ANNUAL REPORT

I. Title Page

II. Program Overview/Summary

Program/Activity Name:	Innovations for Social Accountability in Cambodia (ISAC)
Agreement Number:	102232.019.005.005
Reporting Period:	01 Oct 2021-30 Sept 2022
Life of Program/Activity:	10 June 2020 – 30 June 2024
Name of Prime Implementing Partner:	Family Health International 360 (FHI360)
Name of Sub-awardees:	Advocacy and Policy Institute (API)
Program/Activity Goal	The overall goal of the project is to support citizens in improving their capacity, access to information, and networks for collective action, helping them to create public demand and develop solutions to address communities' problems.
Program/Activity Objectives/Intermediate Results	Objective 1: Improved information access on government decisions and processes as well as on planning, spending and investment of public funds. Objective 2: Increased citizen participation and collective action to hold local authorities accountable for public service provision. Objective 3: Increased utilization of new or existing enabling technologies for citizens to hold local authorities accountable for delivery of public services. Objective 4: Education and outreach to raise awareness of accountability and integrity in public administration.
Geographic Coverage (District(s)/province(s) and country(s))	10 Sangkats in Ta Khmau Municipality, Kandal Province, Cambodia
Total Estimated Contract/Agreement Amount:	USD 481,627
Total Amount Obligated to Date:	USD 225,093
Current Pipeline Amount:	USD 203,933.42
Actual Expenditure through this Reporting Period:	Current year expenditure: USD 109,421.79 Cumulative expenditure: USD 195,232.89

III. Table of Contents, List of Figures, and List of Tables

List of Acronyms and Abbreviations

List all acronyms and abbreviations pertinent to the program/activity.

API   : Advocacy and Policy Institute

CAF   : Community Accountability Facilitator

CSO   : Civil Society Organizations

EU   : European Union

ISAC   : Innovation for Social Accountability in Cambodia

ISAF   : Implementation of the Social Accountability Framework

I4Cs   : Information for Citizen

IP   : Investment Program

NCDDS: National Committee for Sub-National Democratic Development Secretariat

USG   : United State Government

MEL   : Monitoring, Evaluation and Learning

ICS   : ISAC Community Scorecards -ISAC Community Scorecards-Interface Meeting

ODC   : Open Development Cambodia

IVR   : Interactive Voice Response

CBOs   : Community Base Organizations

JAAPC: Joint Accountability Action Plan Committee

JAAP   : Joint Accountability Action Plan

ToT   : Training of Trainer

IV. Executive Summary

In the third year of project implementation, the ISAC project implemented by API achieved remarkable results, even though Covid-19 still outbreak in Ta Khmau municipality. These results include:

JAAPs results:

Totally of 189 among 342 JAAPs activities year 2 implemented equal 55% done. It was over achievement 5% if compared to indicator (50%). This achievement included by service such below:

- There are 126 among 239 JAAP activities of primary school service implemented such as interface meeting between teachers and parents on children' study, internal meetings, extra teaching to the poor students, mobile loudspeaker on enrolment, training materials, proposition on local authority intervene to gangster, interface meeting between teacher and students on bad performance, garbage for school, proposition for textbooks…
- There are 47 among 71 JAAP activities of Sangkat service implemented such as dissemination of accountability' box by village, internal meetings, proposition on administration document, communication with citizens for intervention, public forum for citizens, posting on service price in public, information board repaired, dissemination of keep clean…
- There are 16 among 32 JAAP activities of health center service implemented such as internal meetings, dissemination on general health and baby delivery safety by village, medicine requested, proposition for additional staff, proposition for consultative room, proposition for patient' beds, posting on service price, baby delivery room requested…

Moreover, there are 364 (284 internal and 80 external) JAAP activities year 3 were developed and 10 JAAPC updated on JAAPC members through 10 interface meetings.

| Built 02 toilets at Sangkat Svay Rolum | Built concrete fence for Deaum Angkol primary school, Sangkat Svay Rolum |

Capacity Building to CAFs:

Totally 28 CAFs increased capacity through several training in standard ISAC project from module 1 to module 4 such as the results:

- Totally, 10% in average increased capacity, compare between pre and post-test result of the training on "Supporting Collective Action for Change" (M4) to 28 (20F) CAFs.
- 39 participants (25F) included 08 youth (04F), 19 adult (11F), 12 elderly (11F), 17 ID poor (15F), 04 CBO representative joined the 02 technology-focus sections meetings facilitated by ISAC/DAI in 02 Sangkats of Set Tbo and Svay Rolum.
- There are 02 API staffs joined 02-day training on social media campaign which facilitated by FHI 360 and Internews focusing on I4C campaign, Practical Hand-On Application Tools for Effective Virtual Meetings, Training Feedback and Monitoring, Facebook messenger room for organizing meeting with CAFs & Citizens. 04-day refresher training on social accountability and information for citizens, 01-day MEAL reflection, 01-day JAAPC orientation, 01-day young women leadership and CAF champion orientation and 04-day refresher training on ISAC scorecard (ICS) which facilitated by FHI 360.
- Total of 67% in average increased capacity compare between pre and post-test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% in average increased capacity compare between pre and post-test result of the training on "Information for Citizens I4Cs" (M2) to 27 (18 F) CAFs.
- There are 10% in average increased capacity, compare between pre and post-test result of the training on "young women leadership and CAFs champion" to 25 (16 F) CAFs.
- There are 59% in average increased capacity, compare between pre and post-test result of the training on "JAAPC training" to 117 (49 F) JAAPC members.
- There are 27% in average increased capacity, compare between pre and post-test result of the training on "ISAC community scorecard" (M3) to 26 (16 F) CAFs.
- And there are 63% in average increased capacity, compare between pre and post-test result of the refresher training on "Supporting Collective Action for Change Training" (M4) based on the pre and post-test results to 30 (20 F) CAFs.
- Totally, 28 (21 F) CAFs prepared tools for community scorecard through CAF pre-meeting, 39 self-assessments and 39 community scorecards are conducted which consisted of 1,776 (1,140 F) community participants for Y3.

Implementation:

After capacity building on the ISAC standard from module1 to module 4 were conducted, CAFs practiced field implementation of ISAC activities as:

- Totally, 42% of CAFs have significantly increased facilitation and coordination capacity as they have ready prepared all relevant supporting documents before implementing each activity. 39 self-assessments and 39 community scorecards are conducted which consisted of 1,431 community participants (962 F) for Y2.
- Through the Reflection Meeting with 26 (17 F) CAFs on I4C dissemination, inception meeting, share vision and community scorecard in Ta Khmau municipality, the diversity results from the implementation, the implementation methods, achievement, challenges and solutions, and suggestions. CAFs highlighted the advantages of doing face-to-face activities with convenience of communication, reaching out to more middle-aged people, and confirmed the ability of carrying out activities at the public place. The participation of youth and the elderly is still limited, both in terms of ideas and the completion of the Pre and Post-test. CAFs expressed their commitment to collaborate with local authorities to

mobilize citizens to any meetings of ISAC cycles and encourage them to contribute their idea. Moreover, they will help each other to arrange the meetings.

- Totally, 604 (367F) community members understood JAAP through 20 outreaches led by CAFs and JAAPC members. Citizens wished to see the positive response from service provider for such in stand no need to get extra money from students, promptly response based on the safety village Commune/Sangkat principles, and standby health care officials at the health center.

- There are 27 (18 F) CAFs participated in the Implementing the Social Accountability and Digital Security Implementation Plan by DAI under the technical support of ISAC/DAI.

- I4C campaign conducted through social media with technical support from Internews. Out of 11 articles of Information for Citizen (I4C) awareness through social media related to primary school services, health center services, and project information was reached to 2,106 people, of which 106 engaged.

- Totally, 592 (432 females) including 590 (432 female) citizens and 2 service providers, 54 youth, and 202 elderlies. local citizen increased understand on public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats In general, 90% (542) of 600 local citizen who completed the pre and post-test increased their knowledge related I4C packages including the standard public service, the performance, and budget information of Health center, Primary school, and Sangkat administration.

- There are 338 (204 females) including 238 (158 female) citizens and 100 (46 female) service providers expressed their expectations of each service of health center, primary school, and Sangkat administration and key issues. Community members also prioritized each service issue through 10 inception meetings led by 27 (18 F) CAFs. Community members delighted to join the meetings with an opportunity to express their expectation, issues /concerns. Most of issues raised were garbage collection, no staff stand by 24 hour at HC , lack of toilet, old toilets,toilets arenot divided for men and women, no baby delivery service available at HC, lack of playground, no librarian, not yet prepared proper hand washing place, lack of communication between teacher and students' parents, lack of teacher, Lack of clean water system for school, number of students over standard, unclean school environment, sell poor quality food in school, etc. Their perspective raised up for such instant new Sangkat office, friendly service providers, garbage truck collect every day, cleaned environment, timely service delivery, cleaned toilets with divide male and female, stick on working hour, good morality of service providers etc.There are 156 meetings with total participants of 2275 (1456 females) including 1705 (1137 female) citizens and 570 (319 female) service providers, 626 youth, and 439 elderlies learnt about the process of defining the vision, objectives, benefits, seven principles, cycles of social accountability, community scoring process of the I-SAC project, define the community expectations of each service and the purpose of share vision is citizen and service provider set the criteria from 6-10 for each service and develop a shared vision for each service through 39 face-to-face share vision meetings. 39 statements of shared vision in 10 Sangkats of Ta Khmau municipality were developed by citizens and service providers from each service of primary schools, Sangkats, and health centers.

- There are 10 JAAPC Y2 meetings were conducted with 144 (73F) JAAPC members participated to support and monitor implementation of Sangkat solution and activities in the JAAP Y2 of 09 Sangkats.

