



2021 ANNUAL REPORT





មិថុលសំណ្រាញ់
mith samlanh

ប្រតិបត្តិការ និងសេវាសង្គម
កុមារ យុវវ័យ គ្រួសារ និងសហគមន៍

www.mithsamianh.org

TABLE OF CONTENTS

A Message From Us	04
Friends Alliance	07
SAVING LIVES	10
BUILDING FUTURES	17
EDUCATION	23
FAMILY+	26
ChildSafe	31
CHILDSAFE ALLIANCE	32
CHILDSAFE MOVEMENT	37
Programs	40
MITH SAMLANH (PHNOM PENH, KANDAL – CAMBODIA)	40
KALIYAN MITH (SIEM REAP - CAMBODIA)	43
PEUAN MIT (VIENTIANE, LUANG PRABANG – LAO PDR)	45
PEUAN PEUAN (BANGKOK, ARANYAPRATHET, CHIANG MAI, PATTAYA – THAILAND)	48
YAYASAN TEMAN BAIK (JAKARTA – INDONESIA)	52
THA NGAE CHIN MYAR (YANGON – MYANMAR)	54
FRIENDS SUISSE (GENEVA – SWITZERLAND)	57
Monitoring, Evaluation, Learning	59
Human Resources	61
Communications	63
Funding	66



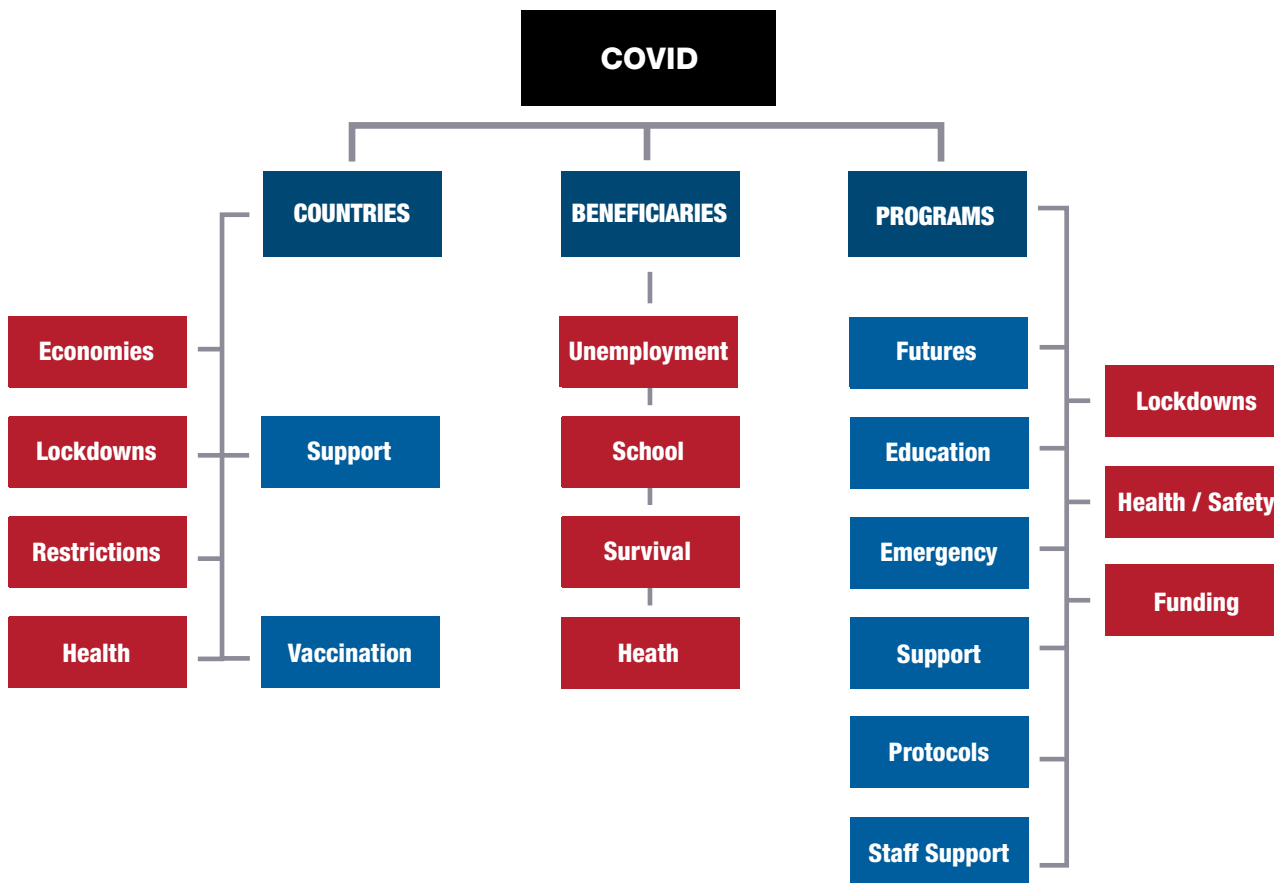
A MESSAGE FROM US

Friends-International working through Covid

COUNTRIES IN DIFFICULTY: the countries where Friends operates were all still very much affected by Covid, however many created solid responses to mitigate the situation:

- **Economies:** economies were still very much under duress as many key sectors did not restart yet (garment, tourism) and closed borders made access to goods more difficult and more expensive.
- **Lockdowns:** all countries had to impose lockdowns in various areas for various durations to reduce the spread of the pandemic.
- **Political situations:** Myanmar experienced political unrest that affected the entire country.
- **Restrictions:** many countries adopted laws to ensure that people followed efforts to curb the pandemic. Some laws and policies affected marginalized populations as they were targeted for health reasons.
- **Health:** the entire health systems of countries were under serious pressure.
- **Support:** Government organized various ways to support the populations.
- **Education:** classes went online, financial support was provided to families.
- **Economic:** support to businesses in some countries.
- **Emergency support:** distribution of food and other goods to families in hard-hit communities.
- **Vaccination:** vaccination was rolled out across the region, albeit with different levels of intensity from one country to another.





BENEFICIARIES' CHALLENGES: in all areas our beneficiaries, who are the most vulnerable, found themselves in very difficult situations:

- **Employment / income:** daily workers had a difficult time finding employment. Small businesses lacked clients. Lockdowns made it more difficult to get to work or to operate their business.
- **Education:** schools were regularly or even ongoingly closed. Many children did not have access to the Governments' online / TV lessons and lacked support from their families to maintain their education.
- **Survival:** without regular income, finding food, paying rent and utilities became a real challenge for many.
- **Health:** despite strong policies in place, Covid-related illness remained a worry. In addition, access to health services for non-Covid related illnesses could remain difficult.
- **Mental Health:** many beneficiaries showed signs of stress and fatigue.

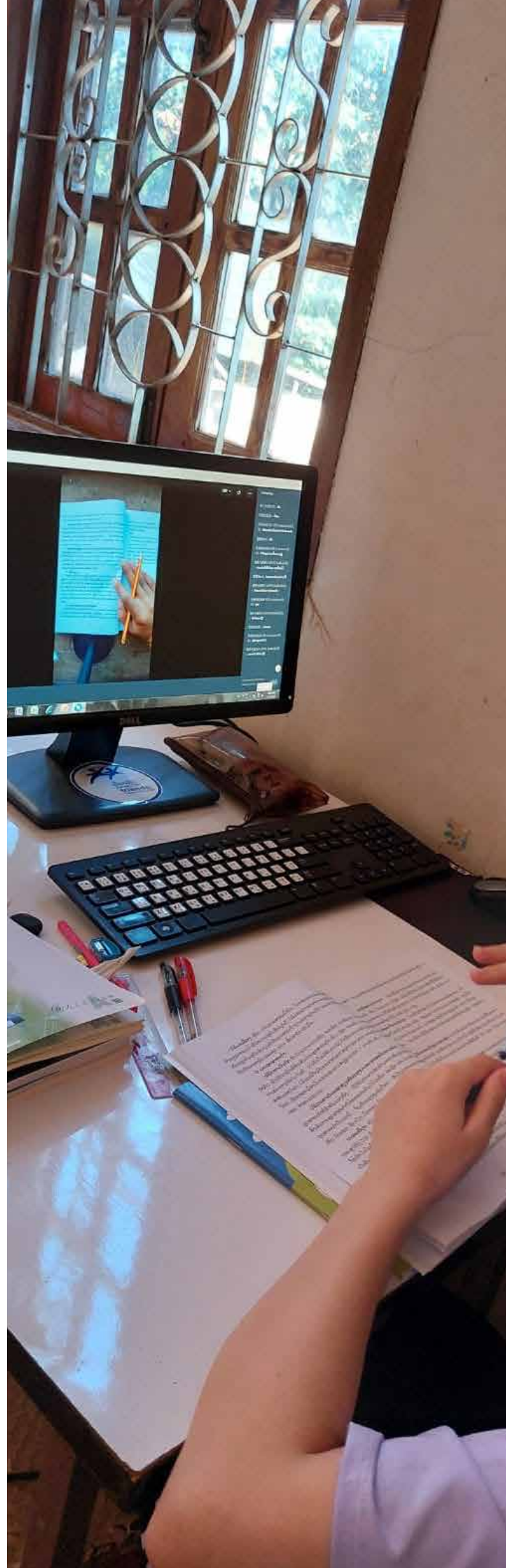
PROGRAM CHALLENGES: all our Programs continued to operate and to do their best, however, we faced various specific challenges:

- **Lockdowns:** throughout the year in all locations, our team members had to remain at home because of lockdowns or were unable to access work areas due to restrictions.
- **Team health / safety:** our teams, especially the outreach teams, remained in contact with people in person as much as possible and therefore their safety from Covid infection was a key concern.
- **Funding:** the loss of our social business incomes meant that we relied 100% on donors.



