

Cambodia Women's Crisis Center

“End of Violence Against Women Project”: Evaluation Report

Funded by UNIFEM

Professor Jeffrey Weaner, CWCC Consultant*
7/25/2008

Table of Contents

Table of Contents.....	2
Executive Summary.....	3
1. Introduction.....	8
1.1 Purpose of Evaluation.....	8
1.2 Evaluation Methodology.....	8
1.3 Scope.....	9
1.4 Limitations.....	9
2. Background/ Project Context.....	9
2.1 Violence Against Women in Cambodia.....	9
2.2 End Violence Against Women Project.....	10
3. Project Overview.....	10
3.1 CWCC’s Vision, Mission, and Goals.....	10
3.2 CWCC’s Project Objectives for Community Organization and Activities.....	11
3.3 CWCC’s Project Objectives for Monitoring and Activities.....	12
3.4 CWCC’s Project Objectives for Legal Assistance and Activities.....	13
4. Summary of Evaluation Findings.....	14
4.1 Evaluation Objective #1.1.1.....	14
4.2 Evaluation Objective #1.1.2.....	15
4.3 Evaluation Objective #1.1.3.....	20
4.4 Evaluation Objective #1.1.4.....	21
4.5 Evaluation Objective #1.1.5.....	24
4.6 Evaluation Objective #1.1.6.....	24
5. Conclusions.....	27
6. Appendices.....	29
6.1 List of documents reviewed.....	29
6.2 Interview Guides.....	29
6.3 TOR.....	35
6.4 List of Interviewees.....	38

Executive summary

Assessment Objective

Between June 23rd and July 25th, the Cambodian Women's Crisis Center contracted, with the approval of UNIFEM, with an external consultant, Professor Jeffrey Weaner, to conduct an evaluation of the "End Violence Against Women Project". The grant agreement between the United Nations Development Fund for Women and the Cambodian Women's Crisis Center became effective April 1st, 2006 and ended March 31st, 2008. The purpose of the evaluation was to validate the results of the reported project activities as written in the Annual and Semi-Annual Reports to UNIFEM, to determine the ways in which the target groups reported the benefits of the project, to assess the extent to which the organizational management structures and processes affect the delivery of the services and the achievement of its goals, to determine the impact of the project on the problem of violence against women in the targeted communities, to assess the sustainability of the programs initiated by the project and finally to help provide direction for future initiatives by identifying gaps and priority needs in the problems of addressing violence against women in Cambodia.

Assessment Methodology

This report documents the efforts of the CWCC staff in the Community Organization, Monitoring and Legal Programs to meet the objectives of this project in the targeted areas of Phnom Penh, Cambodia. The evaluation process took place over a period of eighteen working days. During which time, both individual and group interviews with a variety of stakeholders were conducted, including National Government, Judicial, and Local Authorities, police, management of CWCC, program staff members from all three programs under review, volunteers and victims of violence, rape, and human trafficking. Relevant documents, including the grant proposal, semi-annual and annual reports were also reviewed. Access and arrangements for this evaluation were coordinated by Moug Meareday, the Municipal Coordinator of Phnom Penh, Khiev Thoun, Coordinator of the Community Organization Program and Pol Vannarom, Program Officer for the Monitoring Program.

Key Findings

The most significant finding of the evaluation was the reported increased communication and collaboration between stakeholders as a result of the effectiveness of the community training programs. Most strikingly were the dramatic reports on the changing patterns of behavior by the police and local authorities in dealing with violence against women and the degree to which they collaborated with the volunteer networks and CWCC. Regardless of the district or groups

interviewed, the response was the same. After the trainings with the police and local authorities, there was a greater degree of cooperation between those two groups and also with the networks. Police specifically became more confident in what was expected from them in domestic violence situations and were more likely to take initiative in responding to victims and also to CWCC's volunteers.

The Police and Local Authorities also express respect and appreciation for the work of CWCC, not only in terms of their direct work with clients and training but also as a valued community resource and partner.

The second important finding is that CWCC maintains a position of respect in the NGO world of Cambodia. The high ranking officials who were interviewed, including the Deputy Director of Anti-Human Trafficking and Juvenile Protection Department, the Director General of Social Development of the Ministry of Women's Affairs, The Secretary of State of Women's Affairs and Chair of the National Task Force Against Trafficking in Persons all expressed high regard for the work, both with domestic violence and trafficking, of the Cambodia Women's Crisis Center.

While the staff is hard working and provides a number of services to its clients, the services and number of clients has grown to a point where questions related to managed growth arise. The success of the Community Organization Program warrants expansion on its own merits not to mention the demand from stakeholders to expand that program. Maintaining existing networks while simultaneously expanding will necessitate more staff. The Monitoring Program is in need of equipment, additional training in investigation and evidence gathering, and personnel to meet the existing demand. And finally, while the courts remain problematic, changes in the judicial procedures will require lawyers to make more appearances with individual cases which translates to more staff needed to maintain existing levels of productivity.

The CWCC Phnom Penh Office facility may be at the point where space requirements for programs need to be addressed. A specific example is there is no interview room for victims. It was reported that usually a shared office is used and many times with other workers present. The waiting area is multipurpose with a high volume of traffic from visitors, other agency personnel, staff and the copying machine. There also needs to be a separation of clients and those who are working directly with them from the rest of the agency operations.

Recommendations:

- **Community Organization Program**

1. Increase the size of the staff in order to meet the demands of the program and further expansion. The current program in Phnom Penh is staffed by two individuals who currently organize and provide trainings for the Training of Trainers program, provide trainings for the police and other authorities, and organize and staff support meetings for the existing networks. Maintaining the status quo could be done with the existing staff but to expand and particularly with the numbers police who need this awareness building of women's rights and knowledge of the law will require additional staff.
2. Increase the number of Training of Trainers (ToTs) in order to reach more individuals vulnerable to violence and being trafficked. The initial program has been successful in establishing a local organized presence and resource in the communities for women who are uninformed as to both their rights and the available protection of the law.
3. Increase the number of trainings offered for Police Officers in Phnom Penh as well as offering them at staggered times to allow for officers work schedule differences. The instances which were reported during the evaluation gives every indication, and consistent with issues of domestic violence, that law enforcement training is crucial to the success of protecting victims.
4. Revise the program organizational chart to more accurately reflect the various networks. The current chart is unclear in its differentiation between the Training of Trainers and their relationship to the self-help networks.
5. Expand the coverage for the trainings by either addressing new groups such as school age children [early to middle teens] or the number of districts and communes covered. One of the areas for expansion identified by all stakeholders was the importance of reaching a broader audience. Victims and personnel from the Ministry of Women's Affairs recommended school age children citing the importance of raising awareness of women's rights, marriage roles, and the consequences of the law in a prophylactic way. Dating violence as a problem was reported by a victims and network members which also underscores the need.
6. Increase the allowances for ToT's trainings to offset for rising costs for conducting them. The combination of successful turnouts to trainings, a lack of child care so women bring their children, coupled with rising food costs

currently has most trainers using their own money to make up the difference.