V. Summary of Key Results

Indicators	Annual Target	Annual actual results	Percentage result against target	Remarks
Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.				
Number of individuals receiving civic education through USG-assisted programs	40	28 (17F)	70%	Train CAFs on ISAC Community Scorecard–Interface Meeting (M4)
	40	27 (18F)	67.5%	Train CAFs on Social Accountability and Information for Citizens I4Cs (M1 & M2)
	600	600	100%	600 (430F) local citizen received public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats. Target of I4C 60 per Sangkart.
	40	27 (18F)	68%	Refresher training CAFs on ISAC community scorecard (M3)
	40	30 (20F)	75%	Refresher training CAFs on ICS–Interface Meeting (M4)
	40	25 (16F)	62.5%	Train CAFs on "CAFs women champion"
		117 (49F)		Train JAAPC members in Y2.
	1,000	1,351	135%	The annual target of API for ISAC was1,000 persons. In Y3, API have achieve 1,351 persons. The achievement also include 604 (367F) persons attended activity of Y2-JAAP dissemination in Q1 of Y3.
Percentage of people who have completed USG-assisted in-person civic education programs	75%	46%	61%	02 respondents more understanding equally to 7.41 %, 11 responded good as 40.74 %, Medium with 0% and 17 respondents is poor equal to 62.96%, it bases of post-test assessment.

Indicators	Annual Target	Annual actual results	Percentage result against target	Remarks
Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.				
that demonstrate increased knowledge. ***Cross-cutting indicator**				The conclude, 10% percentage increase compared to pre and post test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs. They all agreed to improve it by joining pre-meeting and real practices of the interface meetings.
	75%	67%	89%	After 2 days of training, the capability of participants testing showed that 18 respondents more understanding equally to 66.67%, 8 responded with good as 29.63 %, Medium with 0% and 1 respondent is poor equal to 3.70%, it bases on post-test assessment of the training on social accountability (M1) to 27 (18F) CAFs.
	75%	53%	71%	After 2 days of training, the capability of participants testing showed that 17 respondents more understanding equally to 62.96%, 9 responded with good as 33.33 %, Medium with 0% and 1 respondent is poor equal to 3.70%, it bases on post-test assessment of the training on Information for Citizens I4Cs (M2) to 27 (18F) CAFs.
	75%	53.40%	70.67%	After 2 days of refresher training, the capability of participants testing showed that 8 respondents more

Indicators	Annual Target	Annual actual results	Percentage result against target	Remarks
Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.				
				understanding equally to 29.63%, 14 responded with good as 51.85 %, 1 responded medium with 3.79% and 4 respondents is poor equal to 14.81%, it bases on post-test assessment of the refresher training (M3) to 27 (15F) CAFs.
	75%	63%	84%	After 2 days of refresher training, the capability of participants testing showed that 23 respondents more understanding equally to 85.19%, 03 responded with good as 11.11 %, 0 responded medium with 0% and 01 respondents is poor equal to 3.70%, it bases on post-test assessment of the refresher training (M4) to 30 (20F) CAFs.
	75%	90%	Overachieve (15%)	542 beneficiaries who completed the pre and post-test increased their knowledge to prove their capacity and understanding of I4C information.
Objective 2: Increased citizen participation and collective action to hold local government accountable for public services.				
7-Number of communes using social accountability tools to hold local government accountable for public services.	10	10	100%	10 Sangkats implemented Scorecard processes from Oct 20-Nov 12, 2021. 39 meetings of community scorecard citizen scoring service provider and 39 community scorecards on service providers (self-assessment conducted with

Indicators	Annual Target	Annual actual results	Percentage result against target	Remarks
				consisted of 1,431 (962F) participants.
	10	10	100%	10 Sangkats implemented Scorecard processes from Jul 11-Aug 18, 2022. 39 meetings of community scorecard citizen scoring service provider and 39 community scorecards on service providers (self-assessment conducted with consisted of 1,776 (1,140F) participants.
8-Number of civil society organizations (CSOs) receiving USG assistance engaged in advocacy interventions.	2	10	500%	10 Sangkats engaged in advocacy interventions through community scorecard Y2.
	2	10	500%	10 Sangkats engaged in advocacy interventions through community scorecard Y3.
9-Number of coalitions or networks established and/or strengthened as a result of ISAC initiatives or activities (JAAPC creation)	10	10	100%	10 JAAP Committees established for Y2.
	10	10	100%	10 JAAP Committees updated for Y3.
10-Number of consensus building forums (multi-party, civil/security sector, and/or civil/political) held with USG Assistance.	10	10	100%	All Sangkats conducted interface meetings in Y2.
	10	10	100%	All Sangkats conducted interface meetings in Y3.
11- Percentage of commune councils that take concrete action in response to citizen initiatives	50%	55%	55%	JAAPs Y2 implemented 55% through JAAPC meetings in the 09 Sangkats. However, 01 remain Sangkat will be

Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.

Indicators	Annual Target	Annual actual results	Percentage result against target	Remarks
Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.				
generated by USAID implementing partners.				monitored in the 1st quarter of Y4.

VI. Program Overview

Innovations for Social Accountability in Cambodia (ISAC)'s designed aligns with API Strategic Plan 2019-2023. The project goal and objectives seek to support to citizens for improving their capacity, access to information, and networks for collective action to address community challenges and seek for policy intervention from their elected representatives and the local governments. I-SAC primary objective is that the local community in Ta Khmau will have access to public service information, knowledge, skill, and network necessary to hold local government accountable, thus contributing to a strong and quality public service delivery.

The project goal is to support citizens to improve their capacity, access to information, and network for collective action, helping them to build public demand and develop solution to address community's priorities. The specific of objective are:

1. Improved access to information on government decisions and processes, and the planning, spending, and investment of public funds.
2. Increased citizen participation and collective initiative to increase accountability for public services.
3. Increased utilization of new or existing technologies enabling citizen engagement to increase accountability for public services.
4. Education and outreach to raise awareness of accountability and integrity in public administration.

The target beneficiaries such as:

✓ 40 CAFs, who are the direct beneficiaries, will attend a reflection meeting to discuss lesson-learnt, challenges, avenues for coordination, and best practices for implementing I-SAC in all Sangkats in the municipality.

✓ At least 1,000 people will be attended project activities are direct beneficiaries.

✓ At least 400 service providers and officials at 10 Sangkat administrative, 5 heather centers and 25 primary schools will be selected, built capacities, by the matching fund activities are indirect beneficiaries.

✓ Citizens in 10 Sangkat will be counted as the indirect beneficiaries of each Sangkat.

VII. Progress by Intermediate Result/Objective and Program Area

At least 1,431 (962F) participants included 390 (319F) youths, 638 (392F) adults, 239 (164F) elderly, 152 (84F) children, 306 (171F) government officials learnt the I-SAC scorecard process through 39 community scorecards- citizen scoring service provider and 39 community scorecards -service providers self-assessment in Year2.

Community scorecard on Sangkat Prek Russey service at Prek Russey primary school, Sangkat Prek Russey on Nov 01, 2021 (Y2).

371 (236F) participants included 117 (91F) youths, 186 (103F) adults, 58 (36F) elderly, 15 (13F) children, 115 (48F) government officials learnt the JAAPs development & JAAPC formed through 10 interface meetings by each Sangkat in Y2.

Interface meeting for Sangkat Kampong Samnanh at Sangkat Kampong Samnanh on Dec 08, 2021 (Y2).

CAFs gained new knowledge and experiences in leading ISAC community scorecards and interface meetings at field work. There were 11 (09F) CAFs actively facilitated and demonstrated these meetings while other learned about materials/document preparation, communication with local authorities.

API Project staff capacity strengthened in project implementation capacity through regular meetings with FHI-360 implementation partners, orientation meetings under facilitation of FHI360, DAI and Internews.

API- ISAC Project staffs have worked well with donor and partner organizations including World Vision Cambodia, FHI 360, Star Kampuchea, CARE Cambodia and NCDD to finalize the CSO operational guideline for phase II I-SAF implementation.
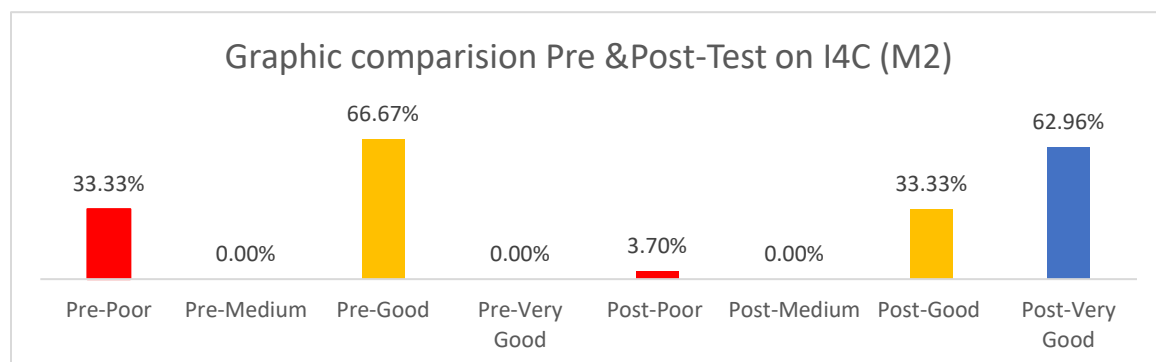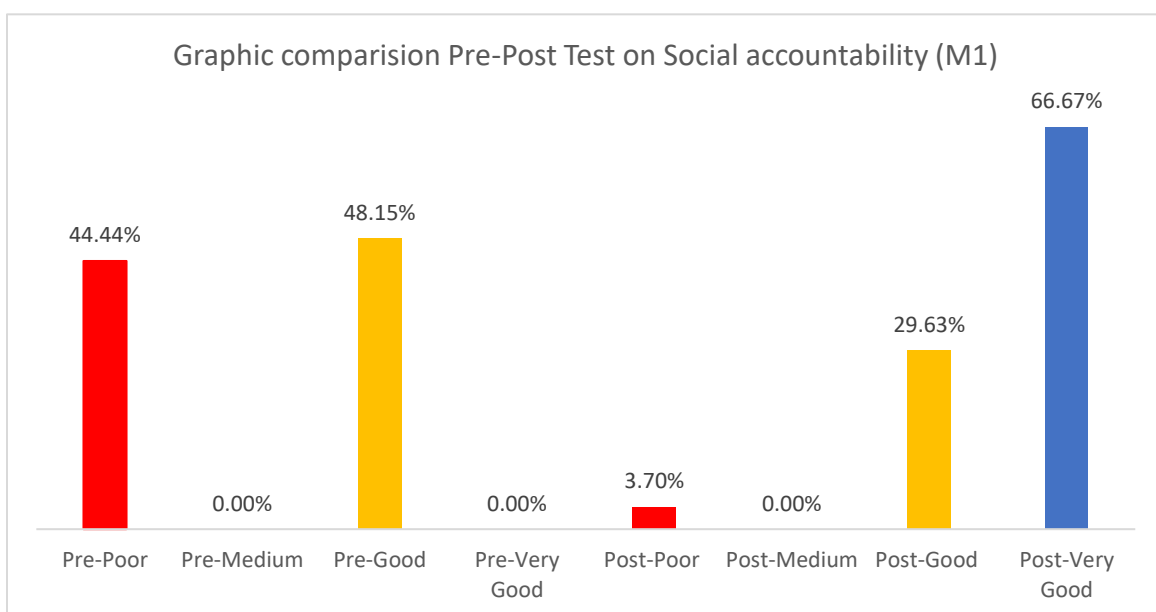

JAAPC training to JAAPC members at Sangkat Kampong Samnanh on Jan 27, 2022 (Y2).

