

[United Nations Population Fund- UNFPA]**ANNUAL PROGRAMME NARRATIVE PROGRESS REPORT****REPORTING PERIOD: 1 APRIL - 31 DECEMBER 2023****NARRATIVE REPORT FORMAT****I. Project Overview:****Project Output (s):**

1. Increase access to rights-based family planning programmes by the most vulnerable groups (Entertainment Workers, migrants, and others)
2. FEWs, migrants, and other vulnerable groups are able to access SRHR information and services including family planning. [This objective is to work through a national

Activities: Four main activities will contribute to the achievement of the above outcome:

1. Service networking set up in order to reach out the targeted hard to reach vulnerable populations (FEWs)
2. Conduct outreach activities for demand creation and service information including referral
3. Develop referral systems and pathway for the target populations to be able to access services
4. Advocate for inclusion of the target population into the social protection.

II. Results:

Activity 1.1.1: Capacity building to CWPD staff on rights-based family planning by using the national tools that are made available from UNFPA partnership with the MoH (**55 trainees were capacitated, % of completion is 100% of the planned goal which was to capacitate 55 CSOs trainees**).

Under this output, the following activities were implemented:

1. ToR training for Right-based Family Planning was conducted in Q2. The objective of this training is to increase the knowledge, ability, practical skills and innovations of field staff (FS) and outreach workers (OW) related to topics of Right-based family planning for partners implementing of SRHR program which has been implementing among the female entertainment workers (FEWs) by 07 operational districts under the Phnom Penh Municipal Health Department (MHD).
2. Technical support from Marie Stopes International Cambodia (MSIC), this training was meticulously designed to enhance participants' understanding of modern contraceptive methods, as well as provide foundational knowledge on safe abortion and post-abortion care services.

3. 55 NGOs (13 males and 42 females) and CWPD staff members were trained about: Right-based family planning, Prevention of Sexual Abuse and Exploitation (PSEA) among implementing partners, Contraceptive methods and Comprehensive Abortion Care, Basic knowledge on HIV/AIDS, STIs and tool kits and Rights/Eligibility for Social Support and Social Security Program and access National Social Security Fund (NSSF) at Poulo Wai Hotel, Phnom Penh, on Thursday and Friday, 6th and 7th June, 2023.
4. Internal Need Assessment Survey through Google Form was conducted in Q4, in order to measure knowledge, competencies and practical skills related to right-based family planning, post-abortion care, gender-based violence, HIV/AIDS and linkage motivational counseling skill among program implementers. As the results, some gaps were significantly addressed: **52.6%** was misunderstood of definition - Sexual Exploitation and Abuse (SEA), **73.7%** was not comprehensive aware of long term of contraceptive methods, **52.6%** was unacquainted to identify the factors influencing on HIV/AIDS transmission and **68.4%** was unaware of preventable methods for infected HIV groups. Rationally, the ToR for refresher training was conducted accordingly.
5. The refresher capacity building session to all 55 participants was conducted in Q4, at Poulo Wai Hotel on Thursday and Friday, 14th and 15th December, 2023. The training was technically provided by two national experts from Marie Stopes International Cambodia (MSIC) under topics of Basic Knowledge on Family Planning: contraceptive methods and Comprehensive Abortion Care, and Right-based family planning tools”
6. As the result, 55 NGO staff members significantly gained knowledge about the importance of human rights-based family planning (HRBFP) and how to provide informative consultation and services to the furthest behind, especially FEWs more effectively.
 - Training pre-test: 44.54% and the post-test: 65.24% (in Q2)
 - Refresher training pre-test: 57.3% and the post-test: 67.1% (in Q4)
7. HRBA-FP concept was conducted and disseminated to 21 program implementers (03 males and 18 females). As the result, the 21 staff were aware of HRBA-FP in Cambodian concept.

Activity 1.1.2: Capacity building on Motivational Counselling (MC) to Field staff and OWs. **(21 trainees were capacitated; % of completion is 100% of this output).** The completion of this activity was revised during Q4, driven by the allocation adjustments stemming from the revised budget approved in Q3

Under this output the following activity was implemented:

Training workshop related to in-depth and comprehensive motivational counseling process.

1. ToR training for Motivational Counseling was conducted in Q4. The objective of this training is to enhance the knowledge and practical skill regarding professional counselling process among FS and OWs towards human right-based approach to family planning.
2. Technical support from an Online Counselor – SmartGirl Project under Global Fund, this training was methodically designed to enhance participants’ understanding of motivational counseling practical process regarding right-based family planning, safe abortion, post-abortion care and gender-based violence etc., through practical group discussion and role play.