- **Monitoring Program**

1. Increase the size of the staff in order to manage the work load. The program had more than a thousand reported cases of which they were able to investigate about a quarter.
2. Provide adequate equipment for conducting investigations, such as digital cameras, video recorders, digital recorders, and laptop computers for evidence collection. Currently, the staff is working with one camera which is shared and none of the other technology. Bearing the burden of evidence collection because of the nature of law enforcement in Cambodia, an increase in the amount of technological assistance would increase the effectiveness of the program.
3. Additional training on the collection, handling, and storage of evidence. The prior recommendation for increasing the technology would necessitate a level of proficiency in its effective usage.
4. Need a reception and interviewing/counseling room for victims. The existing configuration places the victims in a high traffic area of staff, visitors and activity. Currently, victim interviews are in shared offices.
5. Examine the current transportation needs for the monitoring staff. Staff response to cases has been hindered on more than one occasion because of either the available or condition of the agency vehicles.
6. Increase the regularity of training for the night and weekend non-monitoring staff who receives victims during non-working hours. Monitoring staff are on-call in evenings and while the night guards have received initial training it intermittent follow-up is needed order to insure women in crisis are met in a sensitive manner.
7. Female staff for night time coverage in the drop in shelter. Given the nature of Cambodian culture, clients staying in the drop in shelter would be better served with the presence of a female staff from whom to seek assistance.
8. Increase per diem for monitoring staff to keep pace with inflation.
9. Provide secure transportation for clients and staff to and from court. Clients and staff are vulnerable to both intimidation and violence from perpetrators in volatile cases.

10. Revisit the case allocation procedure in the monitoring program. The current procedure is by alphabetical grouping as opposed to primary case responsibility.

- **Legal Program**

1. Add staff to accommodate new changes for court appearances. New procedural regulations now require lawyers to be at all hearings.
2. Secure transportation for lawyers on particularly contested cases where there is reasonable concern for safety. The same concern as for the monitoring staff.

- **Administration**

1. Examine the current transportation needs for the staff.
2. Transportation needs attention. Maintenance of existing vehicles, availability of vehicles when needed, vehicles fueled up.
3. Have programs evaluate the types of information collected and how it is of use to them and the agency.
4. Assess office space needs, particularly if the program staff is expanded. The current facility in Phnom Penh is nearly at capacity.
5. Study the existing configuration of where programs are housed within the existing office and whether it is conducive to sensitively meeting the needs of clients efficiently.
6. Rethink the reception area as the first point of contact for someone who has been beaten, raped, or trafficked. A high traffic area for staff, visitors and the copier does not reflect the concern and sensitivity for victims that CWCC exercises in its handling of cases.
7. Report writing deadlines need to be tightened. The volume of quarterly and annual reports needed by CWCC for their various funders places a good deal of stress on the administrative system. When deadlines are missed by program staff, it creates an unnecessary log jam for the coordinators and Secretary General.

1. Introduction: Program Evaluation for “End Violence Against Women” Project

1.1 Purpose of the Evaluation

- 1.1.1** To document the results of project activities in respect to the objectives and target as stated in the project proposal.
- 1.1.2** To document the way in which target groups report the benefits of the project.
- 1.1.3** To determine the extent organizational management structures and processes affected the delivery of services and achievement of its goals.
- 1.1.4** To determine the project’s impact on the problem of violence against women in the target communities and elsewhere, with a focus on awareness raising, capacity building and reduced vulnerability to different forms of violence.
- 1.1.5** To assess the sustainability of programs initiated by the project.
- 1.1.6** To provide direction for similar future initiatives by identifying gaps and priority needs in addressing the problem of violence against women.

1.2 Evaluation Methodology

The evaluation process occurred over a period beginning June 23rd and ending with the final report being issued on July 25th, 2008. The methodology of the evaluation consisted of:

- Interviews with the Municipal Coordinator for Phnom Penh and Program Officers and staff of the Community Organization, Monitoring and Legal Service Programs
- Interviews with the Executive Director and Secretary General of CWCC
- Interviews with Authorities from the Ministry of Women Affairs, Ministry of Foreign Affairs, and Ministry of Interior
- Interviews with the Municipal Courts of Phnom Penh and Kandal
- Interviews with Local Authorities from Phnom Penh
- Interviews with ToT volunteers and networks
- Interviews with clients served by the Monitoring and Legal Programs
- Interviews with clients served by the volunteer network
- Review of relevant documents and reports produced as a part of the project

- Interpreter services were provided by Mr. Uy Chathon, Advocacy and Policy Coordinator for KHANA (Khmer HIV/AIDS NGO Alliance)

1.3 Scope

The scope of the evaluation is the Community Organization Program, Monitoring and Legal Assistance Programs operating in Phnom Penh and funded by UNIFEM.

1.4 Limitations

The complete CWCC staff members for the programs reviewed were available for the interviews. However because of the upcoming election, the turnout of local authorities and police was smaller than scheduled. Also the number of clients who received assistance from the network was small. That being said, it was noted that the consistency of comments across all the stake holders strongly suggests that those who were in attendance were representative of the opinions of their groups.

2. Background/Project Context

2.1. Violence Against Women in Cambodia

Violence against women continues to be a serious problem in Cambodia. In most societies, regardless of level of modernization or economic development, the issues and consequences of gender inequality are often realized in the form of violent acts directed toward women. Because the subservient role of women is culturally re-enforced by tradition, religion, or other forms of oppression which lead to an economic and social dependency, options for escape and personal empowerment are rare, particularly in societies lacking a consistent and coherent legal and formal social support system. One such society is Cambodia. In the aftermath of the nearly twenty-five years of internal and external conflict, atrocities and genocide, Cambodian society continues its struggle to restore and stabilize its culture, law, and economic base. Faced with problems with basic survival in a changing society coupled with a population where half of the people are under the age of 20, the problems of human trafficking, rape, and violence against women and children have increased as traditional family constraints, taboos and conventional social mores were weakened. Reported cases of domestic violence remain high, rape remain continues to be a problem and the trafficking of women for both labor and the sex trade continues to challenge the resources of Cambodia.

A significant piece of legislation, The Law on the Prevention of Domestic Violence and the Protection of Victims, was enacted in 2005 to provide an increase in protection to

victims. But while the law does provide definitions and guidelines for the handling of domestic violence cases, the understanding, implementation and enforcement by Cambodian authorities and police has been slow to occur. In 2007, legislation against trafficking was made into law and a National Task Force formed to work to eliminate it.

2.2. End Violence Against Women Project

The focus of the CWCC's "End Violence Against Women Now" is to develop its Community Organizing, Monitoring and Legal Programs in an effort to ensure that more women and victims of violence are informed and aware of their legal rights and legal options. The Community Organizing Program is key to developing a violence free Cambodia. The program raises awareness, educates, trains and sensitizes villagers, police, volunteers, and authorities on issues related to domestic violence, how to respond to, minimize and prevent the problem. The creation of community network coalitions who work closely together assist the police in obtaining accurate statistics on the problem, identify new cases and effectively respond to the problem. Through this new atmosphere of awareness, a collaboration beginning in the commune with the volunteers up through police and local authorities to the Cambodia Women's Crisis Center and other NGO partner's on to the governmental and judicial level can take place to end the problem of violence and the oppression of women in Cambodia.

The Monitoring and Legal Program complements this awareness raising and transformative work by providing women who are victims of violence, rape and trafficking with safety, services and choices. The Legal Program follows up the legal options and avenues clients wish to pursue.

3. Project Overview

3.1. CWCC's Vision, Mission, and Goals

CWCC's **vision** is to eliminate all forms of violence against women for the sake of equality, peace, development and happiness.

Their **mission** is to assist women and children in freeing themselves from violence, and through providing intervention services, monitoring, education, and advocacy, help them become able to make decisions and help themselves.

Their **goals** are to:

1. To empower women to make their own decisions and take control of their lives by providing service options to them and their children who are survivors of physical,

- sexual and/or psychological violence, including battering, rape, incest, sexual exploitation and sexual harassment;
2. To monitor, investigate and report on all forms of Violence Against Women ('VAW') occurring in the family or perpetrated or condoned by the state;
 3. To raise awareness about issues related to VAW in Cambodia;
 4. To encourage government bodies to hold perpetrators accountable and to undertake all appropriate measures to eliminate all forms of VAW;
 5. To promote gender equality, respect for women's rights and recognition that violence against women is a violation of women's most fundamental human rights, including the right to life.