At least 117 (49F) JAAPC members attended JAAPC trainings. JAAPC members learnt about social accountability's concept, JAAPC members' roles and responsibilities, and mobilization of local resources to support JAAP and strengthen JAAP ownership. As the results, participants increased understanding on JAAPC members' roles and responsibilities, local resources to support JAAP and strengthen JAAP ownership. Moreover, JAAPC members knew each other, enhance good collaboration not only their members, but also CAFs.

Totally of 604 (367 F) participants learned the JAAP dissemination through 20 meetings of 10 Sangkats targeted in Ta Khmau. Citizens wished to see the positive response from service providers such as no need to get unofficial fee from students, fast intervention to village and Sangkat' security and standby staff at the health center. Citizens will monitor JAAPs implementation after this JAAP dissemination and the results will be reported in the JAAP monitoring meetings.


JAAP dissemination to citizens at Sangkats Deaum Mean on Feb 09, 2022 (Y2).

Graphic comparision Pre-Post Test on Social accountability (M1)

Category	Value
Pre-Poor	44.44%
Pre-Medium	0.00%
Pre-Good	48.15%
Pre-Very Good	0.00%
Post-Poor	3.70%
Post-Medium	0.00%
Post-Good	29.63%
Post-Very Good	66.67%

Graphic comparision Pre &Post-Test on I4C (M2)

| Category	Value
Pre-Poor	33.33%
Pre-Medium	0.00%
Pre-Good	66.67%
Pre-Very Good	0.00%
Post-Poor	3.70%
Post-Medium	0.00%
Post-Good	33.33%
Post-Very Good	62.96%

CAFs gained new knowledge and experiences on social accountability and information for citizens (I4C). There were 27 (18F) CAFs actively facilitated and demonstrated CAFs pre-meetings.

CAFs gained new knowledge on leadership. There were 25 (16F) CAFs actively join this session.
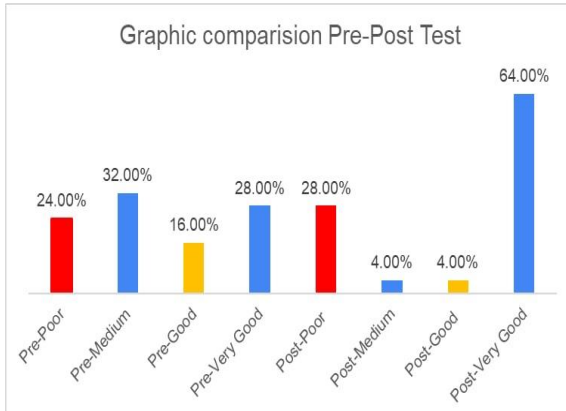
Graphic comparison Pre & Post-test of CAFs women champion training.
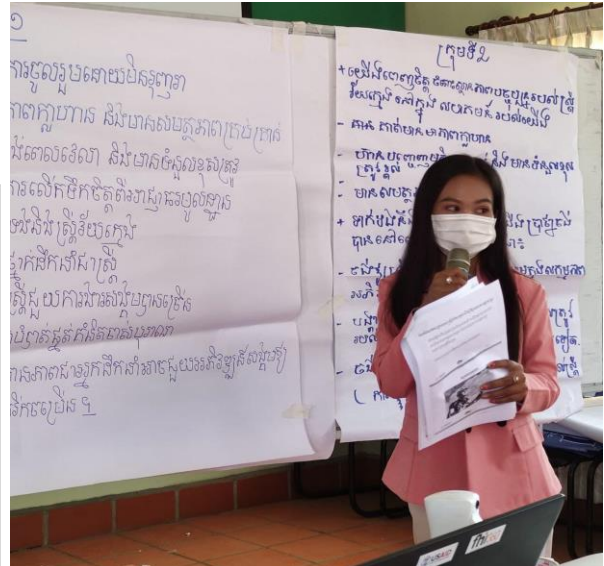
Ms. Sothy Buntib, CAF Roka Khpos, presented her group's presentation in the session training on CAFs women leadership on March 09, 2022 at CARITAS, Ta Khmau.

CAFs reflection to 26 CAFs (17F) on March 10, 2022 at CARITAS, Ta Khmau.

A reflection meeting conducted with 26 (17F) CAFs on I4C dissemination, inception meeting, share vision and community scorecard in Ta Khmau municipality. The notification of the strengths stated as below:

● CAFs and project team always inform in advance to local authorities for conducting ISAC 'activities and follow up authorities a few days before action starting.
● CAFs support each other in different Sangkats to assist for conducting the meetings/disseminations.
● CAFs' roles and responsibilities are divided through CAFs pre-meeting.
● Materials/documents are always prepared in advance for the ISAC outreach.

There were some weaknesses happened during this quarter:

● Some CAFs resigned with their personal reason, so that the ISAC team need to call other CAFs from different Sangkats for assistance then the new CAFs opportunities were announced for recruiting through the ISAC field activities.
● Some Sangkat authorities lacked collaboration, thus the ISAC team communicated with their supervisor to fix problem.

- The activities will be identified the schedule that suit to citizen, so that CAFs collaborated with village chief invited nearby citizens to join the outreach/meetings.
- Some participants accompanied with their small children made a noise. To overcome this challenge, the project team provided some cake/candies and asking citizen out of meeting in case strongly a noise.
- Some participants late to join the outreach/meeting, thus CAFs need to sum up at the end of the session.

Mobile loudspeaker at Sangkat Ta Khmau on Mar 15, 2022.

Hundreds of people living in Ta Khmau municipality increased understanding and received public service information and 3,220 I4C calendar distributed through mobile loudspeaker activities.

Totally, 592 (432 females) including 590 (432 female) citizens and 2 service providers, 54 youth, and 202 elderliesreceived public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats. These meetings aimed to increase citizens' knowledge on their rights and public service standards, performance, and budget expenditure. The community people have understood on information standard, service provider performance, budget expenditure by service annually, service fee charged by legacy and other relevant service delivery

I4C dissemination at Setbo pagoda, Sangkat Setbo on Mar 18, 2022 (Y3).

Totally, 871 (518F) participants included 313 (194F) youth, 152 (67F) youths, 65 (26F) elderly, 18 (8F) children, 208 (99F) government officials developed 39 share vision statements through 39 share vision meetings by service in Y3.

Share vision meeting for Koh Anlongchen HC on June 14, 2022 (Y3).

Interface meeting for Sangkat Setbo at Sangkat Setbo office on Aug 22, 2022 (Y3).
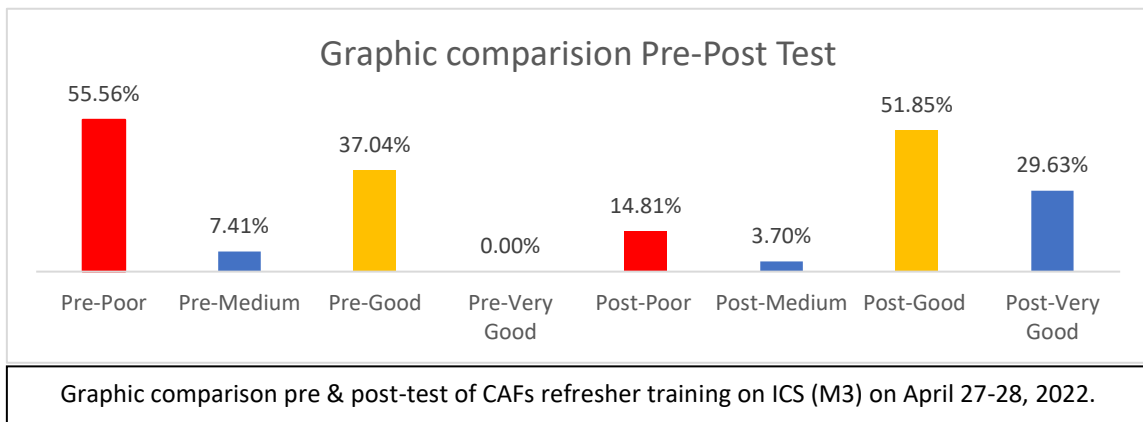

