



Program Completion Report

Organization: Lotus Outreach
Program name: Trauma Counseling and Reintegration Assistance for Shelter-Based Victims of Human Trafficking, Rape and Domestic Violence in Rural Cambodia
Address: 2801 B Street #3, San Diego, California 92102
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Program Narrative

Please provide a narrative of two to three pages in length detailing the accomplishments achieved with DFW funding. Include the following information:

I. Goals Recap briefly what outcomes the program was designed to achieve.

The Dining for Women grant provided trauma counseling and reintegration assistance to victims of human trafficking, rape and domestic violence residing at a safe-shelter in the border region of Banteay Meanchey, Cambodia—a known hotspot for trafficking and other forms of gender-based violence.

II. Findings and Overall Outcomes

- Tell us what the program actually achieved. How does that compare to the proposed outcomes?

Project Goal	Outcomes
<p>Provide approximately 150 victims of Violence Against Women (VAW) with individual and group trauma therapy, allowing them overcome the ravages of abuse and regain the self-worth and self-confidence needed to successfully rejoin society and lead safe, healthy and happy lives.</p>	<p>During the reporting period (Jan-Dec 2011), the counselors provided 127 victims with 259 hours individual therapy; 57 clients with 28 hours of small group therapy; and 96 clients with 67 hours of large group therapy sessions. A total of 150 clients resided at the shelter during the reporting period.</p> <p>Through observing the clients’ behavior, gestures, speech and action, the counselors found that the majority of clients demonstrated marked improvement over the course of the year. Many clients showed signs of depression, including social avoidance, crying, excessive sleeping, memory loss, poor hygiene and aggression upon admittance. Through both direct client reporting and observation, the counselors found the majority of clients had improved attitudes and outlooks, better hygiene, and more active social participation as a result of the therapy.</p> <p>During the reporting period, the counselors accompanied 17 victims of rape and trafficking to court, providing much needed moral and emotional support to them before and after their court</p>



<p>Pair victims with a qualified social worker that will assist them in planning their lives beyond the shelter, including (but not limited to) finding a new home, securing employment or starting a small business, managing money and enrolling their children in school. The social worker will additionally monitor the progress of reintegrated victims for up to one year, at which time monitoring will be taken over by the Cambodian Ministry of Social Affairs.</p>	<p>testimonies.</p> <p>106 clients (including 21 victims of domestic violence, 22 victims of rape, 20 victims of human trafficking, and 43 victim relatives) were paired with a social worker and successfully reintegrated into Cambodian society during the reporting period.</p> <p>Of these clients, 30 (28%) had successfully secured employment or established an income-generating venture; 26 (25%) were enrolled in public school; 10 (9%) decided to stay at home (homemaker/housewife); and 13 (12%) were actively seeking employment. The remaining 27 clients (26%) are children that are too young to enroll in school (under 6 years).</p> <p>The social workers monitored the progress of reintegrated clients from both 2011 and prior years, conducting a total of 137 follow-up visits reaching 121 clients and their relatives. During the year, 43 cases (23 DV, 8 trafficking and 12 rape) were closed by CWCC and will now be monitored by the Ministry of Social Affairs.</p>
<p>Employ a Caretaker who will watch the children of victims while they attend skills training, counseling sessions or meet with their social worker.</p>	<p>A caretaker was employed full-time for the entire duration of the reporting period, and looked after approximately 19 small children throughout the year, while their mothers attended counseling sessions and skills training workshops.</p>
<p>Provide \$50 in start-up support to 50 reintegrated victims so they can get on their feet.</p>	<p>56 clients (16 DV, 19 trafficking and 21 rape) were provided with life start-up support packages including food and kitchenware, with 25 of these being supported by Dining for Women at 100% and 25 being supported at 50% (\$25) per the revised approved budget.</p>
<p>Award small business grants to approximately 26 reintegrated victims and at-risk girls, allowing them to utilize the vocational skills acquired while in residence. Grants will allow victims to purchase sewing machines, food carts, animals for a small farm, etc. Successful entrepreneurs will have access to low-interest microloans so they can undertake business expansion in the future.</p>	<p>40 VAW victims and at-risk migrant girls were provided small grants to establish income-generating activities, with each grant averaging \$200. Of these, 26 were directly supported by Dining for Women.</p> <p>Clients worked with social workers to develop business plans, and 40 applicants were awarded grants by CWCC's small business grants committee: 15 to purchase cloth and sewing machines; 14 to purchase pigs and supplies to construct pens; 7 to purchase chickens and construct coops; 2 to establish vegetable gardens; 1 to establish a mushroom cultivation business; and 1 to establish a fruit processing business.</p> <p>The women who purchased sewing machines and</p>