3.2. CWCC's Project Objectives for Community Organization and Activities

The Community Organization Program is charged with the responsibility of implement the community education component of "End Violence Now" by engaging in activities to meet the following project objectives:

- To organize and build capacity of community leader volunteers by developing a greater awareness of violence of against women (with an emphasis on Cambodia's newly adopted Law on Anti-Domestic Violence and Victim Protection) at local and national levels so that they (community volunteers) will be collectively responsive to violence against women (VAW). These responses would include prevention of VAW, intervention on cases, provision of assistance, referring victims to services, and helping the reintegration of survivors to a safe community
- To support volunteers in raising awareness and initiatives to enforce laws by developing effective working relationships and networks to ensure commitments towards ending VAW and protecting survivors

The Community Organization Program focuses its efforts to combat violence on prevention and deterrence by informing men and women, police and local authorities about the problems of violence against women and the laws of Cambodia which criminalize and punish offenders. The program also establishes and maintains a support network in the communities to be a first line of support for victims of violence. The Community Organization Program also cooperates with and trains local authorities and police about their roles and responsibilities and how to intervene and assist the victims in a fashion which reflects respect and sensitivity to their plight.

The activities conducted by the Community Organization Program staff during the UNIFEM funding period were the creation of a curriculum materials on the new

domestic violence law and the subsequent trainings held for community members, local authorities, and police. The various trainings educate participants on the law, human rights, how violence affects the family, the role of men and women in the family, how to assist victims and how to collaborate with community coalitions. The trainings are recorded and televised.

Another major activity of the project involves recruiting of new volunteers to establish community networks which function to prevent violence within their communities and also function as a resource for victims. Some of the volunteers are selected to receive additional training as a part of the Trainee of Trainers Program initiative. There are also monthly meetings held for the support of the volunteers.

These activities are all documented through interviews with staff, clients, volunteers and written reports submitted to UNIFEM.

3.3. *CWCC's Project Objectives for Monitoring and Activities*

The Monitoring Program is charged with the responsibility of addressing project objective number three:

- To investigate, document, and report child and women trafficking, domestic violence, and all forms of violence against women in Cambodia with the aim to analyze its implications, while supporting women to escape the situation and referring them to available social and health services.

The Monitoring Program staff has the responsibility to scan the media for reported cases of domestic violence rape, and trafficking, provide counseling to the victim and advise them of their options, report and document cases of violence and to gather information and evidence. The Monitoring Program also maintains a Drop In Shelter for emergency and short-term safe respite for victims. When cases are received, the staff conducts investigations and gathers information concerning the facts of the case. If there is an emergency and a rescue is needed, the monitoring staff contacts the authorities or NGO partners to come to the victim's aid. If there are injuries to the victim, CWCC transports the individual to medical facilities for treatment. The program staff acts on the client's decision either to take legal action, in which cases are referred to the legal program where the client continues to receive visible support from the staff. In cases where reconciliation is chosen, it is arranged at the CWCC Office.

In cases of sex trafficking and rape, investigations are conducted and the program works closely with NGO partners, police and courts to seek permission for emergency intervention.

These activities are all documented through interviews with staff, clients, and written reports submitted to UNIFEM.

3.4. *CWCC's Project Objectives for Legal Assistance and Activities*

Legal Assistance is charged with the final project objective:

- To increase awareness and legal representation of survivors of violence against women, by informing them about their legal rights, judicial process and options for ensuring perpetrators are held accountable for their actions and victims are protected.

The lawyers of the CWCC provide legal assistance to clients to inform them of their rights and legal options, to discuss the costs and benefits associated with any legal action, and to provide them with legal advice and representation. They also accompany clients to court with the monitoring staff. Prior to court appearances, the lawyers conduct pre-investigations in all cases and prepare the complaints for court. If clients choose to not go forward, CWCC legal services mediate for property and custody issues. Finally, the legal program follows up with court orders to insure that they are enforced.

The legal program functions efficiently and effectively within a judicial system that is fraught with problems. Examples cited during the evaluation included: lack of proper legal documents such as deeds, marriage certificates as one source of difficulty, the slowness of the courts to make judgments creates hardships for victims who need to look after their children and livelihoods, the corruption of court officials ranging from mild forms of intimidation to drop actions to solicitation of bribes in order to receive a favorable judgments, and the rules which require the plaintiff to bear the burden and costs of enforcing judgments. But nevertheless, without the legal services provided by CWCC, most of these victims would receive no justice.

These activities are all documented through interviews with staff, clients, and written reports submitted to UNIFEM.

4. Summary of Evaluation Findings

4.1. Evaluation Objective #1.1.1: To document the results of the project activities in respect to objectives and target as stated in the project proposal

The work of the projects funded by UNIFEM is elaborated in the final Project Report. The target projections were realized in nearly all instances and exceeded in many. The numbers are taken from CWCC reports and attendance sheets. The results show due diligence in the implementation of project activities.

Table 1. Project Projections and Achievements as Identified in the Proposal for Funds from the United Nations Trust Fund to End Violence Against Women

Project Activities	Proposed Targets	Achievements
Raising Awareness of VAW Issues and Laws	80% of participants in the trainings	90% of participants in the trainings
Community Ed. Sessions for VAW impact & D.Viol. Law	63 sessions serving 1260 Participants	63 sessions serving 1638 Participants
Promotional Media Materials	100% of promotional material distributed	Over 46,850 pamphlets, posters and leaflets were distributed
Training of Trainer Workshop	1 Training of Trainer workshop serving 21	1 Training of Trainer workshop serving 21
Police Trainings	6 trainings serving 150 police officers	6 trainings serving 150 police officers
Refresher Courses for local authorities and police	2 courses serving 72 volunteers	2 courses serving 71 volunteers
Training Workshops for DWA staff	2 workshops serving 24 DWA staff	1 training workshop and 1 follow-up w/ 28 DWA staff** [Budgeted for this]

Volunteer Capacity	2 courses serving	2 courses serving
Building courses	50 participants	50 participants
Cases of DV mediated in the community	60% of cases	56% of cases
Legal Assistance	86 cases will receive legal assistance	300 cases received advice, 252 cases filed complaint
Cases Investigated	260 cases will be investigated	240 were investigated, over 1035 cases referred

4.2. Evaluation Objective #1.1.2: To document the way in which target groups report the benefits of the project.

The groups that were interviewed for the programs were the target groups for the projects including many of the beneficiaries of the trainings: ToT's, self-help group members, clients receiving assistance from volunteers, local authorities, police, and the seven district representatives and department head from the Ministry of Women's Affairs, the Interior and Foreign Ministries and the Judiciary[see appendix 6.4]. The group interviews were conducted to solicit information on the problems of violence against women in Cambodia prior to the onset of the project and now, the nature and effectiveness of the trainings they received from the CWCC, the impact of those trainings on their work in the community, and recommendations for the CWCC to improve its work to reduce the incidence of violence against women.

The response to the questions of whether the rate and severity of violence had changed was that it had been reduced because of the education on the law, human rights and the rights of women as well as information on the roles of men and women in their marriages. The knowledge of the new law definitely empowered all of the groups plus an overriding belief in the power of law and punishment. As one police officer stated "Perpetrators fear the new law." Of particular interest was the change in everyone's willingness to become involved and respond to violence as a result of the trainings. People reported that knowledge helped them to understand the responsibilities of all the parties involved which led to behavior changes. As one network volunteer stated: "Before I did not think it was any of my business". Definite differences in the responsiveness of both police and local authorities who had training as opposed to those who had not had training were consistently cited by the interviewees. One Trainer of Trainees stated that "Things were working well with the police in our

community but then they rotated and we had police with no training came... What a difference. All police should have the training.”

