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# UNICEF CAMBODIA CHILD PROTECTION QUARTERLY BRIEF

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QUARTERLY BRIEF 7

APRIL - JUNE

2020<sup>1</sup>

## About this brief

For the past decade, UNICEF has been working to strengthen child protection systems in Cambodia. It has done this with financial assistance from USAID, and by working closely with the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and members of the Partnership Programme for the Protection of Children (3PC).<sup>2</sup> This quarterly brief highlights progress in the activities conducted by UNICEF, primarily with USAID funding, but includes other donors to give a comprehensive picture of

child protection in Cambodia (noted in the report where relevant). This brief is structured around the five domains of indicators recommended in the Child Protection Monitoring Framework, which has been developed to operationalize the national Child Protection Information Management System (CPIMS). It is hoped this brief will give updates on child protection in Cambodia and be useful to donors and other stakeholders.

<sup>1</sup> Key data refer to April–June, however some key events from July are also included to provide more up-to-date progress.

<sup>2</sup> 3PC members are: Friends International; Cambodian Children's Trust; Children's Future International; Damnok Toek; Friends International Kaliyan Mith Chom Chao; Kaliyan Mith Siem Reap; Komar Rikreay; M'Lop Tapang; Mith Samlanh; Samatapheap Khnom Organization; Transcultural Psychosocial Organization (TPO).



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Launch of Primero/CPIMS+

## Primero is live in Cambodia

Despite the obstacles presented by COVID-19, on 22 July 2020, CPIMS+/Primero went live in Cambodia. This rollout is one of the largest Primero pilots to date, and means that UNICEF’s goal to convene partners around a coordinated effort to facilitate quality case management to strengthen child protection systems has started. His Excellency Touch Channy, Director General of MoSVY, did the first login in Primero, which will be adopted by MoSVY to be the backbone of its nationwide child protection case management system.

Primero is a secure, rights-based, principled and efficient solution for online and offline case management. It is led by UNICEF and developed in partnership with a global network of innovation and child protection experts that includes UNHCR, UNFPA, the International Medical Corps, International Rescue Committee, Plan International, Save the Children and Terre des Hommes.

The launch is the culmination of several months of hard work by the UNICEF Cambodia Country Office and the Child Welfare Department of MoSVY, with assistance from the East Asia and Pacific Regional Office and Headquarters, and with financial support from USAID and global thematic funds.



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*“The system makes it easier for us to fill in information and keep information in one system. We are no longer afraid of losing documents during the rainy season or misplacing them somewhere,” said Lysa Alin, a government case worker.*

Despite the challenges posed by the COVID-19 pandemic, the teams were able to move ahead with deployment, however the training of trainer modality had to be changed, which was conducted entirely online. Training of trainers was conducted for eight people from MoSVY and UNICEF using: Zoom calls to explain and demonstrate the system; Google Classroom to share resources, assign homework and collect feedback; and the creation of a Primero simulation environment where trainees could perform their tasks and interact directly with the system under the supervision of facilitators. These trainers are conducting face-to-face three-day training for sub-national government staff in different provinces. Some 118 government social service workers from all 25 provinces (province and district level) will be trained in the first phase, with a focus on enabling them to start case management of children living in residential care in the second

half of 2020. However, Primero will also strengthen overall case management and access to services for vulnerable children, including in the context of emergencies such as COVID-19.

In order to develop a helpdesk/support platform for users and to ensure the sustainability of the system, two key system administrators were assigned by the Child Welfare Department and were given additional system administration training.

Primero in Cambodia will be interlinked with OSCaR, a platform of child protection actors (NGOs and CSOs, particularly the Family Care First (FCF)-React network led by Save the Children) through an innovative interoperability platform, thus unifying the case management process in the country.

See the link to the full blog on the launch at: <https://www.cpims.org/blog/cambodiagolive> (full blog is also included at the end of this quarterly brief).



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*“It is quite new and challenging for older workers like us, but we understand more as we are practicing during the training. The system will make it easier for us to manage children’s cases and refer them back to family or caregivers, having all the needed information saved in one database, the PRIMERO system,” said Ms. Un Sivannoeurn, Deputy Chief of Chamkar Mon district office of Social Affairs and Social Welfare.*

## Cambodia gets first formal social workers in all 25 provinces

UNICEF is working with the Government of Cambodia to build a child protection system by deploying social workers or upskilling the existing social service workforce to respond to children in situations of risks or who have been harmed by violence, abuse and neglect. One in two Cambodian children is reported to have experienced a severe beating, one in four suffered from emotional abuse, and one in 20 had been sexually assaulted. For many, the pandemic has increased the threat of child labour and violence. Children living in groups and in a crowded space, such as children living in residential care, are not only at risk of rapid transmission of COVID-19, but there is evidence of children experiencing increased violence during the pandemic.

In times like these, social workers can be a lifeline for children and families, defending their health and wellbeing, but in Cambodia there are too few individuals in the social welfare sector and the

majority have no formal social work training. Those that are available are also concentrated in less than one third of the country’s provinces. To respond to this urgent need, UNICEF worked with MoSVY on recruiting social workers to ensure that trained staff were available to effectively handle cases of risk and harm in all 25 provinces. Before COVID-19, UNICEF was supporting MoSVY to deploy 17 social workers in five provinces. However during the pandemic it has become critical to have social workers available in all provinces to effectively address cases of violence and separated/unaccompanied children or needing psycho-social support. MoSVY and UNICEF worked closely with the National Institute of Social Affairs (NISA), which runs academic courses in social work, to recruit 20 graduates into social work for deployment in the remaining 20 provinces. They were given 2.5 days of further training before their deployment.