3. 21 program implementers (02 males and 19 females) which were 01 program coordinator, 04 field staff and 16 outreach workers were trained about: main elements and steps of motivational counselling included Ask-Tell-Ask and Change and adaption of practical human right-based family planning counseling. The training was conducted at Poulou Wai Hotel, Phnom Penh, on Thursday and Friday, 5th and 6th October, 2023.
4. As the result, 21 program implementers were:
- Better understanding elements and steps of motivational counselling included Ask-Tell-Ask and Change
 - Enhanced providing motivational counseling on right-based contraceptive methods towards FEWs
 - Strengthened competency-based and skillful on problem-resolutions
 - Pre-test: 64.70% and the post-test: 88.80%

Activity 1.1.3: Workshop on “Social Protection Mechanisms and Facilitation Processes for Female Entertainment Workers among Program Implementers” **(21 trainees were capacitated; % of completion is 100% of this output)**. The completion of this activity was revised during Q4, driven by the allocation adjustments stemming from the revised budget approved in Q3

Under this output the following activity was implemented:

Training workshop related to practical process regarding registration and requisition of Health Equity Fund and ID-Poor cards for FEWs.

1. ToR training for “Social Protection Mechanisms and Facilitation Processes for Female Entertainment Workers among Program Implementers” was conducted in Q4. The objective of this training is to enhance the knowledge, abilities, and practical facilitation skills of field staff and outreach workers (FS/OWs) in registering and requisitioning Health Equity Fund (HEF) and ID-Poor cards for FEWs.
2. Technical support from a Program Coordinator – SRHR and under supervision from Program Manager and Finance Manager, this training was precisely designed to enhance participants’ understanding of practical mechanisms and processes regarding engage FEWs to access register and request HEF and ID-Poor cards., through theory presentation, practical group discussion and role play among trained field staff and outreach workers.
3. 26 participants (04 males and 22 females) were participated and trained about: detailed mechanisms and processes regarding registration and requisition of HEF and ID-Poor cards for FEWs. Furthermore, a comprehensive sharing and discussion session on required documentations and problem-resolution techniques were included. The workshop was conducted at Khemra Guest House, Kampot province, on Friday, 8th December, 2023. As the results, they were:
 - Better understanding of practical mechanisms and procedures regarding health equity fund and ID-Poor cards’ registration and requisition
 - Enhanced counseling and facilitation skills: FS/OWs will develop the skills to effectively counsel FEWs and facilitate their enrollment in HEF and ID-Poor cards.
 - Good collaborate with relevant stakeholders especially local authority to facilitate HEF and Poor ID cards towards female entertainment workers

- Strengthened problem-solving abilities: FS/OWs will be able to identify challenges related to HEF and ID-Poor card registration and requisition and develop appropriate solutions.
- Pre-test: 42.70% and the post-test: 73.02%.

Activity 1.2.1: Conduct Program Orientation among program implementers (% of completion is 100 % of the planned activities under this output during the report period as we planned to implement 5 activities but we implemented 14 activities related to this output)

Under this output the following activities were implemented:

1. 21 participants (03 males and 18 females) were orientally trained about: Orientation of SRHR program, main responsibilities of program implementers, financial management aligned to Protection of Sexual Exploitation and Abuse (PSEA). The orientation workshop was conducted at Head Office - CWPD, Phnom Penh, on Thursday, 20th April, 2023.

2. As results, all trained 21 program implementers included program coordinator, field staff and outreach workers gained better knowledge on PSEA policy, main responsibilities, M&E and required financial managements regarding SRHR implementation.

Activity 1.2.2: Outreach activities for demand creation and service information including referral via digital app

1. Outreach activities: register, sessional education and referral system and pathway were conducted. Targeted 10,000 FEWs from 07 operational districts in Phnom Penh, were technically covered by 16 outreach workers and supervised by 04 field staff and 01 program coordinator. FEWs were registered and then provided sessional education on 04 main topics of: Right-based contraceptive methods, safe abortion, post-abortion care and gender-based violence.

2. As results, from Q2 – Q4, there were 2,510, 4,429 and 3,502 FEWs in respectively which were registered. From Q2, Q3 and Q4, there were 150, 275 and 200 outreach sessions were conducted (15-20 FEWs was counted as a session).