Ministry of Women’s Affairs

There were four separate interviews conducted in the Ministry of Women’s Affairs: H.E. You Ay, the Secretary of State and Chair of the National Taskforce Against Trafficking in Persons; H.E. Chou Bun Eng, Director General of Social Development; Ok Narin, Deputy of Department of Ministry Affairs; and twelve other members of MoW/DoMA.

The interviews with the top officials affirmed that one of the benefits was that CWCC maintained its status as a trusted partner and one that is looked at by the government as being competent and capable in the trainings that have been conducted. There is a strong history between the ministry and CWCC for close cooperation and the sharing of ideas. CWCC also participates on the National Taskforce against Trafficking. One of the outstanding examples of collaboration between government and CWCC, during the project period, was the use of the Crisis Center taking the lead in the foreign marriage/trafficking issues with Taiwan. As Cambodia has a one China policy, the government could not directly intervene in the situation, but owing to the prestige and esteem with which CWCC is held, it could intervene directly with Taiwan to investigate and work out a solution for women being victimized there. The government spokespersons from **Foreign Affairs** openly praised CWCC’s collaboration and work in this recent affair. He further stated “CWCC is very good to work with and we have good cooperation.” Otherwise these three top officials both commended and recommended the continuation of CWCC’s work particularly in the training of police and community education. They would like an overall expansion of CWCC’s coverage with their programs.

15 year old Trafficking Victim: A neighbor asked her mother if the victim would like to work in a garment factory in Malaysia. When she arrived she was made to work in a private household for almost a year. The son of the household owner raped her and she fled to the police who took her to the embassy who return arranged for her return to Cambodia. CWCC was contacted by the Ministry and met the victim at the airport. She stayed at the drop in shelter and provided with services. She states that because of CWCC’s work with the police and embassy, the trafficker has been arrested. CWCC is also assisting in compensation claims.

Ministry of the Interior discussed the new anti-trafficking law signed and endorsed by the king in 2007. Because of the new law, trafficking has been reduced because the well-organized traffickers fear the law and the enforcement organization that has developed to enforce it. In working with the problem of trafficking, the cooperation with CWCC has been much appreciated along with other NGO's such as the Asia Foundation and UNICEF. The CWCC involvements specifically discussed was related to the rescuing victims from brothels and providing them with legal assistance which is a much needed service. There is an obvious awareness and appreciation of the role of CWCC the trafficking issue.

The Municipal Court in Phnom Penh noted a reduction in the number of domestic violence cases going through her court in recent years. The courts also make an effort to cooperate with CWCC efforts by having staff members join CWCC's meetings and instruct them to respond to their requests.

The **Police** in Phnom Penh and the CWCC have a generally good relationship. CWCC is regarded as a resource not an advisory. The trainings have had a positive impact the relationship between the two organizations. General comments on the scope of the problems and changes included that violence has been reduced; police action is now more responsive to the victims of violence. A police officer who is also part of the self-help network opined "Formerly, perpetrators of violence were not afraid of the local authorities but respected the police. Now since the training has occurred within their district there is greater cooperation between police and the local authorities resulting in increased respect given to the local authorities by perpetrators." In the areas, where there has been training, police report that "people now approach them with domestic violence concerns."

Police also report that before the trainings, they did not know what to do or how to interpret the law. Now they can provide a better informed response to the victims. Training makes a difference in both the people in the commune and police. The police report that they provide training and education to the "special cases" in their area, and are tough on perpetrators in order to provide a good example for the commune.

There was little question that this project has positively impacted police officers awareness of women's rights and their knowledge of the law. The willingness to

collaborate with both local authorities within the community as well as CWCC was also evident.

Clients Assisted by Self-Help Network:

Clients were interviewed received assistance from the networks established by the CWCC. They knew of the CWCC from the local authorities in their area as well as knowing the neighborhood network individual. After contacting the network, an investigation into the abuse was conducted. Both clients stated that they were informed of both their legal options and human rights. They also felt that they were in complete control over how their cases were handled. Both clients initially sought mediation with their husbands. One client utilized the safe shelter and both reported taking advantage of training sessions on legal and human rights. The staff who worked with them were competent and courteous. One client is still with her husband and the other has received a divorce. An interesting note is the lawyer from CWCC intervened when the court attempted to solicit a bribe.

Clients Assisted by Monitoring

The clients interviewed who received assistance from the Monitoring Program were complementary of the staff and the assistance they received. All received counseling and advised of their legal options. Shelter and medical assistance, provided by CWCC was offered and utilized. The staff treated them respectfully and they felt a great deal of support about their situation. The clients all affirmed that they had control of their situation and the options they choose. They expressed never feeling pressured to choose one option over another. The staff always accompanied them to their court appointments and they also stated they felt confident speaking to the court.

Domestic Violence Client : "I drove by the office and walked in to asked about how they could help me. My husband is a police officer and so I could not go to them. The staff took me to the hospital and had police take pictures of the bruises. I stayed at the drop in shelter and staff informed of my rights and offered services. They were friendly and supportive to me. I felt like I had some power in my life.

My husband and I tried two mediations from CWCC but we are now getting a divorce.

I have referred others to CWCC with the same problems as I had."

Training of Trainers Program Participants

These individuals are trained by the staff of Community Organization and then go back to their communes and train a core group of 15 self help group members. These self help members are given the responsibility, after their training, to monitor violence activity for assigned residences. They become known in the community and are the first line for victims. If the situation is not as intense then they, either at the request of the victim or another reporting source such as a neighbor, follow up a report by interviewing the victim or going to the house of the reported abuse. They settle minor disputes or mediate differences. If the problem is too difficult or intense, they seek out the ToT who either assists with the intervention or if the situation of violence is too serious, goes immediately to the local authorities and police to act. This speaks to the benefit of the improved collaboration and cooperation between stakeholders. They also discuss the issues and case situations in the monthly meetings with the CO staff.

The interview of the TOT's supported the documented the procedures for the selection of ToT candidates as elaborated in the project's annual reports. They stated that they were identified by CO staff and asked to become TOT's and participate in the training. They attested to the high quality of training for themselves and that they had received much training on the topics of domestic violence law, mediation, and how to report their work.

The trainees stated that they initially conducted trainings with the Program Coordinator for CO and then proceeded with independent trainings themselves. They identified that within their groups, the discussions between men and women's expressed needs and interests have very positive effects on the participants. The trainings which related to gender roles and ramifications of violence have a positive impact on couples and the men specifically.

Self-Help Group Volunteers

Each volunteer in the self-help group is responsible for an established number of households and watch for signs or reports of violence. The first option is to attempt to mediate if the violence is minor. If that is not successful then the case is referred to the team leader who will then hold a meeting to discuss alternatives and involve local authorities and or the police. The community is aware of the role of the volunteer network as all were former government workers and so have prior community visibility.

The training they receive from ToT's focused on human rights, the law, the role of the community volunteer and how to help family situations. They learned mediation skills and how to cooperate. They found the training to be valuable and benefit them in doing their work. They group also, when asked why they choose to be involved stated a variety of altruistic reasons ranging from "It's the right thing to do" to "If I do good things in this life, I help myself for the next life."

4.3. Evaluation Objective #1.1.3: To determine the extent organizational management structures and processes affected the delivery of services and achievement of its goals

CWCC engages in a regular four year strategic planning cycle which seeks input from a variety of its stakeholders. It is currently in year three of the current plan "Emerging from the Shadows of Violence: Global Proposal 2006-2009". CWCC's planning process seeks input from current and former clients, staff, and other NGO partners. That feedback with program evaluations from existing programs lays the groundwork for the staff planning retreat. Program plans for the individual programs are done annually. The attention to planning given by CWCC is more than adequate in keeping the agency in line with the needs of the target populations and their keeping organization vital.