## Highlights of the quarter



New social workers during pre-deployment training with trainers from Social Services Cambodia (SSC), UNICEF and MoSVY

The new social workers have started working in designated provinces, playing a crucial role in raising awareness of COVID-19 prevention and facilitating access to services in communities. This helps reduce the risk of a second wave. Their responsibilities will include supporting the ongoing reintegration programme of children from residential care and the implementation of child protection referrals across agencies. They have also conducted assessments and case updates of children undergoing reintegration with the aim of providing family support to those identified as having additional needs. MoSVY is compiling a full list of all children and will instruct its provincial offices (DoSVYs) to distribute the family support package. The new social workers have supported DoSVY staff to conduct assessments of residential care facilities to identify their challenges and needs. Based on this MoSVY is planning visits to specific residential care institutions that have reported challenges. See Box 1 for some examples of the involvement of the social workers.

The deployment of the new social workers is supported by the USAID emergency grant and UNICEF's thematic and regular resources. While the initiative itself is an emergency response, it is aligned with the long-term strategic vision of UNICEF and the government to build sub-national capacity to undertake the social work role. UNICEF is engaging with MoSVY to find a longer-term solution to fill social work capacity gaps at the sub-national level.



Mr So Samarth is 28 years old, is in his fourth-year of a bachelor's degree in social work at the National Institute of Social Affairs and was recently recruited by MoSVY to work as a social worker in Svay Rieng. "I am very happy to join with this training because I can study and learn from the senior trainers with great experience," said Samarth

### BOX 1

#### Examples of new social workers' activities

A social worker was involved in supporting DoSVY and a local hospital to place a child who was abandoned at the hospital into temporary foster care. This was conducted in partnership with a 3PC partner. Due to a lack of foster carers in this particular province, which has not been targeted for care reform activities in the past, UNICEF and MoSVY coordinated with Mith Samlanh, a 3PC partner in Phnom Penh, to provide this service.

Another social worker was involved in tracing and reunifying an unaccompanied child at the northern border with her relatives. The social worker is continuing to provide follow-up support to the child and her family.

## USAID Grant Indicator Reporting (Selected indicators)

Table 1: USAID core programme monitoring indicators for the current grant (Sep 2018–Sep 2020)

	Target	Progress (Sept–Dec 2018)	Progress (Jan–Dec 2019)	Progress (Jan–June 2020)	Cumulative progress (Sept 2018–June 2020)
Number of children receiving core prevention and response interventions addressing violence against children through UNICEF-supported programmes (reached by health, social work or justice/law enforcement services) (all children, including separated children, except from <b>residential care institutions</b> )	10,000	<ul style="list-style-type: none"> <li>• 2,500 direct beneficiaries (49 per cent girls)</li> <li>• 1,513 indirect beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>• 7,222 direct beneficiaries (46 per cent girls)</li> </ul>	<ul style="list-style-type: none"> <li>• 3,047 (47 per cent girls)</li> </ul>	<ul style="list-style-type: none"> <li>• 12,769 direct beneficiaries (47 per cent girls)</li> </ul>
Number of children in residential care with a regularly reviewed case plan that aims to support permanent family placement (1,000 planned for reintegration to family-based care)	7,600	<ul style="list-style-type: none"> <li>• Assessment/planning: 34 (15 girls)</li> <li>• Family-based placements: 34 children (15 girls/family reunification)</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment/planning: 132</li> <li>• Family-based placements: 107 (49 girls)</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment/planning: 46 (26 girls)</li> <li>• Family-based placements: 46 (26 girls)</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment planning: 212 (Primero has been launched; initial registration/assessments planned for 6,778 children the next two quarters)</li> <li>• Total family-based placements: 187 (48 per cent girls)</li> </ul>
Number of mothers, fathers and caregivers reached through parenting programmes	20,000	<ul style="list-style-type: none"> <li>• 670<sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 13,149</li> </ul>	<ul style="list-style-type: none"> <li>• 2,312 (regular programming)</li> <li>• In addition, 131,153 people reached with COVID-19 parenting and psycho-social messages</li> </ul>	<ul style="list-style-type: none"> <li>• 16,131 (regular programming)</li> <li>• In addition, 131,153 people reached with COVID-19 parenting and psycho-social messages</li> </ul>

<sup>3</sup> This figure has been revised down from 711 to 670.

# 1. Scale of key child protection issues and risk factors in Cambodia

## Impact of COVID-19 on child protection

As evidence of the wide-ranging impact of COVID-19 increases globally, the impact on child protection needs particular attention. UNICEF partners on the ground have reported negative impacts on different aspects of child wellbeing, including violence, child labour, children on the streets and psycho-social impacts. Beneficiaries across the country have experienced decreased income and associated food insecurity, while the closure of educational and vocational institutions has further pushed marginalized populations to the periphery of vulnerability.