3. ToR and App's content which includes objective, icons and expected functions were finalized in Q3. The App Development is expected to be finalized at the end of quarter 4, in December 2023. However, the constraint on App Development's process due to:

- There are no met criteria for expertise/specialist or company in charge in which companies need more time to understand SRHR concept, be compliant to CWPD procurement policy which based on company's license, tax and applicable companies bidding.
- The need to focus on an official bidding process which will be stretched one-month forwards
- Complexity of App's content which is innovatively created for raising awareness, referral system, online counseling and booking services for contraceptive services, HIV/AIDS and STIs, gender-based violence and process of registration of Health Equity Fund card.

Therefore, the CWPD – SMT consensus to not continue to process App Development in this year and refund to UNFPA at the end of December 2023.

Activity 1.2.3: The Annual Review Meeting was conducted in Q4. **(61 national and partnered NGOs and local authorities were participated; % of completion is 100% of this output).**

1. 61 participants (12 males and 49 females) were participated. The main objectives of the meeting in order to present addressed points from Baseline Survey, progression regarding SRHR program (April – November 2023), present CWPD’s 5 years Strategic Plan 2024-2028, the draft 2024 workplan and strengthen cooperation with relevant stakeholders to determine consensual solutions, key improvements and prioritized activities for next physical. The meeting was conducted at Phnom Penh Hotel, Phnom Penh, on Tuesday, 12nd December, 2023.

2. As the result, 61 participants (12 males and 49 females) which were 06 healthcare provider, 07 operational district representative, 14 local authority, 02 partnered NGOs, 21 program implementers and 11 CWPD – team were:

- Better aware of progression, achievements, lesson leant and key improvements from SRHR program during 08 months.
- Gained better understanding about CWPD’s 5 years Strategic Plan 2024-2028 and a summary of the risk assessment result from the micro-assessment report UNFPA-CWPD and their reflection and response.
- Proactively and fruitful discussion on selecting and supporting prioritized activities for 2024 workplan which all participants were consensually commit to:
 - Strengthen and enlarge providing good quality of “Friendly Service” with trust, confidentiality, non-stigma and discrimination-free environment
 - Establish excepted payment criteria for FEWs who don’t have health equity fund or ID-Poor cards at public health facility
 - Support and facilitate on a verified current address letter for FEWs for requesting ID-Poor cards and interview process
 - Keep good collaboration between CWPD’s staff, outreach workers and local authority in order to support and facilitate FEWs regarding health equity fund and ID-Poor cards’ requisition and interview processes

Activity 1.2.4: Conduct Quarterly Meetings for Q2 and Q3. **(21 program implementers were participated; % of completion is 100% of this output).**

1. 21 participants (03 males and 18 females) were participated. The main objectives of the meeting in order to updated progression and achievement on Q2 with discussing on identified key improvements, challenges and solutions and prepared next steps. The meeting was conducted at Head Office - CWPD, Phnom Penh,
- Thursday, 20th July, 2023 for Q2
 - Wednesday, 18th October, 2023 for Q3

2. As the result, 21 participants which were aware of updated progression, achievement and lesson learnt from Q2 and Q3 with discussing on identified key improvements, challenges and solutions and prepared next steps for:

- Strengthen outreach activities, improved quality of outreach sessions and number of referral against target
- Preparation for “Workshop on social protection for female entertainment workers”
- Preparation for “Youth Future Fair”
- App development process

Activity 1.2.7: Produce IPC/BCC including targeted social media interventions for FEWs. **(1,190 SBC items were produced; % of completion is 100% of this output).**

1. Behavior Change Communication (BCC) materials include 50 items for each T-shirts, 40 bags, 40 raincoats, 40 helmets, 20 flip charts and 1000 posters were made and delivered to each program implementer. Objectives of BCC materials which aim to change the behavior of FEWs towards sexual reproductive health issues and rights which include informed choice of contraceptive methods, accessible post-abortion care, Gender-based violence etc., and to increase accessibility of healthcare services uptake at health facility-based.

2. As the result, cumulatively, there are 800 posters (Q2+Q3= 700 and Q4=100) under theme of Human Right-based Family Planning and attached scan QR code were delegated and stucked at different 800 hotspots from 07 ODs, in Phnom Penh. The 50 T-shirts, 40 bags, 40 raincoats, 40 helmets, 20 flip charts were utilized to promote and disseminate SRHR information towards FEWs.

Activity 2.1: Develop referral systems and pathway for the target populations to be able to access services. **(1,190 SBC items were produced and disseminated; % of completion is 100% of this output).**

1. CWPDP’s formal referral pathway has been implemented. Cumulatively, from Q2 to Q4, there were 481 FEWs were referred to access to FP which include Pill= 379, Injection= 60, Implant= 24 and IUD= 18.