The administrative structure has been improved since the beginning of the UNIFEM project period. There are Program Officer for Community Organization and Monitoring who report to the Municipal Coordinator for Phnom Penh. The Municipal Coordinator, in turn, reports to a recently created position of Secretary General and ultimately to the Executive Director. This administrative change was implemented as a part of the new strategic plan and appears to be working effectively by removing some of the burden from the Executive Director. The previous Executive Director and founder of CWCC left the agency the summer of 2007 and has been successfully replaced. There is a strong middle management team in place who functioned at a high level during the transition.

While there are clearly defined guidelines and policies in place for the operations of the project programs, there is autonomy for the Program Officers as was expressed by both the upper management and the officers. The upper management sees themselves in more of advisory capacity as opposed to a hand on approach and in most instances only become directly involved in program operations when handling exceptional cases.

Ultimately the project is overseen by the Executive Director of CWCC and monitors the projects on a six month cycle. The Secretary General monitors the programs every three months and Municipal Coordinator Phnom Penh handles day to day issues and the

monthly staff meetings. The projects submit monthly reports to the Municipal Coordinator and these reports are the basis of the semi-annual and annual reports.

The management of information is somewhat problematic largely due to tight deadlines, translations, and multiple reports and reporting formats to different donors which the Municipal Coordinator and Secretary General must contend with along with their other responsibilities.

The staff implementing the programs is capable, hard working and dedicated to both the victims of violence and the aims of CWCC. The Community Organization Program is staffed by the Community Organizing Program Officer and a program staff member with an occasional intern. The two of them organize, train, and maintain the volunteer network. The Monitoring Program is staffed by the Program Officer and four monitoring staff who monitor the media, conduct investigations, counsel and advise clients. On site weekend coverage is done by a part-time staff member. And finally, the Legal staff is made up of two lawyers who handle the court cases, filings, enforce court orders and conduct mediations between couples.

The personnel in the Community Organization, Monitoring, and Legal Programs have either university degrees or degrees in progress, many with Bachelor of Law degrees and a few with Master's degrees and so are qualified for their positions. They also participate in numerous short-term training experiences to improve their skills. Staff performance is rigorously evaluated on a yearly basis using a multiple methods including a standardized instrument as well as personal goals and growth contracts.

The human resource questions are: the number of staff currently running the programs cannot expand the program without new staffing. There is a need for second language proficiency to improve the reporting process and there a need to increase the staff capacity for capturing, analyzing, and reporting data.

4.4. *Evaluation Objective #1.1.4: To determine the project's impact on the problem of violence against women in the target communities and elsewhere, with a focus of awareness raising, capacity building and reduced vulnerability to different forms of violence.*

It was reported by the **Training of Trainers** that local authorities are supportive of the program. Prior to the project it was stated, local authorities "did not have the tools to deal with domestic violence". Another outcome that was also reported was an increased supportiveness from police who have received trainings and their improved

responsiveness to victims. The ToT's stated that "while most of the individual beneficiaries of their trainings are low income, middle income and more "influential" persons have sought their help as well".

According to them, the number of instances of domestic violence has been significantly reduced since the program and trainings were introduced. They said that "men are afraid of the consequences of the law" and women no longer feel isolated and are empowered by the new awareness of their rights and the support of the law. They were very enthusiastic about the work that they do and take a great deal of ownership and feel that the work they are doing is important to the victims and the community.

The **Self-Help Network Volunteers** stated the before the network was development there were many reports of domestic violence related to drinking and gambling and people did not have knowledge of the roles of husbands and wives, the law and their human rights. Now things are improving and violence is reducing. Women enjoy a better position in the marriage than before. This is worthy of note: the police that were trained by CWCC were reported by the network to be easy to work with and responsive but those officers were transferred and the replacements that did not have training are a problem to work with in domestic violence situations.

The interviews with the twelve **staff members from the Ministry of Women's Affairs** also affirmed the value of the trainings and how these trainings contributed to reductions in the instances of violence in their communes. They were quite complementary to the Community Organization Program for being well organized, comprehensive in scope, and offering solutions to resolve problems in a peaceful fashion. Education and the formation of networks in the districts are seen as crucial to the reduction of abuse. CWCC is also responsive when the need is to rescue a girl whom they report as being abused. They decidedly credit CWCC with a change in the attitudes and behaviors of the police and local authorities to responding to the victims of domestic violence.

They expressed a strong desire for CWCC to maintain and expand training, even into the schools. The continuing presence of alcohol and gambling pose a threat to the safety of the families and the current displacement of poor people in Phnom Penh, as urban development and land speculation occurs, is also threatening family stability particularly among the poorer citizens.

The Ministry of Foreign Affairs praised the work of CWCC specifically in its handling of the problems with trafficking with Taiwan. The Cambodian government has a one China policy and CWCC was able to act as a valuable partner and intermediary in the situation where the government could not directly intervene on behalf of the women trafficked to Taiwan. The willingness and ability by CWCC to collaborate with the government has earned the agency great respect.

The judicial officials interviewed were aware of the lawyers for the CWCC and view them as representing poor people in domestic matters. They note that the clients have been able to speak for their own interests and are always accompanied by CWCC staff.

The Police officers are enthusiastic about the relationship with CWCC and state that even though the project is completed, the contact and collaboration is still maintained. The most useful aspects of the training are about the new domestic violence law and now “they can educate the people.”

They shared observations on changes in women’s issues that they made over the grant period which is that prior to the CWCC trainings, there was a general lack of knowledge by the local people on both their human rights and legal rights. Since the training provided by CWCC, they learned rights and report changing attitudes, while the violence perhaps has not decreased in their area, there has been a definite reduction in the **severity** of those acts which do occur.

There was agreement that the trainings lead to an increase in understanding and changing attitudes toward violence. One of the attitude changes specifically noted was the reluctance for police and local authorities to intervene in cases of domestic violence prior to the trainings and now there is much greater cooperation and intervention because of the knowledge of the law and their respective responsibilities related to the law.

Local Authorities cited the legal and mediation trainings were cited as being very effective. News skills on collaboration were also learned. There is also a close working relationship between local authorities and the network. The CWCC strengths cited by the authorities were the abilities of the organizations to conduct competent trainings. The agency [CWCC] has demonstrated ability to bring groups [stakeholders] together and create good working relationships. They also possess expertise and provide good

referral services. CWCC has the ability to mobilize and motivate people to take action. And finally, they said the organization [CWCC] is very focused and keeps their “eye on the target.”

4.5. Objective #1.1.5 To assess the sustainability of programs initiated by the project

There is little question as to the sustainability of these programs providing there is funding for them, and there is no reason to anticipate that the Cambodian Women’s Crisis Center will not continue to seek out funding for these programs. The answer is crystal clear: These program are the core of the vision and mission of CWCC, together with the shelter program, they are the CWCC. And the Cambodian Women’s Crisis Center is a fiscally viable, competently run organization.

The programs are also sustainable because the programs are well designed and executed by dedicated talented people who care deeply about the suffering of the women who have endured and survived violence, rape, and the slavery of being trafficked.

The programs are sustainable because the victims, volunteers, police, local authorities, the government, in other words the stakeholders hold a strong belief in the value and difference these programs make in women’s lives and communities. Perhaps most importantly is having seen and having a strong awareness of the power of their collaborations in the struggle so end violence against women.

4.6. Objective #1.1.6 To provide direction for similar future initiatives by indentifying gaps and priority needs in addressing the problem of violence against women.

The following are recommendations for the CWCC to consider for enhancing the continued future success of their program projects to end the problem of violence against women.