**Various studies, research and assessments are being carried out by different organizations to understand the impact of COVID-19 in Cambodia, including on child protection. While some of these have been completed, many are in progress, and include:**

- Survey to measure behavior change resulting from UNICEF-supported risk communication and community engagement (RCCE) assets and activities, led by UNICEF (first phase completed)
- Economy survey conducted in mid-May, 2020 (by M'Lop Tapang; completed)
- Rapid Assessment of the impact of COVID-19 on child wellbeing in Cambodia (by World Vision; completed)
- Assessment of needs of residential care facilities in Cambodia due to COVID-19 (by MoSVY and UNICEF; in progress)
- Assessment of children undergoing reintegration in terms of additional needs they may face due to COVID-19 (by MoSVY and UNICEF; in progress)
- Social impact survey, led by UNICEF, WFP and the National Institute of Statistics (in progress)
- Education sector needs assessment, led by UNICEF and MoEYS, with child protection indicators included (in progress)

- Joint statement issued by a coalition of six NGOs (Joining Forces), including the results of a small survey in key areas, such as child protection

**Key findings from the completed studies show the following:**

- Preliminary results from an online survey on RCCE (first phase of the survey) shows high level of knowledge of COVID-19 between men and women (96 per cent and 95 per cent respectively). However, those that identify with "other" gender have much lower awareness of the disease. 99 per cent of those who are aware of COVID-19 have seen messaging on it recently. Men and women perceive messages similarly, with some differences. Men are more likely to perceive that there is a new virus that causes a disease, while women are more likely to remember what to do when they have symptoms. The most commonly remembered message was washing hands regularly, which was mentioned by 88% of the respondents. The minority of responses related to staying at home. A minority of people (10%) did not perceive that action was being proposed in the messaging. The majority of people who have difficulty understanding the messages are living with a disability. RCCE messaging is the most cited reason for practicing protective behaviors. Even though many people were already doing some of these from before COVID-19 times, RCCE seemed to have reinforced and even ignited protective behaviors in people.
- The M'Lop Tapang survey shows that the biggest impact is on food insecurity caused by decreased income, which is causing secondary impacts such as child labour, including begging to earn income. It is also causing increased violence/domestic violence due to stress and increased number of children in the streets due to school closure.

- The INHOPE internet hotline, run by the NGO APLE, reported a 20 per cent increase in the prevalence of child sexual abuse and maltreatment reports to their hotline in the first half of 2020 in Cambodia, as well as increase in reports of online grooming and solicitation.
- The Joint Statement by the coalition of six NGOs reports that several rapid assessments suggest that school closures and reduced access to livelihoods in communities may have led to an increase of child protection issues. According to it, 36 per cent of the children and young people consulted reported that COVID-19 has already led to an increase of child labour in their villages. More than 30% of them also reported that they believe they, or some of their siblings, will have to drop out of school and work to support their family to cope with the economic impacts of COVID-19. The recent children and youth consultation conducted by Joining Forces and CRC-Cambodia also raises the issue of online child safety. Data collected during this consultation suggests that, with more time in their hands, 84% of children and young people spent more time online. This additional time on the internet, largely unsupervised, comes

with serious child protection challenges. In the same consultation, 15 per cent of all children interviewed reported to have been contacted by strangers on social media while 2 per cent reported to have been asked to share intimate pictures or videos or to perform inappropriate acts in front of their webcam. A similar proportion of them reported to have been victims of, or to have witnessed, cyberbullying since the closure of schools in Cambodia.

Considering the impact of COVID-19 on children and their families, UNICEF Cambodia is already making adjustments in its programming to focus more on mental health and psychosocial support, gender based violence risk mitigation, child online protection and integrate these in existing interventions/programmes, such as in training for social service workers, positive parenting and the behavioural change campaign Cambodia PROTECT. UNICEF will continue to update, learn and synthesize learning from different studies being conducted and adapt its programming to respond as relevant.

See the human-interest story on the impact of COVID-19 on a vulnerable family.

## 2. Laws, policies and plans

### Outline of the child protection law:

UNICEF, the Cambodian National Council for Children (CNCC), Coram International and national consultants supporting CNCC to develop the Child Protection Law conducted an online meeting to agree on steps to take to continue the drafting of the Child Protection Law during COVID-19. While the pandemic has delayed this process, the four parties are confident of developing a draft law by the end of 2020. As agreed during this meeting, the international and national consultants have developed a draft outline

of the law for review and endorsement by the inter-ministerial working group, which is expected to take place in September. UNICEF has shared this with selected stakeholders for review. The consultants will start drafting the full law once the endorsement has been received by the inter-ministerial working group. Based on past experience of developing legislation in Cambodia, UNICEF is keen to get this endorsement of the outline and scope before proceeding with the full drafting to avoid numerous changes to the draft.

However, this is intended to be indicative of what will be included, and is not intended to be exhaustive, as changes are expected as the new law is drafted. After discussions, the national and international consultants agreed that the Child Protection Law should not include provisions relating to children in conflict with the law, primarily because the new Juvenile Justice Law only recently came into force, and time should be given for it to be implemented without further changes. The other issues that have not been included at present are divorce, separation and maintenance. These provisions would remain in the Civil Code, but the Child and Family Court would hear cases relating to the relevant provisions. This drafting has been based on an exhaustive desk study (also covering standard operating procedures (SOP), see below), a visioning/briefing paper and key informant interviews done by Coram International, and a gap analysis done by the national consultants. This draft may be revised based on ongoing consultations. The draft Child Protection

Law recommends 96 articles under eight chapters, including the following:

- [Chapter 1:](#) General provisions
- [Chapter 2:](#) The basic principles and rights of a child (reflecting Article 48 of the Constitution); competencies and procedures, Children and Family Court
- [Chapter 3:](#) Parental responsibility and paternity
- [Chapter 4:](#) Orders relating to children, maintenance and adoption
- [Chapter 5:](#) Child protection
- [Chapter 6:](#) Duties owed to a child in the care of the State
- [Chapter 7:](#) Alternative care
- [Chapter 8:](#) Employment of a child

*(Funding contribution: USAID, Global Thematic Funds – Regional and Norway, UNICEF Regular Resources).*

### SOPs:

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Coram International has completed a detailed desk study that will inform the development of the SOPs (as well as the Child Protection Law discussed above). Coram is conducting additional interviews with NGOs of FCF-React, the 3PC network and other NGOs in August to draft the law. The development of the SOP at the government level will be jointly led by MoSVY and the Ministry of Interior (Mol). A draft SOP is planned for piloting in Battambang province towards the end of 2020.