PROGRAM RESPONSES: to respond to these challenges, we continued to adapt and transform our Programs and services:

- **Emergencies:** we continued to complement Government support to vulnerable families and people – our teams expanded their work in regularly assessing areas and people to measure changes and to provide the necessary support to families in the communities. In addition, in places with many street people we provided food prepared by our Soup Kitchens.
- **Employment:** Futures Employment continued to be a key element of our work. Our Futures team continued to implement the new system and looked at new training opportunities, plus new job placement with a priority for caretakers. At the same time, we already prepared for the reopening of countries.
- **Education:** We further reinforced our support to children when not in school. As schools slowly reopened, we increased our support to children to make sure they all returned to school.
- **Health Support:** Our teams enabled beneficiaries to access health care when needed, and collaborated with Governments to ensure that beneficiaries were informed and had access to vaccination.
- **Staff support:** We also ensured that our teams were able to function properly and safely and that their wellbeing was ensured throughout the year:
 - **Protocols:** our Covid protocols were regularly updated and our teams trained.
 - **Specific support during lockdowns:** team members who suffered due to lockdowns received specific support (including food if needed).
 - **Health:** we made sure that our team members had access to health care (Covid and Non-Covid related), that everyone got vaccinated, and in case of illness we supported their needs and for care of their children if required.
 - **Financial:** faced with issues with their families, our team members had access to loans and salary advances as needed to alleviate any financial burden and worry.



FRIENDS ALLIANCE

The Friends Alliance comprises all Programs run or founded by Friends-International (FI) and those operating as local NGOs:



-  **Friends-International** (*Paris, France*): founded in 1994
-  **Mith Samlanh** (*Phnom Penh, Cambodia*): founded by FI in 1994, localized in 2002
-  **Kaliyan Mith** (*Siem Reap, Cambodia*): run by FI since 2007
-  **Peuan Mit** (*Vientiane and Luang Prabang, Lao PDR*): run by FI since 2004
-  **Peuan Peuan** (*Bangkok, Pattaya, and Chiang Mai, Thailand*): run by FI since 2006
-  **Yayasan Teman Baik** (*Jakarta – Indonesia*): local NGO since 2007
-  **Friends Suisse** (*Geneva – Switzerland*): local NGO since 2008
-  **Tha Ngae Chin Myar** (*Yangon – Myanmar*): local NGO since 2019

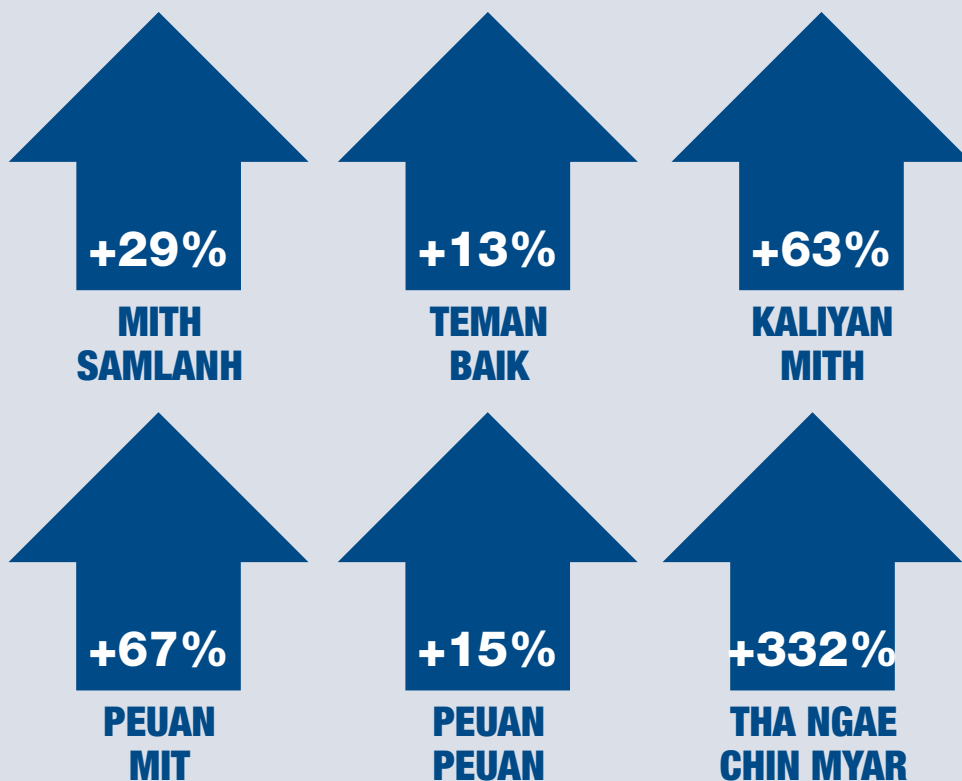
These organizations work in close collaboration with Friends-International and with each other under a Friends Alliance Collaboration Agreement. They adopt the same standards of quality and service provision.