- **Strengths:** the number of FEW referrals significantly increased in this Q4, as a result of their improved understanding on the importance of accessing to SRH information and services, particularly family planning for prevention of unwanted pregnancies through the training and outreach sessions provided. Also, competency and counseling skill are noticeably improved among Outreach Workers and Field Staff.
- **Limitations:**
 - Some FEWs need to be treated STIs before accessing contraceptive methods (IUD).
 - Some FEWs (Sensok and Porsenchey ODs) in high class who prefer to self-access SRH at private clinic.
 - Some methods such as injection, implant and IUD are usually out of stock at NGOs clinic.

2. As the result, Post-abortion Care case management: cumulatively, there were 03 post-abortion care cases (02 case from Q3 and 01 case in Q4) which they did self-abortion by medical access from Pharmacy. After providing educated session and individual counseling by OW, they were referred to FP access (01 case for pill and another case for IUD, 01 case for injection)

3. GBV case management:

- From Q3, there are 05 GBV cases by family, partner and guest violence.
- In this Q4, there are 03 GBV cases (01 physical and 02 verbal violences) by family, partner and guest violence.

Cumulatively, there were 08 GBV cases. As the result, OWs provided counseling about GBV consequences and individually provided contact number of OWs and hotline numbers (1280 and 1288) to the FEWs for further referral services if necessary.

4. In responding to social behavioral changes regarding right-based family planning and SRHR's knowledge and practices, there were 02 case studies among female entertainment workers were documented that demonstrated successful social behavioral changes in knowledge, attitude, and practices related to right-based family planning and post-abortion care.

5. As results, there were 03 Facebook pages of CWPD-SRHR, CWPD-Smart Girl and Smart Girl which were boosted. Significant achievement was made and the number of reaches and engagement were: CWPD-SRHR:

- Reach: 48,891 (Q2+Q3= 9,277, cumulatively, there are 58,168)
- Engagement: 1,112 (Q2+Q3= 1,353, cumulatively, there are 2,465)
- Total Like: 560 (Q2+Q3= 319 and Q4=241)
- Total Follower: 703 (Q2+Q3=419 and Q4=284)

CWPD-Smart Girl:

- Reach: 49,089 (Q2+Q3= 30,864, cumulatively, there are 79,953)
- Engagement: 1,281 (Q2+Q3= 3,766, cumulatively, there are 5,047)
- Total Like: 6,600 (Q2+Q3= 6,444 and Q4=156)
- Total Follower: 7,700 (Q2+Q3= 7,455 and Q4= 245)

Smart Girl:

- Reach: 6,323 (Q2+Q3= 101,981, cumulatively, there are 108,304)
- Engagement: 402 (Q2+Q3= 11,668, cumulatively, there are 12,070)
- Total Like: 6,100 (Q2+Q3= 5,713 and Q4= 387)
- Total Follower: 6,400 (Q2+Q3= 6,007 and Q4=393)

6. Counselling and hotline platform set up for FEWs was conducted. In order to support FEWs to access SRHR information and platforms, the CWPD - Online Counselor provided technical support on building up and strengthening capacity and competency among FS and OWs on providing counseling, facilitating on scan QR code to access SRHR and CWPD's platform such as Facebook Page and Telegram Channel. As the results, commutatively, there were 04 FS and 16 OWs, 106FEWs from 25 different hotspots at 07 ODs were targeted in Counselling and hotline platform set up for FEWs.

7. 02 NGOs technical supports from Marie Stopes International Cambodia (MSIC) provided technical support on Basic knowledge on Right-based family planning and refresher trainings.

8. Baseline survey designed as a cross-sectional study was conducted in Q3. Methodologically, it was conducted through in-depth-interview with the 52 structured questionnaires, in order to measure knowledge, attitude and practice towards SRH relating to FP, safe abortion, GBV, HIV/AIDS, access National Social Security Fund (NSSF) card and to assess the HRBA-FP tools among selected 550 FEWs from 70 hotspots under 07 operational districts in Phnom Penh

- Capacity building training towards data collectors and supervisor (OWs and FS) was conducted from 26-28/07/2023
- Data was collected from 31/07/2023 to 10/08/2023
- Process of cleaning data, data analysis and writing report was finished at the end of September, 2023.
- A narrative report of baseline survey was finalized in December, 2023.

9. 20 CWPDP staff members (03 males and 17 females) (Project Coordinator, Field Staff, and Outreach Workers) were trained about database system and System GIS Mapping by CWPDP M&E Unit (Training in Q1 and refresher training in Q3). As the results, all 20 CWPDP staff members gained basic knowledge and practical competencies about database system and system GIS mapping (excel sheet).