Self-assessment on Svay Rolum health center service at Svay Rolum HC, Sangkat Svay Rolum on July 11, 2022 (Y3).
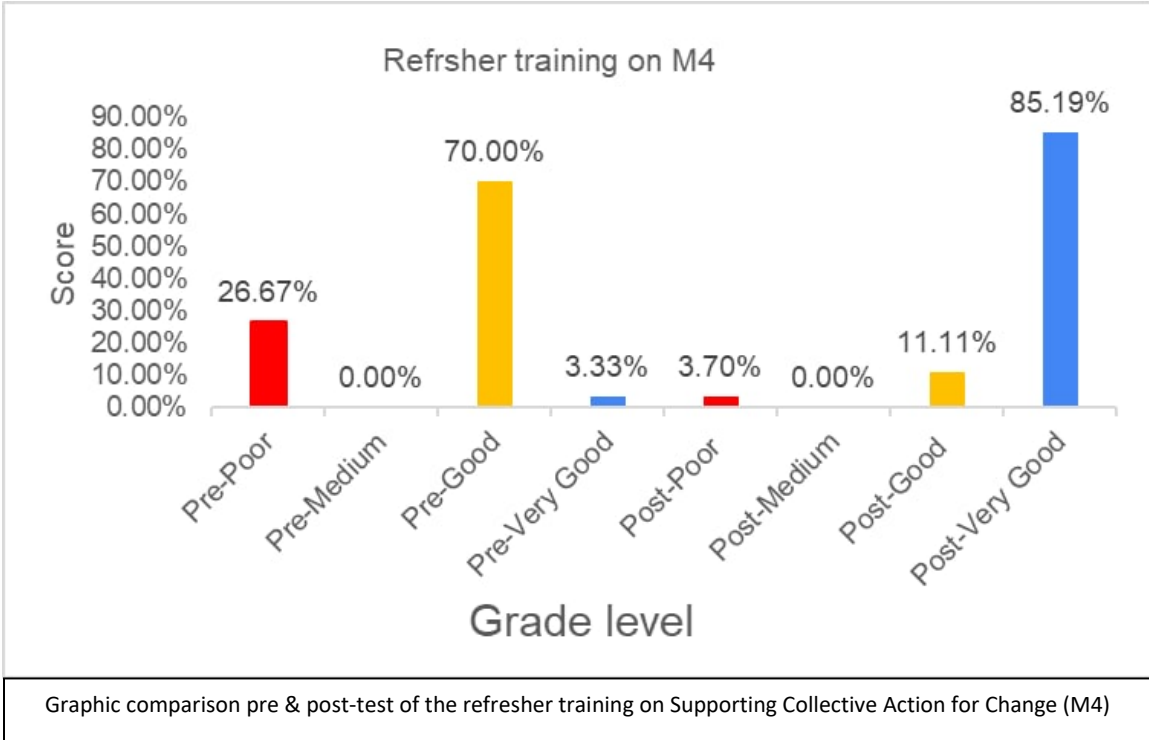
At least 1,776 (1,140F) participants included 527 (440F) youth, 806 (480F) adult, 216 (135F) elderly, 227 (198F) children, 270 (145F) government officials learned the ISAC scorecard process through 39 community scorecard and 39 community scorecards on service providers (self-assessment).

Totally, 358 (218F) participants included 102 (87F) youth, 229 (111F) adult, 25 (12F) elderly, 01 child, 161 (81F) government officials joined 10 Interface meetings by Sangkat in Y3.

27 (18F) CAFs gained new knowledge and experiences on "ICS" (M3)

Graphic comparision Pre-Post Test

Category	Value
Pre-Poor	55.56%
Pre-Medium	7.41%
Pre-Good	37.04%
Pre-Very Good	0.00%
Post-Poor	14.81%
Post-Medium	3.70%
Post-Good	51.85%
Post-Very Good	29.63%

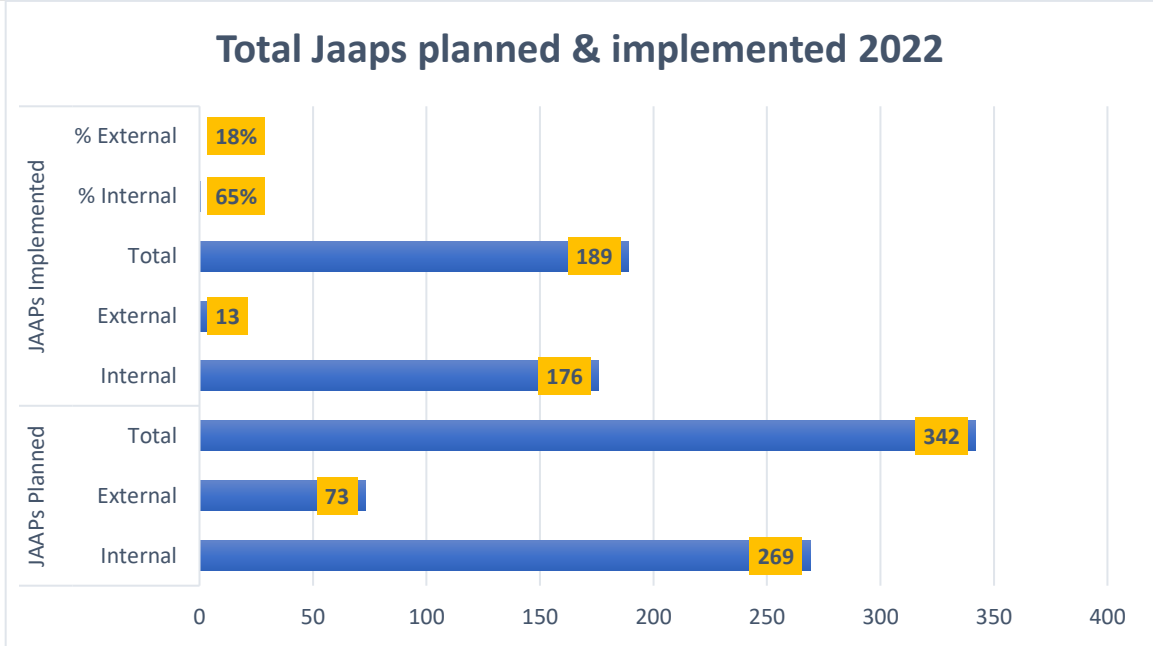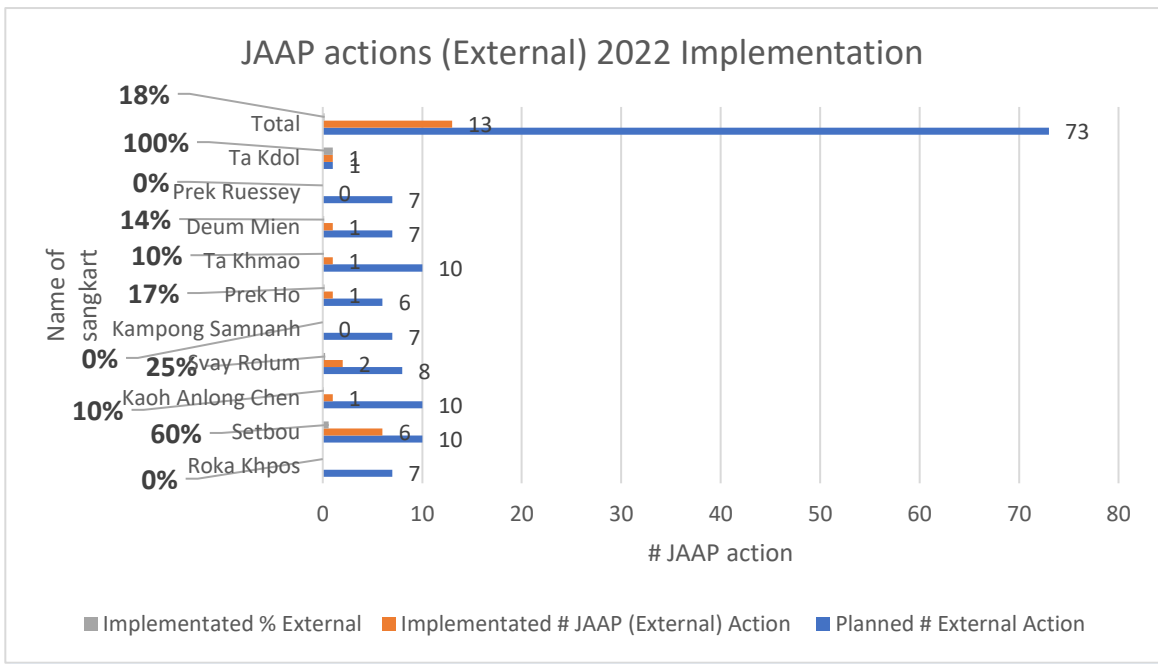Graphic comparison pre & post-test of CAFs refresher training on ICS (M3) on April 27-28, 2022.

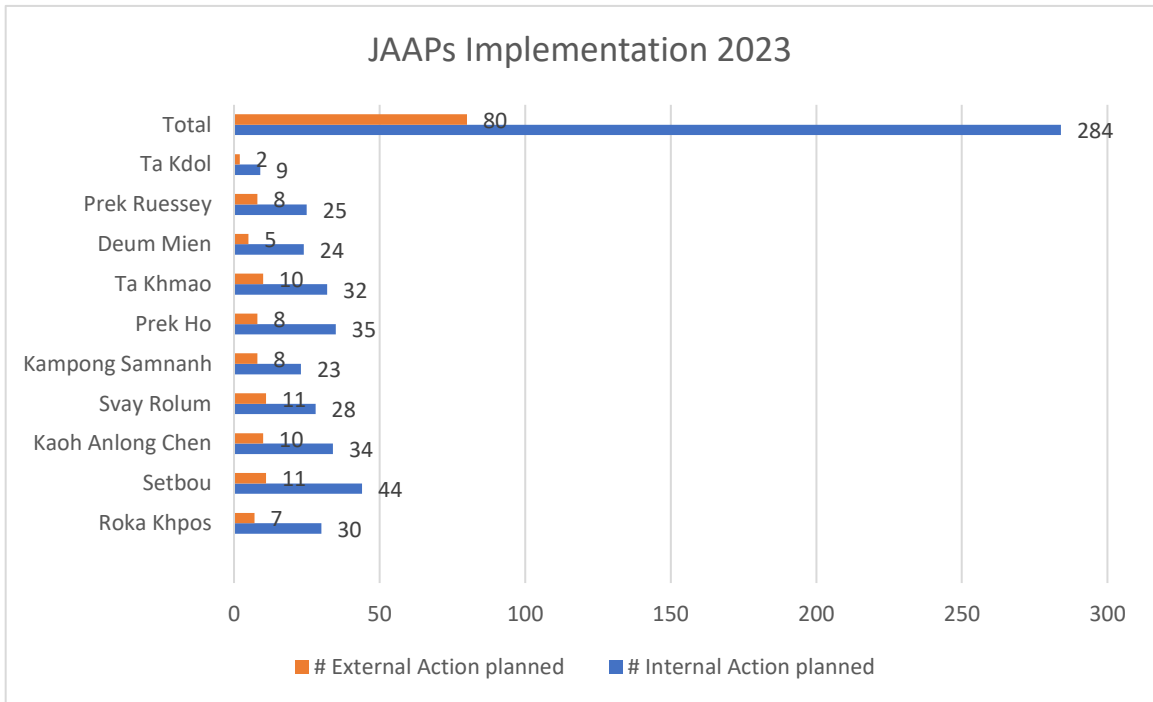30 (20F) CAFs gained new knowledge and experiences on Supporting Collective Action for Change refresher training (M4).