Their work is divided into Saving Lives, Building Futures and ChildSafe, each organization implementing some or all of these Projects.



Statistics

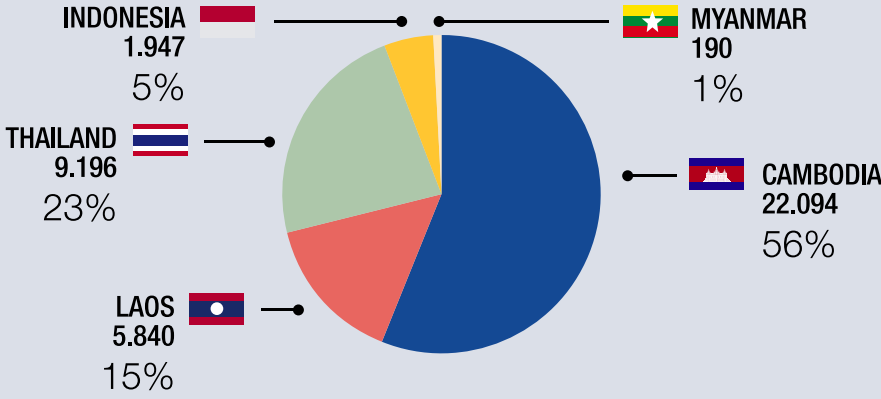
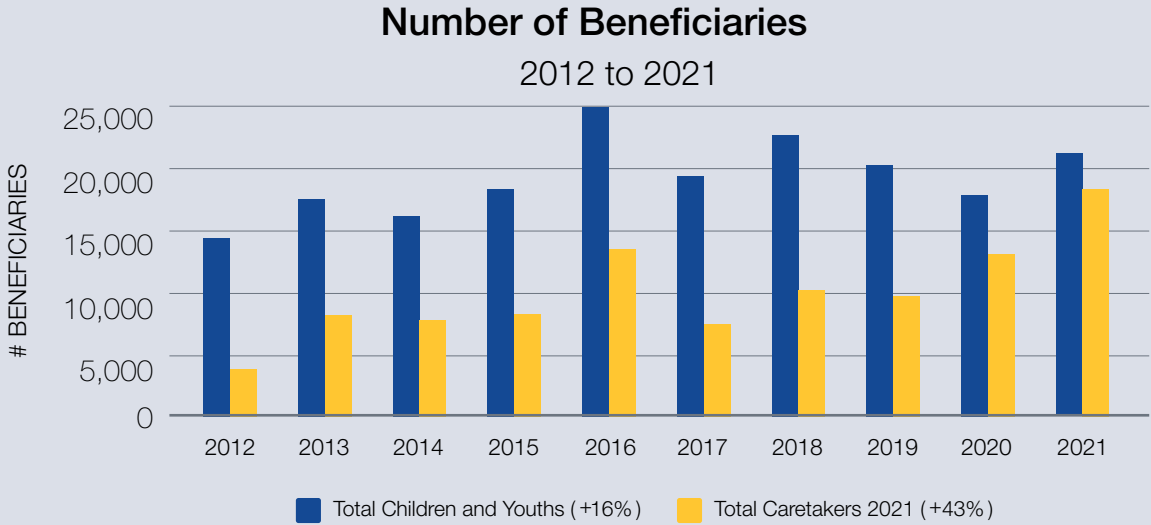
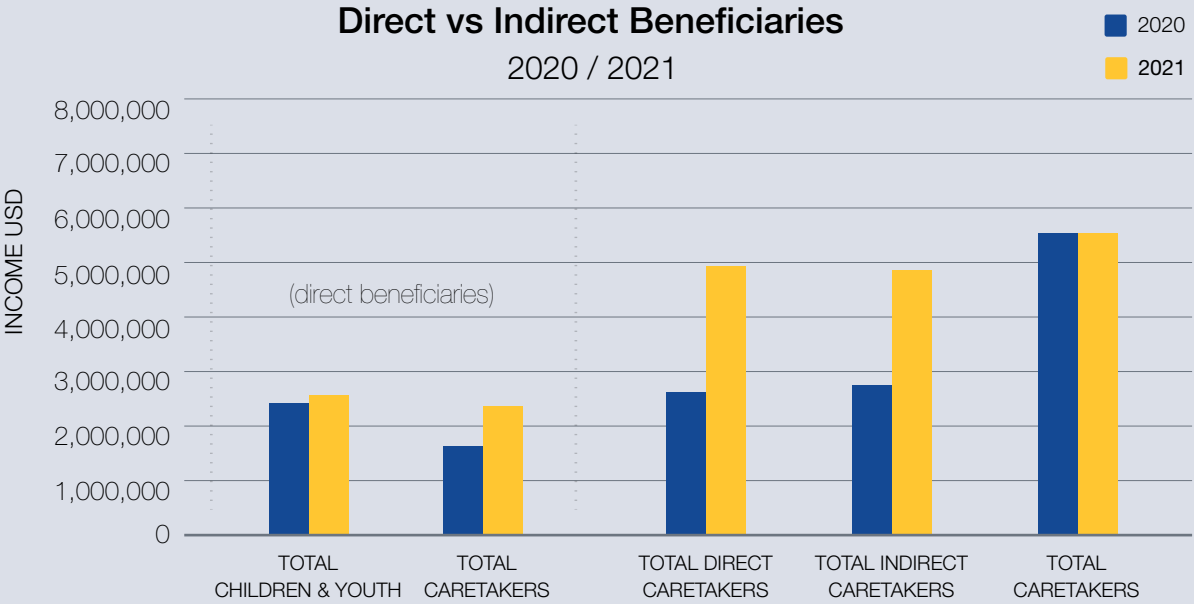
After a very disrupted year 2020, the efforts to adapt and find new strategies to respond to the needs of children, youth and families proved efficient:



All Programs saw an increase in the number of direct beneficiaries they worked with - variations were due to local lockdowns and situations (Mith Samlanh: +29% / Friends Siem Reap: +63% / Friends Laos: +67% / Friends Thailand: +15% / Teman Baik: +13% / TNCM: +332%)



Cambodia remains our largest country of activity with 56% of beneficiaries, but other countries continue to grow (Thailand represents 23%, Laos 15%, Indonesia 5% and Myanmar 1%)





SAVING LIVES

Saving Lives Projects provide direct support to beneficiaries, wherever they are, to ensure their safety and well-being; these include, depending on local needs and priorities, the following services:



Outreach Work



Drop-In Centers



Harm Reduction Services



Medical Care



Life Skills Education



Non-Formal Education



Support to Access Building Futures Services



ChildSafe Agents



ChildSafe Hotlines



SITUATION

Overall our Saving Lives programs were severely disrupted by Covid:

- Entire countries / cities / communities were regularly inaccessible because of lockdowns.
- Our teams were regularly forced to work from home when their homes/areas were in lockdown either because of Government decisions or because of their health status.
- The number of families in need of emergency support was growing fast due to loss of employment and lockdowns.
- Many people needed support to access health care, either for Covid-related illnesses or for other health situations (including giving birth). In many instances, hospitals were overwhelmed leading to serious individual situations (including 2 deaths from AIDS related diseases).
- Children were at home without access to schools, facing the loss of a year of education.
- The risk of violence was exacerbated, including within families, incommunities and from authorities.

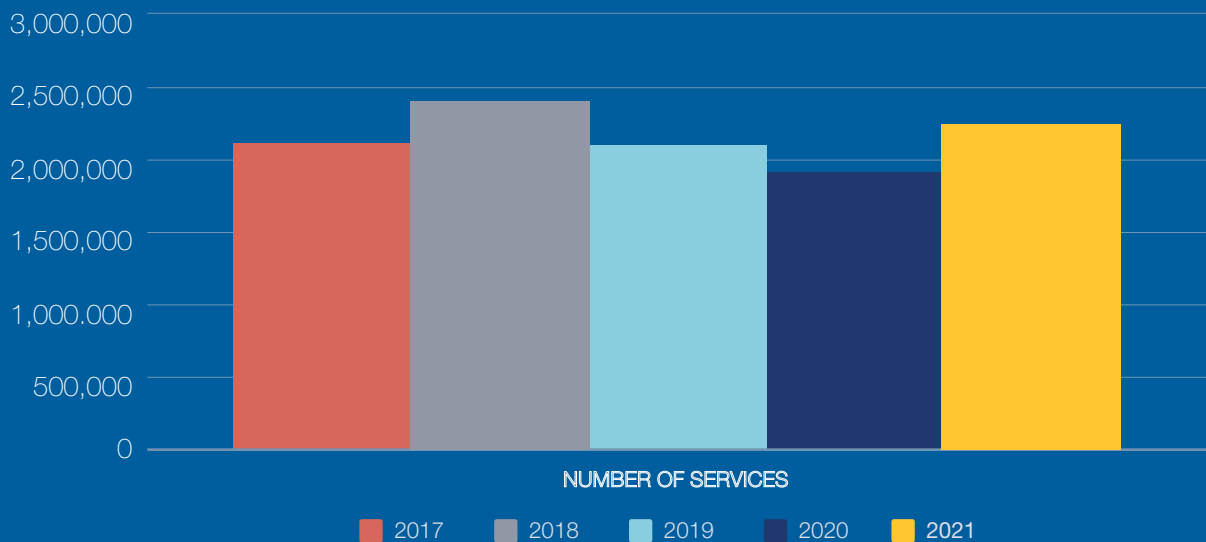


OUR RESPONSES

The International Support Team was reinforced / reorganized with Technical Coordinators for ChildSafe Agents, Drugs Case Management and Child Protection.