	<p>supplies were already able to earn between \$50-\$100 per month at the close of the reporting period (per capita income is \$802 annually). The mushroom cultivator could earn \$26-50 per month.</p>
<p>Hire an Agricultural Trainer who will assist approximately 50 shelter clients and at-risk girls in developing a marketable skill.</p>	<p>30 trainees (6 clients, 16 at-risk migrant girls as well as 8 co-leaders of women’s economic empowerment groups with 3 of the CWCC clients) attended three agricultural training courses to learn chicken and pig raising.</p> <p>Beyond the training, the agricultural specialist conducted extensive coaching/mentoring sessions and field visits with trainees, including assistance with bookkeeping, accompanying trainees to select their animals, get appropriate vaccinations and construct animal shelters.</p> <p>The number of beneficiaries for this component is under target as a result of miscommunication between LO and CWCC, though as a result the level of care and one-on-one attention provided by the trainer was above and beyond our expectations. Lotus Outreach will work with CWCC to increase the number of beneficiaries reached by the agricultural trainer in 2012.</p>
<p>Repatriate VAW victims to their home villages as-needed. The social worker will accompany repatriated victims in delicate situations, such as reuniting a disappeared trafficking victim with her family.</p>	<p>During the reporting period, the reintegration staff conducted family tracing assessments for 27 clients (7 DV, 12 rape and 8 trafficking), ensuring they would have a safe environment to be reintegrated into. 80% of clients were reintegrated into the Banteay Meanchey province (where the shelter is located) and 20% (21) were repatriated to their home provinces with the assistance from and financial support of the program.</p> <p>Counselors additionally accompanied three victims of rape to their homes to visit their families while their legal proceedings were underway.</p>
<p>Establish five local women’s support groups for reintegrated victims and other vulnerable women and girls in the community so they can share their challenges, frustrations, problems and concerns, giving them a continued emotional support-base and source of encouragement once they leave the shelter.</p>	<p>During the reporting period, reintegration staff successfully established two victim support groups for reintegrated clients and members of the broader community. Three additional support groups are planned to be established in early 2012.</p>

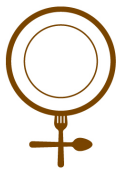
- What were the challenges encountered while implementing the project?
- What actions were taken to address them?



Problems	Solutions
A few clients got into significant arguments with other shelter residents, and wanted to leave the shelter as a result.	Counselors and shelter staff worked with both parties one-on-one and convinced them to settle their dispute.
The agricultural trainer did not reach 50 beneficiaries as planned.	Lotus Outreach is working with CWCC to ensure this component operates closer to target in 2012 without sacrificing the education quality or individual attention of the training facilitator. CWCC mistakenly provided a target of 50 trainees (to coincide with the 50 reintegrated clients) v. 26 trainees (to coincide with the number of small business grantees). The trainees who were not based at the shelter were provided with food and lodging on site during the training sessions.
One Counselor began to showcase symptoms of secondary trauma, and developed concerns that the emotional toil of the job was too much for her to bear	Project arranged for counselor (Sokny) to meet with counselors at INDOGO Center in Phnom Penh to discuss her secondary stress and coping mechanisms. These sessions spanned nine days throughout the year, and the counselor found the sessions very useful.
Some clients experienced home sickness and depression	Counselors accompanied three clients on home visits so they could visit their families in a safe, nurturing environment.
Counselors struggled to help younger victims (6 and under) process what has happened to them	Counselors attended a capacity-building session on art therapy as a method for trauma recovery in children

- Please describe unexpected events and outcomes, including happy surprises.
 - With moral support from counselors (who helped the girls become comfortable with speaking out against their perpetrators and accompanied them to court), the project oversaw the conviction of 14 child rapists in 2011. The ages of the victims range from 4 to 15 years old. There are an additional 18 cases awaiting trial, including four sex trafficking cases.
 - The counselor presented at a training session on “Basic Counseling Skills” to help build the capacity of other psychology professionals in Cambodia.
 - The counselors participated in numerous data gathering and reporting projects to help feed national data and best practices on trafficking/VAW and victim aftercare.
 - The agricultural trainer was able to provide training and support to 11 women (including 3 clients) to start-up pilot women’s economic empowerment groups. These economic empowerment groups are designed to create a shared incentive and support system for operating a functional business, and have been shown to be more successful than individual grants and/or loans supplied to a single individual. This not only benefits more women in the community, but enhances the likelihood of success for the reintegrated client. This pilot initiative received additional moral and financial support from CWCC’s microfinance program.
- Did you change your strategy as a result of obstacles you encountered? How will you address these challenges in the future?