- **Community Organization Program**

7. Increase the size of the staff in order to meet the demands of the program and further expansion. The current program in Phnom Penh is staffed by two individuals who currently organize and provide trainings for the Training of Trainers program, provide trainings for the police and other authorities, and organize and staff support meetings for the existing networks. Maintaining the status quo could be done with the existing staff but to expand and

particularly with the numbers police who need this awareness building of women's rights and knowledge of the law will require additional staff.

8. Increase the number of Training of Trainers (ToTs) in order to reach more individuals vulnerable to violence and being trafficked. The initial program has been successful in establishing a local organized presence and resource in the communities for women who are uninformed as to both their rights and the available protection of the law.
9. Increase the number of trainings offered for Police Officers in Phnom Penh as well as offering them at staggered times to allow for officers work schedule differences. The instances which were reported during the evaluation gives every indication, and consistent with issues of domestic violence, that law enforcement training is crucial to the success of protecting victims.
10. Revise the program organizational chart to more accurately reflect the various networks. The current chart is unclear in its differentiation between the Training of Trainers and their relationship to the self-help networks.
11. Expand the coverage for the trainings by either addressing new groups such as school age children [early to middle teens] or the number of districts and communes covered. One of the areas for expansion identified by all stakeholders was the importance of reaching a broader audience. Victims and personnel from the Ministry of Women's Affairs recommended school age children citing the importance of raising awareness of women's rights, marriage roles, and the consequences of the law in a prophylactic way. Dating violence as a problem was reported by a victims and network members which also underscores the need.
12. Increase the allowances for ToT's trainings to offset for rising costs for conducting them. The combination of successful turnouts to trainings, a lack of child care so women bring their children, coupled with rising food costs currently has most trainers using their own money to make up the difference.

- **Monitoring Program**

1. Increase the size of the staff in order to manage the work load. The program had more than a thousand reported cases of which they were able to investigate about a quarter.
2. Provide adequate equipment for conducting investigations, such as digital cameras, video recorders, digital recorders, and laptop computers for

evidence collection. Currently, the staff is working with one camera which is shared and none of the other technology. Bearing the burden of evidence collection because of the nature of law enforcement in Cambodia, an increase in the amount of technological assistance would increase the effectiveness of the program.

3. Additional training on the collection, handling, and storage of evidence. The prior recommendation for increasing the technology would necessitate a level of proficiency in its effective usage.
4. Need a reception and interviewing/counseling room for victims. The existing configuration places the victims in a high traffic area of staff, visitors and activity. Currently, victim interviews are in shared offices.
5. Examine the current transportation needs for the monitoring staff. Staff response to cases has been hindered on more than one occasion because of either the available or condition of the agency vehicles.
6. Increase the regularity of training for the night and weekend non-monitoring staff who receives victims during non-working hours. Monitoring staff are on-call in evenings and while the night guards have received initial training it intermittent follow-up is needed order to insure women in crisis are met in a sensitive manner.
7. Female staff for night time coverage in the drop in shelter. Given the nature of Cambodian culture, clients staying in the drop in shelter would be better served with the presence of a female staff from whom to seek assistance.
8. Increase per diem for monitoring staff to keep pace with inflation.
9. Provide secure transportation for clients and staff to and from court. Clients and staff are vulnerable to both intimidation and violence from perpetrators in volatile cases.
10. Revisit the case allocation procedure in the monitoring program. The current procedure is by alphabetical grouping as opposed to primary case responsibility.

- **Legal Program**

1. Add staff to accommodate new changes for court appearances. New procedural regulations now require lawyers to be at all hearings.
2. Secure transportation for lawyers on particularly contested cases where there is reasonable concern for safety. The same concern as for the monitoring staff.

- **Administration**

1. Examine the current transportation needs for the staff.
2. Transportation needs attention. Maintenance of existing vehicles, availability of vehicles when needed, vehicles fueled up.
3. Have programs evaluate the types of information collected and how it is of use to them and the agency.
4. Assess office space needs, particularly if the program staff is expanded. The current facility in Phnom Penh is nearly at capacity.
5. Study the existing configuration of where programs are housed within the existing office and whether it is conducive to sensitively meeting the needs of clients efficiently.
6. Rethink the reception area as the first point of contact for someone who has been beaten, raped, or trafficked. A high traffic area for staff, visitors and the copier does not reflect the concern and sensitivity for victims that CWCC exercises in its handling of cases.
7. Report writing deadlines need to be tightened. The volume of quarterly and annual reports needed by CWCC for their various funders places a good deal of stress on the administrative system. When deadlines are missed by program staff, it creates an unnecessary log jam for the coordinators and Secretary General.

5. Conclusions

The projects supported by UNIFEM were faithfully and successfully executed by the agency, with the supporting evidence provided in the project reports detailing the good work. The community can verbally express the changes in attitudes and the CWCC has measures which document the change. The success of the programs is well recognized by the government, local authorities, and the community. The very centrality of the projects to vision and mission of the agency makes these projects of the highest organizational priority.

The Cambodian Women's Crisis Center is has created a strong community network for the monitoring and intervention in cases of domestic violence, rape and human trafficking. They are well known and respected for their work by the government, media and NGO community. The human resources of the organization are strong in their capacity to address the problems of violence against women and their internal

capacity building experiences for staff continue to strengthen those resources but they are small enough in number to be taxed by the volume of cases with which they deal.

The organization's current and anticipated growth is creating some challenges in terms of administrative systems and physical space needs which must to be addressed in the near future. But with the strength and dedication of the individuals and their commitment to strategic planning and a rationalized approach to developing services which are "on target", there is no reason to expect anything other than a successful meeting of those challenges. A continuation of funding of this work is in order.

6.Appendices

6.1 List of Documents Reviewed as information related to the objectives of this evaluation

- Proposal for Funds From the United Nations Trust Fund to End Violence Against Women -2005
- Grant Agreement Between the United Nations Development Fund for Women and the Cambodian Women's Crisis Center for the Provision of Grant Funds
- Emerging from the Shadows of Violence: Global Proposal 2006-2009
- Domestic Violence Annual Report April 2006-March 2007
- Domestic Violence Semi-Annual Report April-September 2007
- Domestic Violence UNIFEM Semi-Annual Report October 2007-March 2008
- Organizational Chart of CWCC
- Organizational Chart of Community Organization Program
- Training videos
- Job Descriptions
- CWCC Guidelines for Community Organization Program
- Cambodian Women's Crisis Center Banteay Meanchey Violence Against Women Evaluation Report. Patty Curran, Oxfam Hong Kong, March 2005

6.2 Interview Guides used to initiate discussion with interviewees

ADMINISTRATIVE Interview Guide

General Questions:

1. How integral to the central mission of the agency are the programs funded by UNIFEM?
2. Describe the supervisory structure of the program.
3. How would assess the quality of the staff in these programs:
 - a. Supervisory
 - b. Line
4. Are responsibilities clearly delineated for staff and administration related to the operation these programs?
5. How much autonomy is given to the Program Coordinator to run the program?
6. Is there sufficient staff to operate these programs successfully?
7. If there are needs, where would you identify those needs?
8. Is the level of the workload expectation equal not only to rewards offered but also for staff having a life and relationship outside of the CWCC?
9. Is there any concern on the part of administration regarding this?