- The Saving Lives Program continued to adapt its services to respond to the needs of the populations most affected by the Covid19 pandemic/economic situation.
 - Tools were created / adapted (case management, family assessment, community mapping) which allowed teams to more efficiently and rapidly identify, assess and support children, families and youth in need of support.
 - The teams' capacity to respond to the Covid crisis was built and supported throughout the year with new (mostly remote) trainings and support.
 - The number of services provided increased (+15%).

Number of Services 2012 to 2021



The ChildSafe Agents network was reinforced to provide on-going services and support to beneficiaries (see below).

International migrants received specific support:

- Migrants returning to Cambodia were supported with reintegration services in their province of origin.
- Migrants also received support in Thailand (see Case Study).

Child Protection systems, including response mechanisms, were improved through:

- Implementation of PSEA (Prevention of Sexual Exploitation and Abuse) standards: PSEA was mainstreamed across all services provision.
- A 'CoolLine' system was created and implemented among social worker teams: all social workers have a work phone used only to connect with their beneficiaries during work hours, allowing for a faster, personal response to issues and a presence / remote support during lockdowns.



HIGHLIGHT

Emergency responses

As the families in communities and street living people increasingly suffered from the economic and health impacts of Covid, it was ever more important to provide emergency support.

- Families in the Community were assessed regularly and support was provided accordingly to 8,508 families (30,125 persons), with the strong support of our community-based ChildSafe Agents to ensure access even during lockdowns.

This support could include food, money for rent, phone credits, etc. Families were also supported to develop a plan to ensure they could rebuild their financial autonomy.

- Street people received food packages prepared by our trainees in Vocational Training (also allowing the continuation of hands-on training) and distributed by ChildSafe Agents: over 150,000 meals were distributed.

Street people were assessed and 205 persons (from 80 families and 23 isolated children) were supported to move away from the streets and were helped for housing, food and building their autonomy through employment.

- In addition, families and street people were trained on Covid safety (28,332 pax), informed about the importance of vaccination and supported to access vaccination and health care, either due to Covid, other medical situations (including giving birth) and to ensure on-going treatments for chronic illnesses as hospitals were overwhelmed.
- Children's education was heavily impacted as schools were closed, or numbers of students limited, reducing the time they could study. In addition, there was limited provision and access to online education. Educational support was key: worksheets were distributed (with the support of ChildSafe Agents), education hotlines were opened to support students remotely, TV and internet were provided in Drop-In Centers and collaboration was reinforced with teachers from the public schools.

	 MITH SAMLANH Phnom Penh	 KALIYAN MITH Siem Reap	 PEUAN MIT Vientiane/ Lao PDR & LP	 PEUAN PEUAN Bangkok	 PEUAN PEUAN Aran/ Poipet	 TEMAN BAIK Jakarta	 FRIENDS Yangon	 TOTAL 2021
--	--	---	---	--	--	---	---	--

Beneficiaries trained by staff on COVID19 awareness, prevention and protection measures	11,984	7,576	1,714	3,063	3,793	163	39	28,332
Families provided with emergency support	4,230	1,582	863	1031	575	191	36	8,508
Members in families provided with emergency support (total all family members, both direct and indirect beneficiaries)	13,384	7,832	2,354	3,608	2,129	635	183	30,125
CS agents trained on COVID 19 awareness, prevention and protection measures	290	615	129	153	32	16	10	1,245
Children supported with remote education during shut down of schools (e.g. school work distribution, TV education, etc.)	1,578	1107	726	409	336	36	33	4,225

HIGHLIGHT

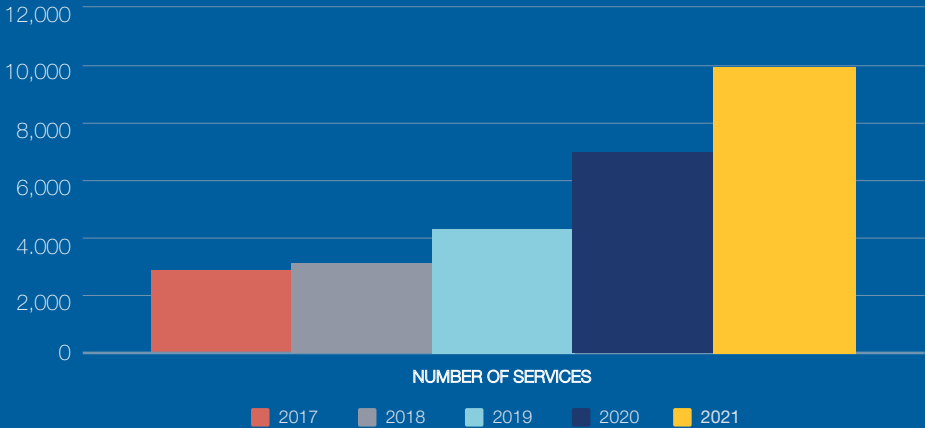
Community ChildSafe Agents

As countries, cities and neighborhoods were in regular lockdowns and pressure on the teams for emergency support was growing, the ChildSafe Agents in the Communities became strategic key supporters of the Friends Outreach teams:

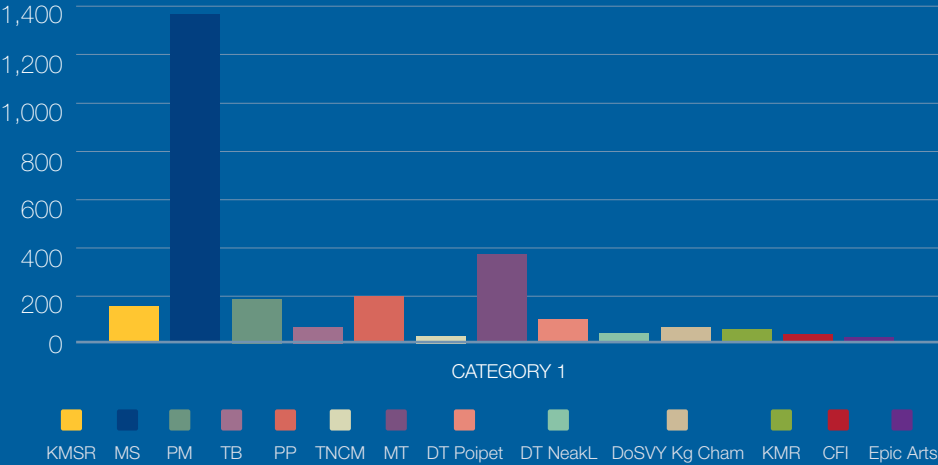
- The number of Community Agents increased to 2,573 globally with 13 Implementing Partners (NGOs and Governments).
- The ChildSafe Agents were trained on Covid and on how to share the information in the communities (1,245 trained in 2021 in addition to those trained in 2020).
- ChildSafe Agents were retrained to help better respond to the Covid situation: e.g. support for the distribution of worksheets to children while schools were closed, identification of families in need, distribution of emergency support to families in the communities, distribution of food on the streets (using ChildSafe tuk-tuks).

Overall, the support from ChildSafe Agents was essential, allowing us to support children and families properly and enabling Friends Alliance Programs to reach significant results over what proved to be another difficult year.

Number of Beneficiaries Protected by ChildSafe Agents



CS Agents / Implementing Partner



HIGHLIGHT

Supporting migrants blocked at the Thai-Cambodian border

For migrant populations, Covid added additional challenges to their often hazardous and uncertain situations. Border closures, enforced quarantines and travel restrictions all impacted upon these already vulnerable individuals and their families. At times, hundreds were living in makeshift camps at the border, awaiting restrictions being lifted so they could return home. Supplies of all kinds were limited, however the Peuan Peuan and Kaliyan Mith teams in the area provided services whenever and wherever possible. When our teams movements were also restricted during surges in infection rates, we then worked with the local authorities in the border areas to ensure that vital supplies got to trapped migrants as rapidly as possible – in just one example, Thai government officials from the Department of Social Development and Welfare, and the Ministry of Labor delivered emergency support, including rice and hygiene materials, received from our Peuan Peuan team directly to over 200 migrants stranded in Sakaew province near the border.

HIGHLIGHT

Drug Detoxification in Phnom Penh, Cambodia

The closure of the drug detoxification center in Phnom Penh during the pandemic meant a new strategy had to be quickly developed. This “home based treatment” meant regularly visiting clients in their homes and providing a variety of rehabilitation services such as counseling, emotional support, family support, etc. Stories of relapse did not discourage the #everydayheroes of the team, who as always focused on providing support and rehabilitation services to those who needed it.

In April 2021, the team were working strongly with eight clients under this program. By September that year, seven out of the eight clients were fully recovered, stronger, and ready to rejoin wider society! At the time of writing, five of these clients are already in steady jobs or now own their own business, and two of them are on the waiting list for jobs.

Other Friends Alliance Programs are learning from this experience and are getting ready to replicate this model in their communities.





Case Study

Migrants at the Thai/Cambodia Border

Times were hard for Leak and her husband. They had migrated from Cambodia for work and were living illegally in Thailand for some time along with their baby who was born across the border without documentation.

The team from Peuan Peuan (Friends International Thailand) was surveying a new border zone one day, met Leak and learned about her and her family's story. A major worry she had was that her baby needed to have an official birth certificate to get much needed infant vaccinations.