*(Funding contribution: USAID, Global Thematic Funds – Regional and Norway, UNICEF Regular Resources).*

### Sector and provincial planning:

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To move forward with the sector planning process, MoSVY has formed a high-level working group consisting of officials from MoSVY, Mol, NGOs and UNICEF. UNICEF and MoSVY have also drafted a template for the development of the national child protection sector strategic plan, which will be reviewed during the first meeting of the working group.

As the national child protection sector strategic plan is expected to be finalized by the end of 2020, the

process for developing provincial plans has also commenced so as not to delay operational activities at the province level. Based on conversations with MoSVY, FCF-React and 3PC, the provincial planning process will be useful to address some of the coordination issues that have surfaced, as well as to guide the sub-national government. The provincial planning process will start in August. In preparation for this, UNICEF and FCF-React have developed a joint work plan template, which has been reviewed and finalized by MoSVY.

## Prakas on prevention and response to the abandonment of children in public and private hospitals:

UNICEF supported MoSVY to develop a joint Prakas on prevention and response to the abandonment of children in public and private hospitals. A technical consultation meeting between MoSVY and the Ministry of Health is planned for September 2020 to review the draft Prakas.

## Child Protection in Emergencies Contingency Plan:

The UNICEF child protection team, together with Save the Children and World Vision, supported MoSVY to finalize the Child Protection in Emergencies Contingency Plan 2020-2021 taking into consideration COVID-19. The plan has been approved by the MoSVY Minister.

# 3 Capacity of the child protection system (institutional, human resources, financial and information)

## Social service workforce strengthening:

UNICEF continued to work at the policy level on revising the business case for social work and the code of ethics. UNICEF signed a contract with NISA to develop the national strategic plan for training and professional development of the social service workforce for child protection in Cambodia. NISA has started an initial desk review and key informant interviews and is now finalizing a draft outline for the strategy.

UNICEF continued to invest in developing the capacity of the existing social service workforce. Due to COVID-19 and the need to provide new information and skills to address this pandemic (such as case management during COVID), the last six months have seen increased focus on training and capacity building, reaching more than 400 social service workers across the country, including through the FCF-React network. In addition, the following regular training activities were conducted towards the latter part of the reporting period, as there were restrictions in March and April to conducting activities.<sup>4</sup>

<sup>4</sup> UNICEF will compile the full list of people trained by type for the end-of-year reporting.

#### Training on basic child protection and social work for the government social service workforce at the district and commune level:

With technical and financial support from UNICEF, NISA organized two five-day trainings on basic child protection and social work from 15–19 June and 22–26 June 2020 in Sihanoukville province. The training was facilitated and conducted by NISA and had 47 participants (23 women). These participants included 19 DoSVY staff, 13 district staff, 13 CCWC members and two social workers from NGO partners, who implement the case management system at the sub-national level. The training aimed to build basic knowledge and skills to work with children and families, to understand vulnerability and to aid administrative decision making and the planning of services. Pre and post testing showed an increase in the skills and knowledge of participants. With this training, most of the government staff working on child protection with DoSVY and at the district level, and selected staff of 3PC NGO partners now have five-day basic social work training. They will be provided with additional training based on the training strategy currently being developed by NISA and training modules that will be developed based on this strategy. NISA is validating a list of final trainees who have taken part in this training so they can be tracked for further capacity building and performance assessment.

*(Funding source: Government of Japan).*

#### Training for local authorities to identify children at risk:

3PC partners trained 1,337 government personnel and other duty bearers (51 per cent women) to identify children at risk of or affected by violence, for child protection intervention referral and to identify vulnerable families for targeted family support interventions.

*UNICEF Cambodia/2020/  
Suman Khadka*



*Participants at the child protection identification and referral training in Banan district, Battambang*

UNICEF Cambodia/2020/Suman Khadka

#### CPIMS implementation plan:

UNICEF had a meeting with MoSVY to discuss the joint implementation plan for the CPIMS until 2023 and the approach to support MoSVY human and financial capacity to gradually take ownership/hosting of the system locally. As a first step, the inspection system that used to be hosted by the Open Institute has now been transferred under MoSVY management. It is currently still cloud-based but will be moved to a local server next year. The CPIMS dashboard is planned for local hosting in 2021, while Primero local hosting by MoSVY is planned for 2022. By 2023, MoSVY will be supported to have a fully functioning information and communications technology unit, which will provide overall support for ministry-wide information needs.

COVID-19 has delayed the launch of the CPIMS dashboard (now planned for late September or October).

## 4 Preventive and protective services (household and community economic capacity, norms and values to look after children in a nurturing and safe environment)

### Positive parenting (creating a safe and nurturing environment at home and in the community):

Due to COVID-19, large public gatherings were suspended, which impacted regular parenting sessions and obstructed regular parenting programmes. This meant ICS-SP and 3PC partners had to make some adaptations to positive parenting programmes. While some partners have delayed their programmes, others continued to run groups but in smaller group sizes (10 groups are being run in this way), reaching 239 parents/caregivers (51 fathers/male caregivers). This took the total number of parents reached since the start of the programme in September 2018 to more than 16,131. More caregivers are expected to be reached in the next quarter as the government allows small group meetings.