Through CWCC, Lotus Outreach has learned that the success of small business grantees can be



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considerably improved through a) the establishment of economic cooperatives consisting of the reintegrated client’s friends, family and neighbors and b) longer-term, hands-on assistance from the reintegration and agricultural training staff. Lotus Outreach will work to enhance these elements in future years, while still trying to maintain our targets for clients and at-risk migrant girls reached.

We also learned that our counseling project could face a high rate of employee turnover if issues such as patient caseload and secondary trauma are not quickly and immediately addressed. With DFW’s support, Lotus Outreach was able to hire a second counselor, bringing patient loads more in line with industry standards. The project was also able to facilitate secondary trauma therapy and staff retreats for our primary counselor (Sokny).

- What was the overall impact, both *direct* and *indirect*, in the lives of the women, children and community at large?

The project not only gave new hope to over 170 women and children in 2011, it reached potentially tens of thousands of Cambodians. Fourteen rapists have been put behind bars, ensuring they can’t harm or abuse more girls. Thousands of members of the community participated CWCC’s co-organized White Ribbon Campaign (Nov. 25, 2011) and International Women’s Day events which aimed to promote the rights and equality of women, and teach the broader community about VAW’s costs to society. And countless generations to come will benefit from the increased earning potential and improved livelihood of the programs trainees and grantees.

Furthermore, our sister program SMART (supported with additional dollars raised during our DFW feature month) trained over 800 migrants along the Thai-Cambodian border about the ruses of human traffickers, and taught them tactics for safe migration.

- What are the measurements used to monitor success? Please be specific and include measurable results.

Success Indicator	Result
Number of VAW victims safely reintegrated into Cambodian society	106
Number of clients and at-risk girls able to earn income as a result of a small business grant	26
Number of clients and at-risk girls able to earn income as a result of skills training	30
Number of VAW cases to go to trial as a result of counselor support	22
Number of VAW perpetrator convictions	14
Number of victims reunited with their families as a result of the project	27
Number of clients enrolled in school as a result of the project	26

- If program is ongoing, please provide plans and expected results, including projected timeframe.

The counseling and reintegration program is ongoing, and this report reflects the outcomes for the 2011 calendar year. Lotus Outreach will continue supporting victims of rape, trafficking and domestic violence referred to the CWCC shelter in Banteay Meanchey as long as demand for the aftercare services exists. Meanwhile, our broader efforts in the region aim to reduce VAW and trafficking through broad-based advocacy while increasing access to education and economic opportunity through direct programming. To learn more about our cross-cutting prevention programs, please visit www.lotusoutreach.org.



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- Approximately how many lives were touched both directly and indirectly by the program?

Directly (through shelter services, grants and training): 174

Indirectly (through trafficking advocacy and community awareness): 1,800



III. Budget

- Please provide a timetable with a detailed budget line (itemized expenses), activities and outcome.
- Tell us specific ways the funds from Dining for Women were used – Planned and Actual.
- If DFW donations did NOT cover the entire cost of the program, what percentage did the funds cover?

Counseling and Reintegration Expenditure Report: Jan-Dec 2011

Item	Planned	Actual	Balance†
Reintegration Officer	1,742.00	1,742.40	-0.40
Reintegration Staff	1,092.00	1,253.20	-161.20
Agricultural Training	2,400.00	2,411.56	-11.56
Lead Counselor	3,237.00	2,739.00	498.00
Second Counselor	3,237.00	2,739.00	498.00
Shelter Nurse	2,795.00	2,873.00	-78.00
Children’s Caretaker	1,950.00	2,127.30	-177.30
Severance	822.65	716.66	105.99
Healthcare	720.00	570.00	150.00
Start-up support for clients	1,875.00	1,882.06	-7.06
Small business grants	6,500.00	6,248.00	252.00
Victim support groups	720.00	110.25	609.75
Agriculture training materials	1,440.00	1,379.10	60.90
Agriculture trainer travel/incidentals	600.00	392.26	207.74
Reintegrated client travel/incidentals	480.00	479.89	0.11
Reintegration staff travel/incidentals (family tracing)	480.00	390.28	89.72
Reintegration staff travel/incidentals (follow-up)	1,440.00	949.39	490.61
Counselor travel/incidentals	360.00	718.81	-358.81
Counseling aids	360.00	300.77	59.23
TOTAL:	32,250.65	30,022.93	2,227.72

†Unexpended funds will be carried forward to the following year.