Activity 2.2: Conduct a Sensitize Workshop on Social Protection (% of completion is 100% of this output).

1. Workshop on Social Protection for Female Entertainment Workers” was conducted on 31/10/2023 in order to strengthen cooperation with key sectoral ministries and relevant stakeholders in promoting and facilitating FEWs to obtain Health Equity Fund (HEF) cards and utilize it to access quality healthcare services effectively.

2. As a result, 183 participants, comprising of 38 males and 145 females, were present. The participants included 16 presidents from high levels of CWPDP and relevant ministries, 14 key sectoral ministries, 08 operational district representatives, 13 healthcare providers, 06 local authorities, 17 partnered NGOs, 14 hotspot owners/managers, 42 FEWs, 41 CWPDP-team members, and 12 journalists. All participants were able to:

- Comprehensive aware of national, sub-national, community-based and FEW’s responsibilities towards health equity fund and ID-Poor cards’ practical mechanisms and procedure
- Better understanding of progression, achievements, challenges and solutions regarding health equity fund and ID-Poor cards’ practical mechanisms and procedure
- Considered on extending the validity of the HEF and ID Poor card to 3 years for more discussions with the NSSF mechanism
- Strengthen and enlarge facilitations on health equity fund and ID-Poor cards’ requisition procedure from local authority, preparedness on all required criteria documents for the enrolment among FEWs and hotspot’s owner/manager
- Continued to practically provide HEF and Poor ID cards towards female entertainment workers in more effectively and faster.
- Key sectoral ministries, all relevant stakeholders, all partners, all levels of authority have to collaboratively support female entertainment workers with access to healthcare services, including SRHR and family planning, through health equity fund program and access to quality

healthcare services equally and equitably without discrimination and stigmatization and respectful manner in line with the Government's Commitments.

4. Challenges and lesson learned:

- Challenges:
 - Some FEWs need the consent of their parents/husbands/partners in deciding which contraceptive method to choose.
 - Some FEWs are not permitted to participate in education sessions by hotspot's owner/manager.
 - Escaping from the police, especially FEWs from Public Area, e.g. Wat Phnom, Veng Sreng areas.
 - Some entertainment venues (hotspots) have signed MOUs but do not cooperate with outreach teams.
 - Some contraceptive methods are out of stock at the partner NGO clinics.
 - Quality of Friendly Services is still limited.
 - There is no discount or expected payment at some health facilities for FEWs.
 - Some FEWs do not have complete required documents such as Khmer ID card and/or family card to register Health Equity Fund (HEF) card and/or ID-Poor card.
 - Local authorities are challenging to provide verified living certificates for FEWs who didn't have complete required documents.
 - Some FEWs don't have budget for transportation to access interview ID-Poor card at Commune Hall
- Lesson learned:
 - Gained new experience on facilitating FEWs to register Health Equity Fund and ID-Poor cards with Smart Girl – Global Fund Project, motivational counselling regarding right-based family planning with FEWs and their partner (male) and problem-resolving technics related to referral FEWs to access SRH services at health facility.
 - Better coordination and communication with all relevant partners: Municipal Health Department, health facility local authority, and partnered NGOs such as Chhouk Sar Clinic, Marie Stopes International Cambodia, and entertainment service owners and target women which lead to increase referral FEWs accessing good quality services
 - Gained new experience on promoting reproductive health and rights among different target populations, youth by disseminating basic information regarding right-based family planning, GBV, and SRH in the event “Your Future Activities” organized by the Ministry of Education, Youth and Sports and UNFPA.
 - Maintaining good communication and collaboration is essential for the success of TWG-Pro Meetings and Workshops (Municipal Health Department), CP7 & NSRHR 2024-2030 (UNFPA), and Governance of Champaign (GoC) by operation districts and other meetings.

III. Monitoring and Evaluation

1. Field Monitoring and Supervision was conducted by CWPD- M&E Unit and Monthly spot checks were conducted by PC to FS and FS to OWs for all 07 operational districts.

2. As the result, the general point on implementation of the program is better based on the results achieved. Outreach Workers and Field staffs are clearly understanding of the package of services to be provided to the target group. All support documents in hard copy are properly organized and soft copy also. Work quality is regularly monitored by PC&FS to make sure everything is following plan set. The feedback from the target group is also satisfactory on the implementation of this project.

VI. Abbreviations and Acronyms

UNFPA: United Nations Population Fund

FEWs: Female Entertainment Workers

HEF: Health Equity Fund

ToR: Term of References