Graphic comparison pre & post-test of the refresher training on Supporting Collective Action for Change (M4)

JAAPs 2022 implementation results as diagram shown:

JAAP actions (External) 2022 Implementation

Name of sangkart	Implementated % External	Implementated # JAAP (External) Action	Planned # External Action
Total	18%	13	73
Ta Kdol	100%	1	1
Prek Ruessey	0%	0	7
Deum Mien	14%	1	7
Ta Khmao	10%	1	10
Prek Ho	17%	1	6
Kampong Samnanh	0%	0	7
Svay Rolum	25%	2	8
Kaoh Anlong Chen	10%	1	10
Setbou	60%	6	10
Roka Khpos	0%		7

Total Jaaps planned & implemented 2022

JAAPs Implemented	% External	18%
	% Internal	65%
	Total	189
	External	13
	Internal	176
JAAPs Planned	Total	342
	External	73
	Internal	269

Totally of 65% (internal JAAP actions) implemented in 10 Sangkats targeted in Ta Khmau. Most of JAAP activities dissemination, meetings, requests, communication, repairing, reports etc. which use minor budget or less while only 18% (external JAAP actions) implemented. The percentage of external JAAP actions was low if compared to the plan. It noticed that there were a few reasons on this, JAAPs 2022 was late for submission into CIP & DIP integration. Moreover, those JAAPs submitted out of project of CIP & DIP. Furthermore, they needed more budget for implementation.

JAAPs 2023 developed through interface meetings (JAAPs Y3)

JAAPs Implementation 2023

Location	# External Action planned	# Internal Action planned
Total	80	284
Ta Kdol	2	9
Prek Ruessey	8	25
Deum Mien	5	24
Ta Khmao	10	32
Prek Ho	8	35
Kampong Samnanh	8	23
Svay Rolum	11	28
Kaoh Anlong Chen	10	34
Setbou	11	44
Roka Khpos	7	30

■ # External Action planned   ■ # Internal Action planned

Facilitation and Capacity Building

0.1: Introduction meeting with key stakeholder to introduce Social Accountability, ISAC project and initiate collaboration at provincial level

Completed

0.2: Introduction meeting at municipal administration level

Completed

0.3. Staff recruitment of 2 full time staff,

completed.

0.4 Conduct community Mapping,

Completed.

0.5 API staff participate training and coaching sessions (TOT) provided by FHI 360,

Completed.

0.6. API Project staff provide coaching and monitoring to CAFs.

Completed. There were 32 (20F) CAFs attended coaching in person on social accountability (M1), information for citizens (M2), ISAC community scorecard (M3) & Supporting Collective Action for Change Training (M4). They strengthened their skills related meeting facilitation skills, ICS contents, how to convene inception and share vision

meetings with citizens, how to access scorecard with citizens & supply-side, how to convene interface meetings between citizens and supply-side, how-to records participants in the attendant, conduct meeting with audients, propose criteria with demand and supply side, how to facilitate and communicate with audients, how to records audients' score on ICS data, document through flip chart used, how to support to audient both technical and logistics, how to write the minute of this action, how to calculate the data for scorecard, and how to prepare the materials for scorecard, interface meeting and some of them coached and practiced digital scorecard in a few Sangkats. In addition, 12 (09F) CAFs were encouraged to be the facilitators for inception, share vision, community scorecard and interface meetings implemented by API. The project staff have coached to CAFs in person meetings/trainings and outreach activities.

0.7. Incorporate technical aspects of inclusion and learning into training modules.

Completed.

0.8. CAF recruitment: During this year, Some CAFs dropped out for personal reason, so API-ISAC team has recruited 10 (07F) CAFs in this year. Now there are 32 (20F) CAFs, so the project team continue to recruit additional 08 CAFs.

0.9 Train CAFs by API staffs, CAF Training, Coaching and Action Learning: 32 (20F) CAFs joined social accountability (M1), information for citizens (M2), ISAC community scorecard (M3) & Supporting Collective Action for Change Training (M4), and CAFs champion. Some training courses provided by Internews such as Mojo and DAI provided on Digital security.

0.10. CAF reflection meeting at municipality level.

26 (17F) CAFs on I4C dissemination, inception meeting, share vision and community scorecard in Ta Khmao municipality, the diversity results from the implementation, the implementation methods, achievement, challenges and solutions, and suggestions.

Objective 1: Improved information access on government decisions and processes, and the planning, spending and investment of public funds.
Progress indicators:
1. 400 beneficiaries accessing innovations supported through USG assistance.
   - Not yet done in this year.

2. 1,000 individuals receiving civic education through USG-assisted programs.
   - 600 (430F) local citizen received public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats.

3. 75% of people who have completed USG-assisted in-person civic education programs that demonstrate increased knowledge.
   - 10% increase compared to pre and post-test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs.
   - 67% in average increased capacity compare between pre and post test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% in average

increased capacity compare between pre and post test result of the training on "Information for Citizens I4Cs" (M2) to 27 (18F) CAFs.
- 53.40% in average increased capacity compare between pre and post-test result of the training on "ISAC community scorecard" (M3) to 27 (18F) CAFs.
- 63% in average increased capacity compare between pre and post-test result of refresher training on "Supporting Collective Action for Change Training" (M4) to 30 (20F) CAFs.

4. 75% of people who have completed USG-assisted digital training programs that demonstrate increased capacity to use new and existing technological tools.
   - Not yet done in this year.

Expected Result:
1. Government-sourced information on national and sub-national budgets, planning, and spending more available to citizens.
   a. 50% of USG-assisted commune's budget, planning and spending data available on shared platform.
      - 70% of USG-assisted commune's budget, planning and spending data available on shared platform through Sangkats targeted post the information on the information boards (07 among 10 Sangkats).

2. Citizen knowledge on the functioning, responsibilities, planning and budget expenditure, and public services at the local governments have been increased compared to before the project is implemented.
   a. 1,000 individuals receiving civic education through USG-assisted programs.
      - 600 (430F) local citizen received public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats.

   b. 75% of people who have completed USG-assisted in-person civic education programs that demonstrate increased knowledge.
      - 10% increase, compared to pre and post test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs.
      - 67% in average increased capacity, compare between pre and post test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% percentage in average increased capacity compare between pre and post test result of the training on "Information for Citizens I4Cs" (M2) to 27 (18F) CAFs.
      - 53.40% in average increased capacity, compare between pre and post test result of the training on "ISAC community scorecard" (M3) to 27 (18F) CAFs.
      - 63% in average increased capacity compare between pre and post test result of refresher training on "Supporting Collective Action for Change Training" (M4) to 30 (20F) CAFs.

Objective 2: Increased citizen participation and collective action to hold local government accountable for public services.

Progress indicator:

1. 75% of people who have completed USG-assisted in-person civic education programs that demonstrate increased knowledge.
   - 10% increase, compared to pre and post test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs.
   - 67% in average increased capacity, compare between pre and post test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% percentage in average increased capacity compare between pre and post test result of the training on "Information for Citizens I4Cs" (M2) to 27 (18F) CAFs.
   - 53.40% in average increased capacity, compare between pre and post test result of the training on "ISAC community scorecard" (M3) to 27 (18F) CAFs.
   - 63% in average increased capacity compare between pre and post test result of refresher training on "Supporting Collective Action for Change Training" (M4) to 30 (20F) CAFs.

2. 75% of people who have completed USG-assisted digital training programs have demonstrated an improvement in term of technical skill usages and are able to use some existing applications.
   - Not yet done in this year.

Expected Results:

1. Citizen-generated information on government decisions, processes, and performance increased and shared.
   a. Ten Sangkats using social accountability tools to hold local government accountable for public services.
      - 10 Sangkats implemented Scorecard processed from Oct 20-Nov 12, 2021. 39 meetings of community scorecard and 39 self-assessments conducted with consisted of 1,431 (962F) participants.
      - 10 Sangkats implemented Scorecard processes from July 11-Aug 18, 2022. 39 meetings of community scorecard and 39 self-assessments conducted with consisted of 1,776 (1,140F) participants.

   b. Two civil society organizations (CSOs) receiving USG assistance engaged in advocacy interventions.
      - 10 Sangkats implemented Scorecard processed from Oct 20-Nov 12, 2021. 39 meetings of community scorecard and 39 self-assessments conducted with consisted of 1,431 (962F) participants.
      - 10 Sangkats implemented Scorecard processes from July 11-Aug 18, 2022. 39 meetings of community scorecard and 39 self-assessments conducted with consisted of 1,776 (1,140F) participants.

2. Citizen-driven community and local solutions on how to engage and provide feedback to local government increased.
   a. 1,000 individuals receiving civic education through USG-assisted programs.

- 1,431 (962F) participants included 390 (319F) youth, 638 (392F) adult, 239 (164F) elderly, 152 (84F) children, 306 (171F) government officials joined 39 community scorecard citizen scoring service provider and 39 community scorecards on service providers (self-assessment).
- 600 (430F) local citizen received public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats.
- 1,776 (1,140F) participants included 527 (440F) youth, 806 (480F) adult, 216 (135F) elderly, 227 (198F) children, 270 (145F) government officials have learned the ISAC scorecard process through 39 community scorecard citizens scoring service provider and 39 community scorecards on service providers (self-assessment).

  b. 75% of people who have completed USG-assisted in-person civic education programs that demonstrate increased knowledge.
   - 10% increase, compared to pre and post test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs.
   - 67% in average increased capacity, compare between pre and post test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% percentage in average increased capacity compare between pre and post test result of the training on "Information for Citizens I4Cs" (M2) to 27 (18F) CAFs.
   - 53.40% in average increased capacity, compare between pre and post test result of the training on "ISAC community scorecard" (M3) to 27 (18F) CAFs.
   - 63% in average increased capacity compare between pre and post test result of refresher training on "Supporting Collective Action for Change Training" (M4) to 30 (20F) CAFs.