IV. Sustainability

- How has the impact of this program provided for long term change for the recipients or community?
- Are the results sustainable?
- What long term changes would you expect to see after 3- 5 years as a result of this grant?

A growing body of research shows that a woman who is empowered and free to make her own choices is well positioned to deliver substantial benefits to her immediate community. Statistics show that when women and girls earn income, they reinvest 90 percent of it into their family’s health, nutrition and education (as compared to only 30 to 40 percent for men). In other words, improving the circumstances of one woman provides an exponential return for her family, her community and her nation.

While the counseling and reintegration project provides rehabilitation for victims, Lotus Outreach is running several prevention projects in the border region which are closely linked to the aftercare shelter. Safe Migration and Reduction of Trafficking (SMART) is mobile anti-trafficking program which



moves from point-to-point along the porous Thai-Cambodian border to educate at-risk migrant laborers and street children on the dangers of human trafficking. While SMART refers exploited girls to aftercare services, it also works to prevent the victimization of other women and girls by warning them about the tricks of traffickers and the special risks they face as illegal migrants. In addition, our Girls' Access to Education (GATE) project is working to keep girls in school through the provision of basic scholarship packages, improving their life options while simultaneously reducing their vulnerability to violence. All three projects operating in Banteay Meanchey feature ongoing public education sessions on trafficking, VAW prevention and the special role that women and girls can play in developing their country.

In just six short years since Lotus Outreach began supporting the shelter project in Cambodia, we have witnessed a sea of change in attitudes toward the exploitation of women and girls, both from the victims themselves and the broader community. Indeed, we encountered an unprecedented result in 2011: 80% of sex trafficking and rape victims residing at the shelter had or were actively pursuing legal action against their perpetrators. We fully expect to see this trend toward justice replicated in the next 3-5 years, and while that will mean a simultaneous increase in the number of VAW cases *reported*, we expect the actual incidence to decrease as a direct result of our interventions.

V. **Lessons Learned**

- Project Lessons Learned: What are the lessons learned? For example: Have you expanded your network i.e. forged a partnership with other groups and/or increased your funds as a result of the project? Have you developed training tools/materials, etc? Please specify.

Lotus Outreach and our partner CWCC have – in partnership with the Cambodian Department of Agriculture – began supporting women empowerment groups as an alternative to the small business grant model. We hope this approach will result in higher net incomes for our clients, as well as improved long-term sustainability of the clients' business ventures.

We are additionally exploring ways in which we might encourage more shelter-based clients to actively participate in agricultural training, such as bringing in former clients to share their experience with their own income-generating ventures.

- Organizational lessons learned: What lessons have you learned about the functioning of your own organization? What is working, what might you change?

Lotus Outreach decided to expand our human resources capacity by hiring a grants portfolio manager as well as contracting with a Cambodian-based professional accountant and Khmer translator to streamline our program monitoring and reporting efforts.

VI. **Organizational Structure**

- Dining for Women is focused on the empowerment of women and girls; please describe how your commitment to empowering women is reflected in your organizational structure.

73% of our staff and board members are women.



VII. Next Steps

- What are the next steps/future directions?

The Counseling and Reintegration program is an ongoing initiative designed to provide critical aftercare to otherwise destitute victims of VAW. Lotus Outreach has made a tacit commitment to supporting this program for the next three years while expanding and refining our VAW prevention projects in the region. We are currently researching options, for example, for prevention-oriented advocacy programs that target men in Cambodia.

VIII. Comments and Recommendations

- Is there anything else you would like our members to know about this program, or your organization?

A 2010 report issued by Amnesty International noted the shortage of comprehensive aftercare services for VAW victims in Cambodia, highlighting the critical need of this project. We would like to thank all members of DFW for entrusting Lotus Outreach to carry out this important work.