3PC has established a positive parenting specialist group, which currently has 15 members from eight NGOs. It aims to strengthen the capacity and improve the quality of work around positive parenting and to facilitate exchange visits and workshops. Friends International will develop user-friendly information, education and communication materials in collaboration with the Ministry of Women's Affairs (MoWA) and specialist group members for use by NGO partners. While pre and post tests are not generally done for the Level-1 Toolkit, 3PC is aiming to conduct these to assess the effectiveness of the programme. It will also conduct follow-up behaviour-change assessments with positive parenting group participants from last year to assess sustainable impact/change.

While the regular Positive Parenting Programme was adversely impacted, UNICEF managed to reach a significantly higher number of caregivers through different channels, primarily by adapting the existing Positive Parenting Programme to promote the mental health and wellbeing of children, parents and caregivers during the COVID-19 pandemic. To address this, UNICEF's partner NGO, ICS-SP, conducted community awareness raising campaigns with loudspeakers to disseminate key messages on mental health and psycho-social support, positive parenting and COVID-19 prevention to parents and caregivers at the community level, expanding the reach to those unlikely or unable to be active on internet platforms, such as social media. This was combined with home visits for parents recognized as being in need of specialized support, with frontline workers given personal protective equipment and knowledge to keep themselves and families safe. A total of 131,153 children, parents and caregivers in five provinces (including 45,201 children) were reached with positive parenting, and mental health and psycho-social support messages through community-based awareness raising campaigns using loudspeakers.

*(Funding sources for regular parenting programme: USAID, Global Thematic-Norway Natcom, German Natcom; funding sources for parenting programme during COVID-19: USAID and Government of Japan emergency grants)*

**Table 2:** Beneficiaries of parenting programmes by type of toolkit/modality (regular programme)

	Sep-Dec 2018	Jan-Dec 2019	Jan-Mar 2020	Apr-Jun 2020	Grand total
Total parents trained in Toolkit Level 1	597 (399 fathers/male caregivers)	8,410 (1,809 fathers/male caregivers)	447 (184 fathers)	239 (51 fathers/male caregivers)	9,693 (2,443 fathers/male caregivers)
Total parents trained in Toolkit Level 2	73	1,019	50 (all mothers)	0	1,142
Total parents trained through parenting programmes (other than MoWA toolkits)	0	199	314 (197 fathers/male caregivers)	0	513
Total parents reached through peer messaging	0	3,521	1,262	0	4,783
<b>Grand total</b>	<b>670</b>	<b>13,149</b>	<b>2,073</b>	<b>239</b>	<b>16,131</b>

## Cambodia PROTECT:

This campaign is reaching many Cambodians with critical messages on violence and unnecessary family separation. It has also been useful to disseminate COVID-19 related messages. MoSVY, in close coordination with UNICEF, adapted the Cambodia PROTECT campaign to address the potential secondary impacts of COVID-19 related to child protection, such as increased exposure to violence, including online, and mental health and psycho-social distress. Key messages on COVID-19 prevention, mental health and psycho-social support, and positive parenting, as well as tips to keep children safe online, had been disseminated through the Cambodia PROTECT campaign social media platform, reaching just over 2.7 million people (five per cent children) as of 30 June 2020. At least 4.9 million people (2.5 million women) were reached through two TV spots broadcast nationwide for three months from February to April. A total of 30,500 people in the five target provinces (Phnom Penh, Kandal, Battambang, Siem Reap and Preah Sihanouk) were reached with key messages on violence against children and unnecessary family separation through short message services (SMS). A radio spot on violence against children was broadcast for three months from February to May through national and provincial radio stations, reaching 1.7 million people (884,232 women). Twenty-five radio episodes were proposed for review and official endorsement by the technical working group on prevention to coordinate the implementation of the Action Plan to Prevent and Respond to Violence against Children 2017-2021. COVID-19 pandemic, but is now back on track as the situation is improving. UNICEF will work closely with MoSVY and the members of the technical working group to speed up the process.

*(Funding contribution: USAID and the Government of Japan).*

## Alcohol and domestic violence support groups:

This activity has been negatively affected by COVID-19 due to restrictions on group meetings. During the reporting period seven groups could run meetings for their members, and 156 caregivers (71 women) actively participated in the sessions during the reporting period. Some partners are adapting their group settings in response to the risk of COVID, for example CFI is doing a small group of six people and has planned to do more smaller groups in the later quarters. Groups can be useful in the current context where there is increased risk of violence and substance abuse. 3PC partners will continue to adapt their programmes so they can still function and provide services to community members, and especially caregivers.

*(Funding contribution: USAID and other 3PC resources).*

## 5. Child protection response and support services (child protection identification, reporting, notification, referral and provision of child protection services to vulnerable children and their families who come in contact with the child protection system, including health, social welfare and criminal justice support services)

*Funding contribution for all services: USAID, global thematic funds – Norway and Regional, SIDA, Australia Natcom, German Natcom and 3PC resources).*

## Child protection cases/vulnerable people coming into contact with the 3PC network<sup>5</sup>

From this quarter, the 3PC service modality was revised to distinguish between tertiary cases/tier 1 (children at risk of or experiencing significant harm, to be defined as child protection intervention cases) and secondary cases/tier 2 (programmes targeting families needing to alleviate identified problems and prevent escalation, primarily social welfare services). While there will be an overlap of services in some cases and the line of separation between the two types may not always be easy to define and may be fluid, this attempt is in line with the overall aim of filling a critical gap in Cambodia, that is, to establish a core child protection system aimed at ensuring that serious child protection cases are addressed. From this quarter, 3PC also began a process of co-case management at the provincial and district level in an attempt to build stronger referrals between the government and the NGO sector. 3PC partners aim to work in 22 districts in partnership with the sub-national administration on case management of child protection interventions and coaching. During the reporting period, the 3PC partners established a working relationship with 18 of these districts. The 3PC NGOs will also partner with an additional 22 districts for referrals, but without coaching support.