3. Coalitions between and among associations, councils, and other civil society groups expanded.
   a. 10 coalitions or networks established and/or strengthened as a result of ISAC initiatives or activities.
      - 10 JAAPC established in 10 Sangkats for Y2.
      - 10 JAAPC updated in 10 Sangkats for Y3.

4. Dialogues between the RGC and CSOs on local government accountability increased.
   a. Ten consensus building forums (multi-party, civil/security sector, and/or civil/political) held with USG Assistance.
      - 10 JAAPs developed with the participation of citizens and service providers and the 10 JAAP committee (JAAPC) in the 10 Sangkats formed for Y2.
      - 10 JAAPs developed with the participation of citizens and service providers and the 10 JAAP committee (JAAPC) in the 10 Sangkats updated for Y3.

   b. 50% of commune councils that take concrete action in response to citizen initiatives generated by USAID implementing partners.
      - 55% done (JAAPs Y2: 65% internal & 18% external) implemented through JAAPC meetings in the 09 Sangkats. However, 01 remain Sangkat will be monitored in the 1st quarter of Y4.

Objective 3: Increased utilization of new or existing enabling technologies for citizens to hold local government accountable for delivery of public services.
Progress Indicators:
1. 400 beneficiaries accessing innovations supported through USG assistance.
    - Not yet done in this year.

2. 75% of people who have completed USG-assisted digital training programs that demonstrate increased capacity to use new and existing technological tools.

API successfully coordinated the refresher training on digital security under the technical support of ISAC/DAI to 26 CAFs (17 females) on February 18, 2022 to help them better understand digital security risks caused by using mobile devices including phones/tablets, and the practical ways to prevent these digital risks. The digital security training focused on Mobile Security, Internet Security, Social Media Security, and Two-Factor Authentication. Based on the pre and post-test results, 96% of the participants significantly increased their knowledge in digital security from 47.31% (pre-test) to about 81.15% (post-test) on average after the training. However, a few faced challenges during the digital security practice sessions because they are elderly and the lack of prior-IT background

Expected Results:
1. Technological tools to strengthen accountability for local public services created or adapted.
    a. One technological innovation supported through USG assistance.
        - Not yet done in this year.
2. CSO knowledge and awareness of new and existing technological tools to strengthen accountability for local public services increased.
    a. 75% of CSO representatives who have completed USG-assisted digital training programs that demonstrate improved knowledge of new and existing technological tools to hold government accountable for the delivery of local public services.
        - Not yet done in this year.
3. Citizen capacity to use new and existing technological tools strengthened.
    a. 75% of people who have completed USG-assisted digital training programs that demonstrate increased capacity to use new and existing technological tools.
        - Not yet done in this year.

Objective 4: Education and outreach to raise awareness of accountability and integrity in public administration.
Progress Indicators:
1. 75% of people who have completed USG-assisted in-person civic education programs that demonstrate increased knowledge.
    - 10% increase, compared to pre and post test result of the training on Supporting Collective Action for Change Training (M4) to 27 (20F) CAFs.
    - 67% in average increased capacity, compare between pre and post test result of the training on "Social Accountability" (M1) to 27 (18F) CAFs and 53% percentage in average increased capacity compare between pre and post test

result of the training on "Information for Citizens I4Cs" (M2) to 27 (18F) CAFs.

- 53.40% in average increased capacity, compare between pre and post test result of the training on "ISAC community scorecard" (M3) to 27 (18F) CAFs.
- 63% in average increased capacity compare between pre and post test result of refresher training on "Supporting Collective Action for Change Training" (M4) to 30 (20F) CAFs.

2. 75% of people who have completed USG-assisted digital training programs that demonstrate increased capacity to use new and existing technological tools.

- Not yet done in this year.

Expected Results:

1. Capacity of independent organizations to analyze and disseminate data and information strengthened.
   a. 75% increase in knowledge of independent organizations receiving training on media-related topics.

   - Not yet done in this year.

Activities:

Facilitation and Capacity Building

Project staff recruitment and preparation for the project implementation:

0.1 API staff participate training and coaching sessions (TOT) provided by FHI 360.

One API staff joined 02-day training in person on social media campaign which facilitated by FHI 360 and Internews focusing on I4C campaign, and three API-ISAC team joined the dry-run on Supporting Collective Action for Change Training (M4) that facilitated by FHI 360 through online. Four API staff joined 04-day refresher training on social accountability and information for citizens, 01-day MEAL reflection, 01-day JAAPC orientation, 01-day CAFs champion orientation and 04-day refresher training on ISAC Community Scorecard (ICS) which facilitated by FHI 360. 3 colleagues attended the ISAC technical orientation, and 4 colleagues attended the M&E session. Four API staffs jointed 04-day refresher training on ISAC community scorecard, success story, and 01-day MEAL training. An ISAC program volunteer joined 02-day TOT Mobile News which facilitated by FHI 360. 3 colleagues attended the ISAC technical orientation, and 4 colleagues attended the M&E session.

The ISAC Learning Event - Quarterly Pause & Reflect with Implementing Partners Training were learnt and reflection. This session all NGOs partner shared together what have been done, good practices, challenge and lesson-learnt from each other. Through the Evaluation and Learning (MEL) Training for Innovations for Social Accountability in Cambodia (ISAC) the MEL specialist of FHI 360 oriented all ISAC indicator to all of ISAC implementors. The training increased more understanding and knowledge necessary on the ISAC MEL systems. The PC of FHI 360 supported partner staff step by step of how to coordinate community scorecard-citizens scoring service provider, community scorecard on service provider (Self-Assessment) processing and interface meetings.

0.2. API Project staff provide coaching and monitoring to CAFs.

There were 30 (20F) CAFs attended coaching in person on social accountability, I4C dissemination, inception, share vision, community scorecard processes, interface meetings. They have strengthened their skills related meeting facilitation skills, ICS contents, how to access scorecard with citizens & supply-side, how-to records participants in the attendant, and how to write the minute of this action. Moreover, they have strengthened in person on how to calculate the data for scorecard. They strengthened their skills related meeting with audients, propose criteria with demand and supply side, how to facilitate and communicate with audients, how to records audients' score on ICS data, document through flip chart used, and how to support to audient both technical and logistics. Furthermore, how to prepare the materials for scorecard and interface meeting were provided as well. In addition, 12 (09F) CAFs encouraged to be the facilitators for community scorecard and interface meetings implemented by API. The project staff have coached to CAFs in person meetings/trainings.

03. CAFs recruitment.

API-ISAC team has recruited 10 (07F) CAFs in this year. Now there are 32 (20F) CAFs, so that API-ISAC team continue to announce for additional 08 CAFs. Some CAFs have another opportunity to gain higher fix benefits while our current project provided support based on actions. Some CAFs Continue their studies; Some CAFs get more than one job that's difficulty to manage their time, and some CAF leave with a reason of their families 'condition. To address these challenges API will pay attention with increasing its efforts to work closely with CAFs through provide trainings & coaching and join the project implementation at the ground. Support CAFs with an appropriate allowance, support accident and health insurance, as well as the monthly communication cost (phonecard). API committed to announce recruit CAFs through ISAC implementation by Sangkats.

04. Train CAFs by API staff.

02 CAFs (7.41%) get very good result, 11 CAFs (40.74 %) get good level, and 17 CAFs is needed to improve bases on the result of pre and post-test of the training on Supporting Collective Action for Change (M4) to 27 (20F) CAFs. On average, their knowledge increased 10%.

18 respondents more understanding equally to 66.67%, 8 responded with good as 29.63 %, Medium with 0% and 1 respondent is poor equal to 3.70%, it bases on post-test assessment of the training on social accountability (M1) to 27 (18F) CAFs.

17 respondents more understanding equally to 62.96%, 9 responded with good as 33.33 %, Medium with 0% and 1 respondent is poor equal to 3.70%, it bases on post-test assessment of the training on Information for Citizens I4Cs (M2) to 27 (18F) CAFs.

8 respondents more understanding equally to 29.63%, 14 responded with good as 51.85 %, 1 responded medium with 3.79% and 4 respondents is poor equal to 14.81%, it bases on post-test assessment of the refresher training (M3) to 27 (15F) CAFs.

23 respondents more understanding equally to 85.19%, 03 responded with good as 11.11 %, 0 responded medium with 0% and 01 respondents is poor equal to 3.70%, it bases on post-test assessment of the refresher training (M4) to 30 (20F) CAFs.

10% percentage in average increased capacity compared between pre and post test results of the training on "young women leadership and CAFs champion" to 25 (16 F) CAFs.

Objective 1: Improved information access on government decisions and processes, and the planning, spending, and investment of public fund

1.2. Pre-meeting with CAF before conducting dissemination of I4C to citizens – face-to-face meeting at village level and through mobile loudspeaker.

There are 27 (18F) CAFs joined a pre-meeting before conducting I4C dissemination. Group members of CAFs were divided by Sangkat targets. Moreover, CAFs had a chance to discuss clarify, mock up and new methodology with team and the ISAC project team. Prepared tools and materials for making sure citizen easy to understand during I4C dissemination both face-to-face meeting and mobile loudspeakers.

CAFs prepared materials through CAFs pre-meeting before conducting I4C dissemination.

In addition, they had prepared in advance the materials and tools for I4C dissemination.

1.3. Conduct dissemination of I4C to citizens –face-to-face meeting at village level.

Totally, 600 (430F) local citizen received public service information through 20 face-to-face I4C dissemination meetings in 10 Sangkats. This meeting aimed to increase citizens' knowledge on their rights and public service standards, performance, and budget expenditure. The community people have understood on information standard, service provider performance, budget expenditure by service annually, service fee charged by legacy and other relevant service delivery. There were some questions raised by citizens e.g. How long does the Sangkat need to provide its services after filing at 1st submission? What documents are required to access a birth certificate, marriage certificate? And when will they return? How much will they cost?

