b. Please explain
5. How much do you think the project can change the life of the survivors and their family to the better?
 - a. (0=very bad to 10=very good)
 - b. What are those changes after the project?
6. What if the project ends, do you think the survivors and their family can start life as normal like before?

- a. (0=very bad to 10=very good)
 - b. Please explain
7. Are there anything else that you want Chabdai Coalition to do to better provide support to the survivors and their family members?

Guide questions for Project staff (counselors and Chabdai staff members)

Name	
Gender	
Age	
Level of education completed	
Role	

- What are your involvement/responsibility in the project?
- Do you think the project is relevant to the needs of the victims?
- How effective is the project to achieve its overall goal?
- How efficient is the project in terms of budget, time, and resources?
- What are the changes/impacts the project made so far on the life of the survivors and their family?
- If the project comes to the end, do you think the survivors and their family will be able to move on in life and in the community?
- What are the challenges you face so far in implementing the project?
- What are the solutions and suggestions to address those challenges?