All reports are required to be in English and US dollars and submitted via e-mail to grants@diningforwomen.org.
Questions? Please contact us at grants@diningforwomen.org

Case Studies

When 11 year-old Thuk came to our shelter her behavior was described as that of a caged animal. Frustrated by confinement, she tried to run away time and again; her hair was unkempt, her skin was dirty and covered with scars. She trusted no one, and if she got angry she ran outside and hid in the bushes.

Running away was Thuk's coping mechanism at home, too. It was her only escape from the abuse of her parents, both of whom beat her severely. She'd never been to school. Last May, she was found hiding in a forest near her home and was brought to our after-care center in Sisophon, Cambodia.



Thuk (flannel top) with Sokny and Kumni, the DFW-supported counselors

Thuk's arrival was disruptive to life at the shelter. When she disappeared, which was often, everyone dropped what they were doing to look for her. For weeks she wouldn't talk to anyone except the monitoring officer that referred her to us; it wasn't until her third month that she even began coming to her counseling sessions. Everyone was careful with her, and she got very angry if not given attention when she sought it.

Thuk finally began meeting with her therapist in August but showed up irregularly and often late. Even then, she still refused to speak. Kumni had her mold clay into simple figures – things she liked, things she didn't like, things she was afraid of.

Slowly, Thuk began to share her thoughts in words, although her early voice was barely audible. Moreover, she oddly referred to herself always by a different name. Kumni asked her to draw pictures of her experiences, and at first Thuk only drew from positive memories. Kumni taught her how to make flowers and jewelry, slowly gaining her trust and establishing a safe space. One day while drawing, Thuk opened up and told Kumni her story in her own words.

Over the course of her therapy, Thuk's behavior changed drastically. She now comes to her appointments when they are scheduled and she is much more cooperative in doing what she is asked. She is attentive to her appearance and personal cleanliness, washing regularly and combing her hair.

Thuk has been enrolled in school and wants to be a teacher. She worries about succeeding because she has missed so much, and she doesn't want to go home. Her mother gambles, both her parents travel to work in Thailand and she has no reason to think they will stop beating her. Our local partner is looking at options for long-term care so Thuk can continue to grow and study in a supportive environment.

Outcomes like these bear testament to the patience, love and hundreds of hours our counselors put into their patients. Their work is transformative on the minds, hearts and souls of the women and children that find themselves here. But it is your support that makes it possible for us to provide girls like Thuk with this sanctuary while they recover. Thank you for helping Thuk make her final escape – literally out of the woods, and into a life of nurturing.



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The daughter of farm laborers, 14 year-old Suy Channery left the public school system in grade three to help out with adult responsibilities. Her voice became soft when we asked about her education. "I dropped out of school a long time ago," she says. "When I was 10 years old I worked in Thailand for a year making leather shoes. It wasn't hard, as I was there with my two older sisters and a neighbor. The working day was 7-12 hours, and we each made \$60 per month."



Last year, a friend from a neighboring farm asked Channery to stay with her while her parents were away. The young woman's 18

year-old brother came in to where Channery was sleeping that night and raped her, covering her mouth to stifle her cries. "I tried to make him stop, but he was too strong," she says.

Channery told her mother what had happened, the police were called and the young man was arrested in June 2010. We met Channery when the two families were unable to come to an agreement on compensation, and in September asked our local partner (the Cambodian Women's Crisis Center) for legal advice. They referred Channery to our safe shelter in nearby Sisophon.

Our counselor, Sokny, reports that Channery displayed symptoms of depression and withdrawal similar to that of many trauma victims: she didn't bathe, she isolated herself from others, cried frequently, and discussed feelings of hopelessness and anger. "I felt ashamed of myself and felt my reputation was destroyed," Channery recalls. "I thought my neighbors, being the only people I knew, would think badly of me."

With nine months of nurturing through shelter activities and individual and group counseling, Channery's outlook improved markedly. She began communicating more naturally, made friends among the other patients, and reported feeling less ashamed.

When her court hearing arrived Channery gathered all her courage to tell her story in its entirety to a room full of strangers - and her attacker. Once the terrifying experience was over, she was filled with relief. She had braved public humiliation and survived - and found a strength she didn't know she'd had.

While we hoped that the defendant would be sentenced to 15 years for sexually assaulting a minor, in the court considered the act to be consensual since the perpetrator's sister was not woken up by her cries. He received four years for having sex with a minor and was ordered to pay \$10,000 in compensation.

Re-entering the school system will be difficult for someone as far behind as Channery. She took tailoring training at the shelter, and was reintegrated with a \$50 life start-up package in August.