I4C dissemination in person in Salabon Prek Kat, Sangkat Ta Kdol on March 17, 2022.

I4C dissemination in person in Chumpu Prek pagoda, Sangkat Setbo on March 18, 2022.

1.3.1. Conduct Mobile loudspeaker

Around 900 of local citizens received public service information through mobile loudspeaker by Reumork and car in each Sangkattargets in Ta Khmau from March 12-23, 2022.

I4C dissemination through mobile loudspeakers in Sangkat Ta Khmau on March 20, 2022.

Objective 2: Increased citizen participation and collective initiative to increase local governments' accountability for delivery of public services Based on API's previous experience on organizing multi-stakeholder dialogues and public forum.

2.4. CAF pre-meeting to discuss and prepare tool for community scorecard. (for year 2)

26 (19F) CAFs included 21 (17F) youth, 04 (01F) adult, 01 (01F) elderly joined a pre-meeting to discuss and prepare tools for community scorecard. Group members of CAFs were divided by Sangkats targeted. Moreover, CAFs had a chance to discuss and clarify with the ISAC project team on tools for community scorecard for better understanding. In addition, they had prepared in advance the materials and tools for community scorecard meetings.

Self-Assessment on Kandal Koh primary school service at Kandal Koh primary school, Sangkat Koh Anlongchen on Nov 11, 2021.

2.5. Conduct self-assessment. (for year2)

Totally, 449 (284F) participants included 186 (154F) youth, 220 (117F) adult, 37 (10F) elderly, 306 (171F) government officials joined 39 self-assessments. participant had a chance to learn about share vision, objectives, benefits, principles, and cycles of social accountability under the facilitation of CAFs. They also actively participated in the scoring process of the ISAC. In addition, the original data, strength & weakness, proposed activities, and its' priority are defined.

2.7. Conduct community scorecard – citizen scoring service providers. (for year 2)

Totally, 982 (678F) participants included 204 (165F) youth, 418 (275F) adult, 202 (154F) elderly, 152 (84F) children joined 39 community scorecards. participants had a chance to learn about share vision, objective, benefits, principles, and cycles of social accountability under the facilitation of CAFs. They are actively participated in the scoring process of the ISAC Project. In addition, the original data, strength & weakness, proposed activities, and its' priority from citizens are defined.

Community score card on Anowat primary school service at Anowat primary school, Sangkat Ta Khmau on 28 Oct 21.

2.8 CAF pre-meeting to discuss and prepare tool for interface meeting (for year 2)

27 (20F) CAFs included 16 (14F) youth joined CAF pre-meeting to discuss and prepare tool for interface meeting. They are actively participated in the meeting, and they have a chance to learn and well prepared about materials and tools for interface meeting. In addition, Interface meetings' schedule is shared for CAFs. Moreover, CAFs' roles and responsibilities for interface meetings by Sangkats are divided.

2.9 Organize interface meetings to develop JAAPs that address Sangkat priorities. (for year 2)

Totally, 371 (236F) participants included 117 (91F) youth, 186 (103F) adult, 58 (36F) elderly, 15 (13F) children joined 10 Interface meetings. CAF gained understanding on how interface meetings are conducted, CAFs' knowledge is gained and how priority actions are jointly agreed, and theirs' skills is developed regarding the facilitation of interface meetings and the preparation of the JAAP. Moreover, the implementation planning techniques and potential sources of funding to support the implementation of the JAAP is learned. Furthermore, how to promote community solidarity is learned, the skills in managing conflict and finding win-win solutions is developed.

2.10. Conduct one-day training to JAAP committee for Y2

There are 117 (49F) JAAPC members attended JAAPC training. The awareness deeply of JAAPC members' roles and responsibilities, the mobilization of local resources to support JAAP and strengthen JAAP ownership is explained by JAAPC members; Furthermore, the awareness and monitoring tools usage for performance monitoring JAAP by JAAPC members.

JAAPC training to JAAPC members of Sangkat Ta Kdol and Prek Russey at Sangkat Prek Russey office on Jan 19, 2022.

2.11. JAAP dissemination to Community for Y2

There are 12 (08F) potential CAFs took lead JAAP dissemination. 604 (367F) community members attended JAAP dissemination.

JAAP dissemination to citizens at Sangkat Kampong Samnanh on Feb 14, 2022.

2.1. Pre-meeting with CAFs before Inception meeting at Sangkat level

There are 27 (15F) CAFs joined a pre-meeting before inception meeting at Sangkat level. Group members of CAFs were divided by Sangkats targeted. Moreover, CAFs had a chance to discuss and clarify with the ISAC project team on tools for conducting inception meeting for better understanding.

2.2. Inception meeting at Sangkat level to ensure understanding and collaboration among stakeholders

Totally, 238 (155F) community members, and 89 (43F) service providers expressed their expectations of each service and key issues and prioritize each service issue through 10 inception meetings led by 27 (18F) CAFs. Community members delighted to join the meetings as they had an opportunity to express their expectation and main issues. Those issues includes waste management, Health Center not open 24 hours a day, lack of toilet, old toilets, toilets are not divided for men and women, no baby delivery service available at Health Center,

Inception meeting on May 11, 2022 at Sangkat Deaum Mean office.

lack of playground, no librarian, not yet prepared proper hand washing place, lack of communication between teacher and parents, lack of teacher, lack of clean water system for primary school, number of students over the announced standard, unclean school environment, selling poor food in primary school, etc. Their perspective raised up for such instant new Sangkat office, friendly service providers, garbage truck collect every day, cleaned environment, timely service delivery, cleaned toilets with divide male and female, stick on working hour, good morality of service providers etc.

2.2.1. Pre-meeting with CAFs before share vision meeting at Sangkat level

There are 26 (16F) CAFs joined a pre-meeting with CAFs before share vision meeting at Sangkat level. Group members of CAFs were divided by Sangkats targeted. Moreover, CAFs had a chance to discuss and clarify with the ISAC project team on tools for conducting share vision meeting for better understanding.

2.3. Conduct share vision meeting

Total participants: 508 (344F), citizens: 361 (259F), and services providers: 147 (85F) learned about the process of defining the vision, objectives, benefits, seven principles, cycles of social accountability, community scoring process of the ISAC project, define the community expectations of each service through face-to-face meetings of 39 shared visions. As the result, 39 shared visions statement in 10 Sangkats of Ta Khmau municipality developed by citizens and service providers from each service of primary schools, health centers, and Sangkat.

Share vision meeting for Prek Russey primary school service on June 14, 2022.

2.4 CAF pre-meeting to discuss and prepare tool for community scorecard

There are 31 (21F) CAFs included 15 (07F) youth, 17 (08F) adult, 01 (01F) elderly joined a pre-meeting to discuss and prepare tools for community scorecard. Group members of CAFs were divided by Sangkats targeted. Moreover, CAFs had a chance to discuss and clarify with the ISAC project team on tools for community scorecard for better understanding. In addition, they had prepared in advance the materials and tools for community scorecard meetings.

CAFs pre-meeting to discuss & prepare tool for community scorecard at Caritas office on Jul 08, 2022

2.5 Conduct community scorecard on service providers self-assessment.

Self-assessment for Setbo HC on Jul 11, 2022

Totally of 444 (254F) participants included 127 (95F) youth, 240 (144F) adult, 27 (12F) elderly, 270 (145F) government officials. Service providers assess how well they have performed based on their own criteria and suggest improvement actions, learned and provided feedbacks through 39 community scorecards on service providers self-assessment. Participants had a chance to learn about share vision, objectives, benefits, principles, and cycles of social accountability under the facilitation of CAFs. They also actively participated in the scoring process of the ISAC. In addition, the original data, strength & weakness, proposed activities, and its' priority are defined.

2.7: Conduct community scorecard – citizen scoring service providers

Totally of 1,332 (886F) participants included 400 (345F) youth, 516 (336F) adult, 189 elderly, 227 (123F) children (198F) provide feedbacks to improve service through 39 community scorecards. They have a chance to learn about share vision, objective, benefits, principles, and cycles of social accountability under the facilitation of CAFs. They are actively participated in the scoring process of the ISAC Project. In addition, the original data, strength & weakness, proposed activities, and its' priority from citizens are defined.

Citizen scoring on Koh Anlongchen primary school service on Jul 12, 2022

2.8: CAF pre-meeting to discuss and prepare tool for interface meeting

There are 29 (19F) CAFs included 16 (14F) youth joined CAF pre-meeting to discuss and prepare tool for interface meeting. They are actively participated in the meeting, and they have a chance to learn and well prepared about materials and tools for interface meeting. In addition, Interface meetings' schedule is shared for CAFs. Moreover, CAFs' roles and responsibilities for interface meetings by Sangkats are divided.

CAF pre-meeting to discuss and prepare tool for interface meeting at Caritas on Aug 26, 2022

Interface meeting at Sangkat Koh Anlongchen office on Sept 08, 2022

2.9. Organize interface meetings to develop JAAPs that address Sangkat priorities.

There are 358 (218F) participants included 102 (87F) youth, 229 (111F) adult, 25 (12F) elderly, 01 child, 161 (81F) government officials joined 10 Interface meetings. CAF gained understanding on how interface meetings are conducted, CAFs' knowledge is gained and how priority actions are jointly agreed, and theirs' skills is developed regarding the facilitation of interface meetings and the preparation of the JAAP. Moreover, the implementation planning techniques and potential sources of funding to support the implementation of the JAAP is learned. Furthermore, how to remote community solidarity is learned, the skills in managing conflict and finding win-win solutions is developed.

2.13 JAAP committee meeting to support and monitor implementation of Sangkat solution and activities in the JAAPs for Y2

There are 125 (55F) JAAPC members participated in JAAP committee meetings to support and monitor implementation of Sangkat solution and activities in the 09 JAAPs. There were 189 (176 internal & 13 external) JAAP activities implemented among 342 (279 internal & 73 external) for year 2. Thus, 65% internal & 18% external implemented.