10. How do you support the staff in improving their level of skill for executing the program?
 11. How does CWCC strengthen the skills of the program coordinators?
 12. How would you assess the leadership within the programs?
 13. What is done to develop leadership among personnel at the lower levels of the programs?
 14. How is the program monitored administratively?
 15. How frequently does the managerial staff meet with the program coordinators and what are the topics that are addressed?
 16. Are the reporting mechanisms functioning effectively and efficiently?
 17. Is reporting done in a timely manner?
 18. Who reviews the reports that are submitted?
 19. How successful do you feel these programs are in achieving their goals?
 20. On what do you base those feelings of accomplishment?
 21. Are you satisfied with the type of information used as evidence?
 - a. If not, what would you like to see and
 - b. What steps are needed to get to that point?
 22. Where or at what level of the organization does the analysis of all the information occur and who's responsible for seeing that it is done?
 23. What do you see as the strengths and opportunities for the programs?
 24. What do you see as the threats and challenges of these programs?
 25. What strategies do you see being taken to address the issues and problems with the court and the law as it relates to VAW? Specifically, the slowness of processing, the fees, and judicial bias and corruption.
 26. What do you see as the future of this program in Phnom Penh?
-

COMMUNITY ORGANIZATION Interview Guide

Collaborations and Capacity Building

1. Describe how you collaborate with other NGO's on issues of advocacy, awareness and training.
2. Describe your relationship with the media.
3. Are media personnel ever involved in your training?
4. What would you most like to see the media improve upon regarding VAW?
5. What would you most like to see the media do to assist CWCC efforts?
6. Other than the pre-post test information, what evidence do you have the community education has an impact particularly making these officials and police "more responsive"?
7. Can you give an example or two of meetings where a new strategy came out of a meeting discussion with volunteers?
8. What are the constraints and challenges identified by the volunteer networks in their meetings?
9. How effective has the Training of Trainers program been?

10. Have you followed up in the communities after ToT volunteers have conducted trainings to assess the effectiveness of that training? And what did you learn?

Agency Program Support

11. Are responsibilities clearly delineated for staff and administration related to operating these programs?
12. To what extent can the program make decisions about the program operation, providing you are operating within the grant guidelines?
13. Is there sufficient staff to operate these programs successfully?
 - a. If there are needs, where would you identify those needs
14. Do you feel the administration is supportive of the program efforts?
 - a. How is it demonstrated?
15. What additional kinds of support would assist you in continuing this program's success?
16. Are you satisfied with the type of information your program collects and is used as evidence for success?
17. Explain how the analysis of all the information occurs and who's responsible for seeing that it is done?
18. Is the management of the program information easy and efficient for recording, reporting and analyzing?

Personnel Support

19. Is the level of the workload expectation equal not only to rewards offered but also for staff having a life and relationship outside of the CWCC?
20. How are you supported as staff in improving your level of skill for executing the program?
21. Have you had opportunities to develop new skills which would allow you to advance or take greater leadership in the program or CWCC?

Accomplishment, Opportunities, Challenges and Future

22. How successful do you feel your program is in achieving its goals?
23. On what do you base those feelings of accomplishment?
24. What do you see as the strengths and opportunities for the C.O. program?
25. What do you see as the threats and challenges of this program?
26. What do you see as the future of this program in Phnom Penh?

Monitoring/Legal Interview Guide:

Monitoring Begin Here:

1. Describe what monitoring means?
2. How do you investigate?
3. When you explain options, what exactly do you do?
4. At what point do you refer to the legal services?

5. What sort of counseling do you do with the victims other than explain options?
6. Do you explain the court process to the victims?
7. How do you support victims through court cases?

Legal Begin Here:

8. How are investigations conducted?
9. In domestic violence cases, what types of evidence do you collect?
10. In rape cases, what is the evidence collection process?
11. Describe your cooperation with the police.
12. Describe your cooperation with the health clinics.
13. How do follow-up on judgments?
14. What is the status of police and judicial corruption as you encounter it?

Both Programs Respond:

15. Are responsibilities clearly delineated for staff and administration related to operating these programs?
16. To what extent can the program make decisions about the program operation, providing you are operating within the grant guidelines?
17. Is there sufficient staff to operate these programs successfully?
 - a. If there are needs, where would you identify those needs
18. Do you feel the administration is supportive of the program efforts?
19. What additional kinds of support would assist you in continuing this program's success? (Equipment, training, etc.)
20. Is the management of the program information easy and efficient for recording, reporting and analyzing? Suggestions?

Personnel Support

21. Is the level of the workload expectation equal not only to rewards offered but also for staff having a life and relationship outside of the CWCC?
22. How are you supported as staff in improving your level of skill for executing the program?
23. Have you had opportunities to develop new skills which would allow you to advance or take greater leadership in the program or CWCC?

Accomplishment, Opportunities, Challenges and Future

24. How successful do you feel your program is in achieving its goals?
 25. On what do you base those feelings of accomplishment?
 26. What do you see as the strengths and opportunities for the Monitoring/(Legal) program?
 27. What do you see as the threats and challenges of this program(Legal system)?
 28. What do you see as the future of this program in Phnom Penh(Legal system)?
-

Clients/ Victims Interview Guide

1. How did you hear about CWCC
2. How did the local authorities respond to your crisis? (Police, commune chief)
3. Were there any other organizations that helped you
4. How long between your crisis and when you were contacted by CWCC
5. Before your negative experience, how much information did you have about Women's rights and services like the ones provided by CWCC? If so, where did you get that information
6. Describe your experience with the staff once you made contact with CWCC
7. How would you describe the staff with which you have had relationships?
8. Had you known anyone who had used CWCC services prior to yourself needing services?
9. Did the staff make it clear that you could choose and make your own decisions about your situation?
10. Did you feel that you always had the right to make your own decisions?
11. How has your experience with CWCC affected the way that you make decisions
12. Describe the ways in which your view of yourself and personal empowerment been impacted by CWCC.
13. What are the attitudes about violence against women in your community [authorities, police, men, women]
14. What advice would you give to the CWCC if they want to help women who are victims of violence in the future [knowledge of rights, empowerment, counseling, preparation for legal actions]
15. What advice would you give to women who have experienced what you have
16. Are there other aspects of gender advocacy that CWCC should focus on in the future?
17. Was your perpetrator punished
18. Were you offered compensation by the perpetrator so you would not go forward with the case?
19. Did you have a problem paying the court fees in order to be prosecute
20. Did the police have to be paid
21. Were you forced to prosecute by anyone or made to feel that you had no choice.
22. Has the persecution made a difference for you?
23. Do you feel this process has brought about closure for you

National Authorities Interview Guide

General Questions:

1. Could you describe the state of women's issues in Cambodia today?
2. What have been the significant changes in the last few years?
3. What do you see as the most important issue today for women?
4. What is the nature of your collaboration/coordination with CWCC?

5. Describe the quality of your relationship with CWCC in terms of strengths and challenges?
 6. What can you say about the work of the organization?
 7. What would you say is CWCC's greatest organizational strength?
 8. Please give examples of CWCC successes in their work with you or that you are aware of personally.
 9. Do you think that CWCC has the potential to have an even greater impact within gender advocacy issues?
 10. What recommendations can you give CWCC for them to become even more effective in their work or to have a greater impact? Or in their relationship with you?
 11. Do you see new ways or directions for CWCC to program?
 12. How would you evaluate the CWCC's efforts for gender advocacy and informing the public of women and children's rights?
-

Community Volunteer /Trainees Interview Guide

1. What have been the significant changes in your community in Domestic Violence in the last few years?
2. What do you see as the situation in your community today, more cases of domestic violence or fewer?
3. What is the nature work with CWCC?
4. How did you first hear about CWCC?
5. How were you selected to be a trainee/volunteer?
6. What kind of topics did you receive training on?
7. Were the topics relevant to the situation in your community?
8. What was the most important thing you learned in the trainings?
9. How has the training you received or volunteer work you do impacted your life?
10. Do the members of your community know about your work with CWCC?
11. How do people think about your role?
12. Do local authorities and police recognize you as a community resource?
13. What kind of follow-up or support does CWCC provide to you?
14. What recommendations can you give CWCC for them to become even more effective in their trainings or to have a greater impact on violence in your area? Do you see new ways or directions for CWCC to program?
15. What kinds of suggestions do you have for CWCC to improve its services?
16. How have community attitudes changed in the last two years regarding the situation of women?
17. Has the behavior of the authorities and police changed in response to domestic violence?