A total of 1,619 children at risk of or experiencing harm (45 per cent girls) were identified through 3PC child protection identification and referral mechanisms and referred to 3PC partners for support (see Figure 1 for age disaggregation). In addition, 217 youths aged 18 to 24 years (49 per cent girls) and 751 caregivers (65 per cent female) were identified for social and child protection services.

<sup>5</sup> This data includes children supported by the 3PC network. Children in alternative care being supported for reintegration are reported separately, below.

## 5 Child protection response and support services



UNICEF Cambodia/2020/MoSVY/Phi No

A visit to a family supported for family-based care by a 3PC member

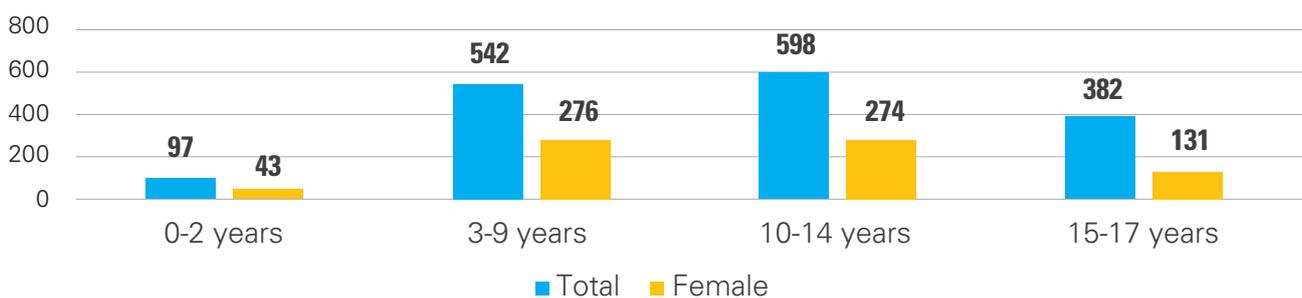


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COVID-19 awareness raising sessions being conducted in communities

The main sources of identification and referral were six hotlines<sup>6</sup> (460 cases), Child Safe agents (54 cases),<sup>7</sup> social workers (during outreach/38 are currently working for 3PC; 941 cases), peer group members (eight cases), family development volunteers (14 cases), self-referral (118 cases) and other sources (24 cases). These beneficiaries can receive generic or specific case management services from partners. Five children (two girls) out of the total child beneficiaries had a disability, while one girl has HIV/AIDS. Of all the child beneficiaries, 28 children were identified as being separated/unaccompanied children (50 per cent girls).

**Figure 1: Total children identified for preventive and responsive child protection and social services**



### Services for children living with their families and communities:

All children referred to 3PC networks are given some preventive and responsive child protection services.

<sup>6</sup> Battambang started a hotline in October 2019, making it the sixth hotline system within the 3PC network. The other five are Sihanoukville, Kandal, Phnom Penh, Siem Reap and Banteay Meanchey.

<sup>7</sup> This number is low despite there being more than 4,000 ChildSafe agents. This is because they generally refer to hotlines, hence such cases are not counted here to avoid duplication.

**Table 3:** Key services provided through 3PC partners<sup>8</sup>

TYPE OF SERVICE	DETAILS OF SERVICE
<b>Vocational skills, employment, livelihood and employment readiness</b>	<p>Livelihood/VT/IG/apprenticeships/internships to 11 new children (7 girls); in addition, 68 children (35 girls) enrolled in various programmes in the previous quarters continued to receive services.</p> <p>The vocational training programme was particularly negatively impacted by COVID-19, as many centres were forced to close. To address this issue, some 3PC NGOs changed selected training to online modalities and focused more on internships or direct employment. While online training is expected to be popular among educated youths, disadvantaged youths may not be able to access it. Therefore, 3PC is revising its overall vocational training related strategy, as COVID-19 is expected to impact the regular employment related activities of the 3PC partners in the years to come. One of the immediate strategies is to focus on shorter training programmes (such as becoming a barber) so that trainees can open these businesses quickly.</p>
<b>Education/life skills services</b>	<ul style="list-style-type: none"> <li>• Remedial or non-formal education for 74 children (34 girls)</li> <li>• After-school support for 132 children (66 girls)</li> <li>• Life skills for 69 children (35 girls)</li> </ul> <p>As schools were closed during the reporting period, reintegration into school could not take place. However, the partners are focusing on preparing students to be ready when schools open in November.</p>
<b>Basic needs support</b>	<ul style="list-style-type: none"> <li>• Basic needs support for 659 children (318 girls)</li> <li>• Health care services for 101 children (56 girls)</li> </ul> <p>Due to COVID-19 and the secondary impact of decreased income, as highlighted under Section 1, there has been more demand for basic needs support, including to prevent families from falling into child protection risks. More families will be supported in the next quarter through this activity.</p>

<sup>8</sup> One child may receive more than one service.

**TYPE OF SERVICE**

**DETAILS OF SERVICE**

**Case management for tertiary/tier 1 and secondary/tier 2 cases**

3PC partners opened 155 new cases for case management during the reporting period (50 per cent female). This included 61 children (34 girls) assessed as child protection cases/tier 1 and 94 children (43 girls) as secondary/tier 2 cases. The remaining cases were supported with some services, but without opening in-depth case management.