JAAPC meeting of Sangkat solution and activities in JAAP Prek Ho for year 2 on May 10, 2022 at Sangkat Prek Ho office.

Objective 3: Increased utilization of new or existing technologies enabling citizen engagement to increase accountability for public services.

3.2. Conduct technology-focused sessions during Innovation Workshops

There are 39 (25F) participants included 08 (04F) youth, 19 (11F) adult, 12 (11F) elderly, 17 (15F) ID poor, 04 CBO representative joined the 02 technology-focus sections meetings facilitated by ISAC/DAI in 02 Sangkats of Set Tbo and Svay Rolum.

API successfully coordinated the refresher training on digital security under the technical support of ISAC/DAI to 27 (17F) CAFs to help them better understand digital security risks caused by using mobile devices including phones/tablets, and the practical ways to prevent these digital risks. The digital security training focused on Mobile Security, Internet Security, Social Media Security, and Two-Factor Authentication. Based on the pre and post-test results, 96% of the participants significantly increased their knowledge in digital security from 47.31% (pre-test) to about 81.15% (post-test) on average after the training. However, a few faced challenges during the digital security practice sessions because they are elderly and the lack of prior-IT background.

Objective 4: Education and outreach to raise awareness of accountability and integrity in public administration.

4.1 Promote safe digital platform through networks and ISAC events.
API collaborated with Internews to implement cross-cutting indicator with the objective 1 to increase of civic education for 2-day training on I4C campaign. The content of the topic is very much on role and responsibilities of officials at the local governments and their constituents regarding social accountability, code of conduct, and quality services delivery at the local community. Some of key question were demonstrated such as What is social media strategy? Facebook edition & setting, Facebook insight, Facebook cross posting, audience personas, Schedule posting & strategy, Business on Facebook, Social media management in plate form and Security from Hacker.

Other Notice:

In 2022, API received the ISAC materials from FHI 360 then provided to CAFs as list below.

No	Description	Quantity	Remarks
01	T-shirt	90	Helmet provided directly to 30 CAFs by FHI 360.
02	Raincoat	40	
03	Helmet	40	

5- Implementation Challenges:
Discuss any implementation challenges and how they affected achievement of activities and indicator results. Describe plans to mitigate challenges.

The project has some challenges as the following:

In this period, the participation of citizens and service providers remains a major issue:

Technical activities:

- Citizen participation of each activity is still limited, requiring CAFs and project staff take more time to follow up before these activities occur.
- Limitation of citizen participation in the scorecard meetings during Covid 19 pandemic. However, some citizens didn't join the scorecard meetings because they still scare of Covid 19 even if masks and alcohol/Gel prepared and informed, and well practice follow the guideline of the Ministry of Health.
- New entrants (citizens) participated the interface meeting did not know about inception, share vision, scorecard meetings, that is why they didn't have any idea during the meetings.
- Some service providers did not fully attend until the end of meetings as they had their personal issues. Some service providers didn't join the meeting without inform to the ISAC team, thus We contacted chair/chief of the institution for intervention.
- Citizen participation of each activity is still limited, requiring CAFs and project staff take more time to follow up before these activities occur.
- Limitation of citizen participation in the JAAPs dissemination during Covid 19 pandemic. However, some citizens didn't join the JAAPs dissemination because they still scare of Covid 19 even if masks and alcohol/Gel prepared and informed, and well practice follow the guideline of the Ministry of Health.
- Some JAAPC members did not fully attend until the end of training as they had their personal issues. Some JAAPC members didn't join the meeting without inform to the ISAC team, thus We contacted chair of JAAPC for intervention.
- CAFs spend a lot of time facilitating people to complete Pre and post-tests during I4C dissemination, thus We should cut some questions and offer two or three answers only for choosing.
- Some service providers are not yet active as some of them are late to or not participating the project activities, thus the ISAC team contacted chair/chief of the institution for intervention.
- During the nationwide commune election campaign, share vision activities with communes were postponed, while these activities with primary schools and health centers continued until the end process.
- Some activities with Sangkats are flexible and delayed depending on the busyness of the target Sangkats.

M&E:

- Lack of supporting staff to do Kobo data entry. Moreover, there are more supporting documents required. To overcome these challenges, project manager and project officers assist volunteer to complete deadline.

CAFs:

- Some CAFs dropped out because of their different personal, so that ISAC project team announced and recruited CAFs through ISAC outreach activities.

- Limitation of level understanding of experienced CAFs and newly recruited CAFs (poor CAFs), thus ISAC project team need to divide strictly and managed them for outreach activities.

Staffing:
- Multi tasks handle by project staff are not only project coordination, but also budget requested, settlement, reports, and data entry for M&E.

6-Next Steps
1. Refresher Training on M1& M2 to CAFs by API
2. CAF reflection meeting at municipality level
3. Conduct one-day training to JAAP committee
4. JAAP dissemination to Community
5. JAAP integration in Sangkat investment program and present to Municipality integration workshop.
6. JAAP committee meeting to support and monitor implementation of Sangkat solution and activities in the JAAP.
7. Annual municipal level reflection meeting (organize peer learning workshops and reflection meetings in each municipality). Reflection and learning feed back into project and policy reforms.
8. CAFs women champion/role model selection for Y3
9. Award champion to CAFs at municipality level for Y3
10. CAFs participate monthly meetings with Sangkat councils.

7-Lessons-Learnt
- If Project had additional budget to support CAFs to invite citizen directly, we could control the number and participation of then, and even avoid the composition of related group leader and village chief.
- Using official letters to Sangkat to organize community scorecard and interface meetings is the effective approach to control specific time with effective participation of all parties.
- Working approach by let CAFs facilitated each meeting is make CAFs improve quickly on knowledge, skills, and performance.
- Working with both Sangkat councils and chief of village, it is ensuring the number of participants effectively in ISAC activities.
- The JAAPs is very important for citizen to monitor response actions from by Sangkats, So JAAPs need to available to citizen.
- Using the official letters to Sangkat to organize JAAPC training and JAAPs dissemination is the effective tool to control time and warranty participation of all parties.
- JAAPC members could not facilitate smoothly JAAPs dissemination without supporting from CAFs or support technical from high level.
- The inception and share vision by services are take long time, however, project could well manage CAFs and convenience for citizens participation.

- The follow up participants two or three days before the events/meetings, project could ensure that won't miss the events/meetings.

- If project had CAFs exchange visit to another area of ISAC targeted, so that they will oversee and learnt more from different implement partners.

SUMMARY BUDGET Vs EXPENSE

Subawardee Name: Advocacy and Policy Institute (API)
ID/FCO No.:   1317.0022   Start date: 10-Jun-2020
Subaward Title: ISAC Lead Partner-Kandal Province   End date: 30-Jun-2024
Period of reporting: 01 Oct 2021 – 30 Sep 2022   Currency: US dollars

SUMMARY BUDGET Vs EXPENSE
SFR-API EXPENSE REPORT

Description	Budget Current Obligation	Prior year Expenditure	Current Expenditure	Cumulative Expenditure	Obligated Funds Remaining	% of spending
1. SALARIES	95,318.73	40,868.79	42,043.03	82,911.82	12,406.91	87%
2. FRINGE BENEFITS (IF APPLICABLE)	20,350.55	9,578.97	8,010.21	17,589.18	2,761.37	86%
3. CONSULTANT/ PROFESSIONAL FEES	-	-	-	-	-	
4. EQUIPMENT	8,895.50	8,855.50	-	8,855.50		100%
5. TRAVEL,TRANSPORTATION, AND PER DIEM	4,121.68	2,021.68	3,245.44	5,267.12	(1,145.44)	128%
6. CONTRACTUAL/ SUBAWARDS	-	-	-	-	-	
7. OTHER DIRECT COSTS	78,162.75	18,120.75	46,728.96	64,849.71	13,313.04	83%
8. INDIRECT COSTS/ G&A	18,284.25	6,365.41	9,394.15	15,759.56	2,524.69	86%
9. OTHER (SPECIFY)	-	-	-	-	-	
TOTAL	**225,093.46**	**85,811.10**	**109,421.79**	**195,232.89**	**29,860.57**	**87%**

COST SHARE-API EXPENSE REPORT

Description	Budget All Year	Prior year Expenditure	Current Expenditure	Cumulative Expenditure	Obligated Funds Remaining	% of spending
1. SALARIES	82,784	50,811.15	31,879.63	82,690.78	93.03	100%
2. FRINGE BENEFITS (IF APPLICABLE)		-	-	-	-	
3. CONSULTANT/ PROFESSIONAL FEES	3,899.00	3,898.50	-	3,898.50	-	100%
4. EQUIPMENT		-	-	-	-	
5. TRAVEL, TRANSPORTATION, AND PER DIEM		-	-	-	-	
6. CONTRACTUAL/ SUBAWARDS		-	-	-	-	
7. OTHER DIRECT COSTS	14,459	3,347.34	-	3,347.34	11,112.09	77%
8. INDIRECT COSTS/ G&A		-	-	-	-	
9. OTHER (SPECIFY)		-	-	-	-	
TOTAL	**101,142**	**58,056.99**	**31,879.63**	**89,936.62**	**11,205.12**	**89 %**

- Technical support from FHI 360 team through refresher training is the best way to refresh ISAC project staff and reach out the project objectives.

VIII.   Financial Management

IX. Annexes
1) Annex 1: Project's Indicator Progress
2) Annex 2: Success story
3) Annex 3: Annual work plan 2023
4) Annex 4: Work plan Y4 Q1 (Oct-Dec 2022)
5) Annex 5: Budget plan Y4 Q1 (Oct-Dec 2022)
6) Annex 6: Summarize table activities output
7) Annex 7: API-Coaching-Monitoring Spreasheet-FY22

Prepared by:	Verified by:	Verified by:	Reviewed by:	Approved by:
Chhay Pitou	Phan Ratha	Yi Chandara	Man Vanpannit	Lam Socheat
API-SPO	API-PM	FHI 360-PFC	API-SPM	API-ED
10/Oct/2022	10/Oct/2022	10/Oct/2022	10/Oct/2022	10/Oct/2022