[For Local authorities and Police only]

18. How has the behavior changed among police who have received training?
 19. How has the behavior changed among local authorities who have received training?
 20. Has there been any impact on the relationship between police and local authorities in cooperating or responding to domestic violence in your commune?
 21. From your perspective, has the trainings and networks had an impact in your community?
 22. What are your local challenges concerning women's rights and violence against women?
-

6.3 TOR**Schedule for the Evaluation of UNIFEM's Project****23 June-25 July**

Date	Time	Activities	Places	Responsible Person	Working Day
June 23, 2008	2:00pm-5:00pm	Meeting with Program Officer and staff to prepare for the evaluation and come up with the key questions and evaluation schedule	CWCC PP Office	- Thoun, Len, Vanarom, lawyer and evaluator	1 day
June 24-26, 2008		The evaluator prepare questionnaire and review the documents of CWCC	CWCC PP Office	- Evaluator	3 days
June 27, 2008	5:00pm-8:00pm	Interview Management committee (ED, SG, and M. coordinator)	CWCC PP Office	- Vathany Say, Roth, and Meareday	
June 28, 2008	8:00am-10:00am	Meeting with community organizing program on achievement	CWCC PP Office	- Thoun, Len	1 Day
	2:00pm-5:00pm	-Working on the Document		- Evaluator	

June 30, 2008	8:00am- 10:00am	- Interview all 7-district and 1- head department of MoWA representatives	Head of Department of MoWA office	- Thoun, Len	2 days
	10:30am- 12:00am	- Interview 4 trainees of trainers (ToT)	CWCC PP office	-Thoun, Len	
	2:00pm- 3:30pm	- Interview 3 volunteers (3 police)	CWCC PP office	-Thoun, Len	
	3:30pm- 5:00pm	-Interview 3 volunteers (3 authorities)	CWCC PP office	- Thoun, Len	
July 1, 2008	8:00am- 10:00am	- Interview 5 villagers who received trainings from volunteers	village	- Thoun, Len	
	2:00pm- 5:00pm	- interview 2 clients who received assistance from volunteers	village	- Thoun, Len	
July 2, 2008	8:00am- 10:00am	- Meeting with monitoring program on achievement	CWCC PP office	- Vannarom, Vibal, Phearak	1 day
	10:30am- 12:00am	- Meeting with Lawyers program on achievement	CWCC PP office	- Theara, Osaphea	
	1:30pm- 3:30pm	- Interview client: 2 DV case	CWCC PP office	- Vannarom, Vibal, Phearak	
	3:30pm- 5:30pm	- Interview clients: 2 ST cases	CWCC PP office	- Vannarom, Vibal, Phearak	
July 3, 2008	8:30am- 9:30am	- Interview MoWA representatives	MoWA office	- Vannarom, Vibal, Pheareak	1 day
	10:00am- 11:30am	- Interview Ministry Foreign Affairs officers	MFA office	- Vannarom, Vibal, Pheareak	
	2:30pm-	- Interview anti-trafficking police	Mol office	- Vannarom,	

	4:00pm	at Ministry of Interior		Vibal, Pheareak	
July 4, 2008	8:30am - 10:00am	- Interview municipal court officers	PP court office	- Osaphea, Theara	1day
	10:30am- 12:30am	- Interview clients: 2 rape cases	CWCC PP office	- Vannarom, Vibal, Pheareak	
	2:30pm- 4:00pm	- Interview provincial court of Kandal officers	Kandal court office	- Osaphea, Theara	
July16-21, 2008		Preparing the report		Evaluator	5 day
July 22, 2008	8:00am- 12:00am	Validated report with CWCC staff, some Key Stakeholders and Director	CWCC PP office	ED, SG, MC, CO, Monitor staffs and Evaluator	1day
July 23-24 2008		Finalizing the report		Evaluator	2 day
July 25, 2008		-Submission of the final report to CWCC		Evaluator	
		Total			18 days

6.4 Roster of Individuals**Interviewed:****CWCC Management**

Vathany Say	F		Executive Director
Nop Sarin Sreyroth	F		Secretary General
Moung Meareday	F		Municipal Coordinator, Phnom Penh

Interview CO. staff [CWCC]

		Sex		Responsibilities
		F	M	
1	Khiev Thoun	F		Co. coordinator
2	Ang Len		M	Co. staff

Interview self-help group

1	Seang Sarum		m	73	Member of commune councilor
2	Srun Sophy	f		48	Commune councilor
3	Loy Phally	f		48	Commune councilor
4	Kign Vannarin	f		56	Deputy village leader
5	Choun Sopheap		m	36	Commune councilor
6	Tun Sinna	f		49	Deputy village leader

Interview clients received CWCC services

1	Chan Bunthamony	F		41	Client Domestic Violence
2	Puth Sreynang	F		29	Client Domestic Violence

Interview staff of MoWA

1	Nou Bopha	F			Head of administration of DoMA
2	Aum Simon	F			Khan Dangkor staff of MoWA
3	Sum Sannavy	F			Khan Dangkor staff of MoWA
4	Ngeam Mom	F			Head of staff of DoMA of Khan Toul Kork
5	Kan Ratanak	F			Gender Equity Department
6	Kean Putheareth	F			Deputy protection of law unit
7	Rach Sonny	F			Center chief
8	Houy Sochivanny	F			Russey Keo staff of MoWA
9	Ke Chandoung	F			Head of staff of DoMA of Khan Chamkarmon
10	Mok Mai	F			Deputy protection of law unit

11	Ek Yanny	F		Daun Penh staff of MoWA
12	Mok Sinnath	F		Meanchey staff of MoWA
13	Ok Narin		M	Deputy of DoMA

Interview TOT

1	Chey Vanntha	F		TOT
2	Prom Sopha	M		TOT
3	Kim Chansopha	F		TOT
4	Sok Channavy	F		TOT

Interview Monitoring Staff [CWCC]

	Pol Vannarom	F		Monitoring Program Officer
	Phon TholsovanVibol	M		Monitoring Staff
	Sun Phearak	F		Monitoring Staff
	Chourp Vantha	F		Monitoring Staff

Interview Legal Staff [CWCC]

	Mey Osphea	F		Lawyer
	Lam Sokuntheara	F		Lawyer

Interview Judiciay

	Mrs. Chan Madina	F		Judge /Deputy Chief of Phnom Penh Munici.Court
	Mr. Veng Van Vibol	M		Prosecutor at Kandal Provincial Court

Interview Ministry of Internal Affairs

	Brig.Gen. Ten Borany	M		Deputy Director of Anti-Human Trafficking
--	----------------------	---	--	---

Interview Ministry of Womens' Affairs

	H.E. Chou Buneng	F		Director General of Social Development
	H.E.You Ay	F		Secretary of State

Interview Ministry of Foreign Affairs

	Kim Sovana			Deputy Director of Legal Counsel Department
--	------------	--	--	---

Victims Served by Monitoring Staff

Client "A"	F	13		Trafficked Rape Victim
Client "B"	F	15		Rape Victim
Client "C"	F	15		Trafficked Victim
Client "D"	F	11		Rape Victim
Client "E"	F	32		Domestic Violence
Client "F"	F	18		Trafficked

Interview Police

	Lot Khim	M		Police
	Khing Sambat	M		Police

Interview Authority

	Meas Rada	F		Authority
	Dari Sobin	M		Village leader