This brings to 921 the number of cases opened for case management since the previous quarter when this system was developed. Previously tier 1 and tier 2 cases were not separated, however distinction was made between violence cases (which were mostly tier 1) and non-violence cases (which were mostly tier 2).

Emotional violence and poverty are the most common type of case in tier 1 cases and tier 2 cases respectively. More migration cases were recorded under tier 2 cases as many partners recorded children are affected by migrating parents. In terms of where cases were reported from, most tier 1 cases were referred from local authorities and most tier 2 cases were self-referred.

Phnom Penh and Battambang have seen the highest numbers of both tier 1 and tier 2 cases, which is predictable given the highest numbers of partner organizations in these two provinces. As far as disaggregation by district/communes, a pattern has not emerged yet at the finer geographical scale except for Battambang city, which has the most cases within Battambang province as it is most populous. Also interesting to see is that Chbar Ampov has the most cases within the Phnom Penh area. We may have a better interpretation of it as we go on to next quarter to see if patterns stay the same.

**Action plan update and reintegration services to children in care**

Reintegration activities were affected by COVID-19 and very few cases were taken up for reunification or kinship care after careful assessment. Follow-up visits were also affected. As reported in the previous quarter, UNICEF, together with FCF-React, worked closely with MoSVY to develop instructions and case management guidelines to support the social workers and other case workers to enable them to provide services even during COVID-19. More than 400 social service workers were trained through an online webinar and video on case management on the new case management guidelines.

## Reintegration services for children in residential care:

A total of 32 children living in residential care institutions (59 per cent girls) were reunified with their biological parents (23 children/15 girls), or placed in kinship care (9 children/3 girls) during the reporting period. In addition, 20 children were followed up to verify they had returned to their families (verification cases for children who left without informing DoSVY).

*(These cases are implemented through sub-national government and not included in the data above on services provided through 3PC).*

Based on the new family-based placements and verification cases described above, the number of children who have been de-institutionalized and placed in family- or community-based care as part of the Action Plan for Improving Child Care as of June 2020 stands at 1,521 (49 per cent girls, see Table 4). This was 43 per cent of the total target set by the action plan. All the five provinces have included specific targets for their provinces in the provincial plans, which are currently being developed. After much delay, and with interventions from MoSVY and UNICEF, Phnom Penh DoSVY was able to undertake some activities and has verified 20 cases. As explained in the previous reports, administrative issues in Phnom Penh and Sihanoukville have hindered progress in these provinces. However, DoSVYs from these two provinces have expressed commitment to accelerate reintegration activities, and UNICEF will continue to closely support them.

As mentioned in the highlights section, UNICEF is supporting MoSVY to assess residential care facilities and children undergoing reintegration to provide them additional support. Based on the assessment results so far, MoSVY is planning to visit four facilities in September, which have been reported for additional support. Similarly, MoSVY will be providing a family support package to children identified as 'yellow' and 'red' cases in August. The family support package was developed by MoSVY based on similar packages currently used by some NGOs. This will be distributed by DoSVY in respective provinces. So far, 10 provinces have submitted reports to MoSVY for this support for some 70 children.

**Table 4:** Progress against the National Action Plan for Improving Child Care

	Total target (2016–2018 extended until December 2020)	Number of children de-institutionalized and reunified or placed in family- or community-based alternative care as of June 2020		Percentage of progress against the target set by the action plan
		Total	Female	
Phnom Penh	1,872	395	213	21
Siem Reap	644	433	194	67
Battambang	440	309	165	70
Kandal	260	270	130	104
Preah Sihanouk	321	114	49	36



HUMAN INTEREST STORY

*Kaliyan Mith's social worker facilitating an alcohol support group in Siem Reap*

## 3PC supports a family to become free of addiction and violence

By Kaliyan Mith Siem Reap

Siem Reap, 2020:

**Choorn Rong\*** is a 40-year-old man who lives in Phnom Krom village, Siem Reap province. He married his wife, Nary\*, when he was 20 years old. The couple and their four children live in a small mobile house and Choorn Rong works as a fisherman.

Choorn Rong and Nary both struggle with addiction. Choorn Rong consumes alcohol every day and Nary gambles, while their children are often left unattended. These addictions lead to regular incidents of violence, including verbal and physical

abuse, which the children witness. There is often not enough money for food, nor is there money to enrol the two oldest children in school.

Choorn Rong's brother visited the family and witnessed the violence and neglect of the children. In response he gave Nary a job selling fish to help increase the family's income, but Nary used the money to gamble saying, "If my husband keeps drinking, I'll keep gambling".

A Kaliyan Mith social worker came across the family during outreach activities and could hear the verbal

abuse from outside the house. The social worker successfully engaged with the family, started counselling with both parents, and monitored the welfare of the children. Choorn Rong started attending the Kaliyan Mith alcohol support group. With ongoing counselling and follow-up, Choorn Rong reduced his drinking and Nary reduced her gambling. This led to fewer incidents of violence within the home and a safer environment for the children.

Kaliyan Mith also provided support for the children to reintegrate to school, including enrolling them in support classes and providing school materials and a bike. The social worker still supports the family with regular school follow-up and the children's studies have improved. Through counselling with the Kaliyan Mith social worker, the parents are now committed to supporting their children, working to ensure there is enough income for food and school support.

The social worker also referred the family to the Kaliyan Mith Futures Office. Following an assessment, the family was provided micro-enterprise support to set up a motorbike washing business in front of their home. The combination of the small business and the parents' incomes now sustainably supports the family.

With the support of Kaliyan Mith, the lives of Choorn Rong, Nary and their four children have improved dramatically. The children are happy to go to school and no longer live in a house of violence. As a reflection of the change, Choorn Rong was selected to be a Kaliyan Mith ChildSafe Agent. In this role he actively motivates people in the community who are abusing drugs and alcohol to attend the alcohol support group. He uses his personal experience with addiction and his engagement with Kaliyan Mith services to help support others and make a difference in his community.

*\*Names changed to protect privacy*



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HUMAN INTEREST STORY

## 3PC supports a young mother struggling during COVID-19

By M'Lop Tapang

Sihanoukville, 2020:

The families that M'Lop Tapang works with face economic hardship every day. This was true before COVID-19, but is even more so now.

**Sophe\***, a single mother with two young children, is one of those parents who is having a harder time now supporting her family than she did before COVID-19. Sophe earns an income by cycling around the city selling cooked potatoes and taro (a popular snack in Cambodia) from the back of her bicycle.

Chorn Rong and Nary both struggle with addiction. Chorn Rong consumes alcohol every day and Nary gambles, while their children are often left unattended. These addictions lead to regular incidents of violence, including verbal and physical abuse, which the children witness. There is often not enough money for food, nor is there money to enrol the two oldest children in school.

Chorn Rong's brother visited the family and witnessed the violence and neglect of the children. In response he gave Nary a job selling fish to help increase the family's income, but Nary used the

money to gamble saying, "If my husband keeps drinking, I'll keep gambling".

A Kaliyan Mith social worker came across the family during outreach activities and could hear the verbal abuse from outside the house. The social worker successfully engaged with the family, started counselling with both parents, and monitored the welfare of the children. Chorn Rong started attending the Kaliyan Mith alcohol support group. With ongoing counselling and follow-up, Chorn Rong reduced his drinking and Nary reduced her gambling. This led to fewer incidents of violence within the home and a safer environment for the children.

Kaliyan Mith also provided support for the children to reintegrate to school, including enrolling them in support classes and providing school materials and a bike. The social worker still supports the family with regular school follow-up and the children's studies have improved. Through counselling with the Kaliyan Mith social worker, the parents are now committed to supporting their children, working to ensure there is enough income for food and school support.

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With the support of Kaliyan Mith, the lives of Chorn Rong, Nary and their four children have improved dramatically. The children are happy to go to school and no longer live in a house of violence. As a reflection of the change, Chorn Rong was selected to be a Kaliyan Mith ChildSafe Agent. In this role he actively motivates people in the community who are abusing drugs and alcohol to attend the alcohol support group. He uses his personal experience with addiction and his engagement with Kaliyan Mith services to help support others and make a difference in his community.

*\*Names changed to protect privacy*



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HUMAN INTEREST STORY

# Perseverance during the pandemic

By Janani Panchalingam

Child Protection Specialist / Primero Deployment Lead, Child Protection Section, UNICEF, New York

August 4, 2020:

A year of planning and preparation. A very determined Child Protection team at UNICEF Cambodia, with very determined partners. Months of local and international teams working late nights and early mornings. Fine tuning the technical requirements and Khmer-to-English translations. And lots of user testing. This is what it takes to remotely deploy a digital solution for child protection case management during one of the most severe public health crises in recent memory.

Despite the obstacles presented by COVID-19, on 22 July 2020, CPIMS+/Primero went live in Cambodia. This rollout is one of our largest Primero pilots to date. A "flagship" implementation. And with this rollout, our goal to convene partners around a coordinated effort to facilitate quality case management for children living in residential care has taken flight. His Excellency Touch Channy, the Director General of the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY), was there to share his vision for the platform and the role it will play in strengthening the Cambodia child protection system. He logged into the live instance for the first time and formally launched the CPIMS+/Primero in Cambodia.

CPIMS+/Primero has been implemented to address a critical gap identified in the 2018 UNICEF Formative Evaluation. It represents a key component in the 2019-2023 country programme document, where UNICEF and MoSVY committed to establishing a comprehensive case management system, with strengthened case management practices, increased capacity of the social service workforce, and reliable real time monitoring and evaluation of programme. To support this, CPIMS+/Primero was set up as the national child protection and social service digital platform for government case workers, which has been funded by USAID and the global thematic funds. The UNICEF Cambodia team and Child Welfare Department of MoSVY were able to learn the system quickly through a series of remote training-of-trainer sessions. They then went on to train over 115 government social service workers across 5 provinces in Cambodia. An impressive effort, all around.

Not only is this one of the largest Primero pilots to date, this is also a proof of concept for Primero interoperability. In this case, with OSCaR (Open Source Case-management and Record-keeping), a bilingual case management database developed by Children in Families and the Family Care First-React Network, led by Save the Children. OSCaR is used by child protection NGOs and civil society organizations in Cambodia to manage cases of

children in residential care. OSCaR-to-Primero interoperability enables government partners and local NGOs to systematically register and efficiently track children in Cambodia. It facilitates confidential referrals between systems, keeps child/beneficiary details updated, and maintains unique records for individual children which allows for duplicate detection and robust nation-wide reporting. Its a boost for partners on all fronts.

True interoperability can be complex. To allow these systems to speak to one-another and seamlessly integrate, we used the Open Function integration platform (OpenFn). OpenFn is a flexible, stable and secure data integration and systems automation tool. It provides infrastructure on which UNICEF can quickly prototype integration flows between Primero and OSCaR and then securely scale those integration workflows, even at national-government level data volumes. System administrators in Cambodia have been trained to monitor and update OpenFn as needed as the requirements expand. Integrated systems lead to better quality, more timely services, less duplicative data gathering, and greater accountability of duty bearers. That means better outcomes for children. It is our job to realize this potential.

***Congratulations to our partners in Cambodia!***

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