Peuan Peuan helped Leak to get the baby's birth certificate done. This service is one of many provided by Peuan Peuan for those who are at risk. Our team also provided them with an emergency support package including food and hygiene supplies, and Covid protection and prevention training. When pandemic restrictions eased, it meant that the husband and wife could safely return to Cambodia with their baby, now a legitimate Cambodian citizen.

(all names changed to respect privacy)





Case Study

ChildSafe Agents in Jakarta, Indonesia: #everydayheroes in action!

Bu Fadiyah first got to know Teman Baik when at a meeting of women's groups and community leaders in her East Jakarta community. Following her interest, she was trained and certified as a ChildSafe Agent just before the pandemic hit her community. Prior to becoming an Agent she admits she was conventional in the way she thought about children - that the child belongs to the parents. Now, she understands the voices of children need to be heard too.

When the second wave of the Covid pandemic hit in 2021, she actively raised awareness among community parents and children of using masks and washing their hands. During this time, she became a trusted person to whom parents would confide about their troubles. Problems she identified through discussions with parents included children playing outside without masks and child bullying.

One case she handled was of a child being abused by his peers. The boy, aged 6 years old, was being severely bullied while playing with an older boy (16 years old). After the boy told his mother what had happened, she went to Mrs. Fadiyah for advice, who contacted the police and a local legal aid organization. The child was also taken to hospital for a medical examination and received treatment.

Mrs. Fadiyah is happy that she became a ChildSafe Agent and says, "Teman Baik clarified my views on children and child rights and working with Teman Baik I've built my knowledge of how to protect children in my community."





BUILDING FUTURES

Building Futures Projects prepare beneficiaries to lead an autonomous life: being able to live and make choices independently from the organization. These include:

- **Employment services (Futures):** each person (youth or caretaker) is assessed, and a case management is set up that includes holistic support (psycho-social, educational, soft skills and/or hard skills) which allows them to find gainful and dignified employment or start their own business.
- **Education services:** each child is assessed, and a case management is set up that includes holistic support (psycho-social, family support and a decision on the educational support needed) which allows the child to join the public school system and remain in education as long as possible. Services can include: remedial education, support classes, school reintegration and/or early childhood education.
- **Family+:** families of children and youth are assessed, and family members are supported with a case management (that can include psycho-social support, parenting skills, access to employment, etc.). This ensures that families are able to care for their children, or that a family-based structure can take care of the children/youth.



EMPLOYMENT

The Situation: Employment services became essential in order to support income during this period, however the teams' capacity to provide needed services was hindered:

- Access to beneficiaries was made difficult by lockdowns (see above).
- Training services were reduced due to accessibility issues, the closure of training centers by Governments, and limitations on the number of students authorized at one given time.
- Placement opportunities were limited.

OUR RESPONSES

- The Futures Employment new process/system was finalized. It has now been broken down into a 7-step service flow, that is replicable and adaptable for each program location. All teams were introduced to the new process, and tool reviews were completed.
- All vocational training curricula were adapted to fit the current Covid situation and migrated from in-person to online.
 - All training curricula were modularized to be shorter and more flexible for the students.
 - A new Sales and Retail training curriculum was developed. A basic sales module was piloted in Phnom Penh and rolled out in Siem Reap and Laos.
 - A new Farming vocational training was set up in Kampong Chhnang (Cambodia) and in Vientiane (Lao PDR).
 - A mobile Mechanic training was piloted in Vientiane (Lao PDR) as a model to be replicated.
 - A '7 tips for online training' was developed. Staff were trained and to ensure access, training support and materials were provided including phone data cards, headsets, etc. to both trainers and students. Online safety protocols were also developed and implemented.
 - The training Restaurants in Phnom Penh and Yangon were supported to turn into soup kitchens whilst simultaneously providing cooking training with in-person students when possible.
 - English conversations with volunteers were piloted in Siem Reap for students to improve their language skills.
- Soft skills training continued to be diversified and specific online versions were finalized to make this more accessible to a wider range of students. Soft Skills were integrated into the Vocational Training to reinforce the effective use of the skills by students.
- A mapping of Vocational Training and Employment Service Providers has been carried out across six provinces in Cambodia, by Futures and other NGO network partners (including Mith Samlanh and Kaliyan Mith Siem Reap), together with provincial representatives from the Ministry of Labor and Vocational Training (MLVT). A website was developed and was launched for partners in December.
- Several thematic meetings with the Cambodian Futures teams were organized to share lessons from each other, including: agriculture small businesses models, career counseling with new clients and students, and approaches linking psychosocial support for more vulnerable clients also being supported for employment.
- Collaboration was reinforced with 3PC partners in Battambang and Kampot (Cambodia).
- Branding: new visuals to promote Futures to youth were designed, featuring successful former clients, making their successes shine, with a clear call to action for how others can access services.
- Promotion of services: a social media scheduling and content plans for Phnom Penh, Siem Reap, Bangkok and Jakarta are in place.





Statistics

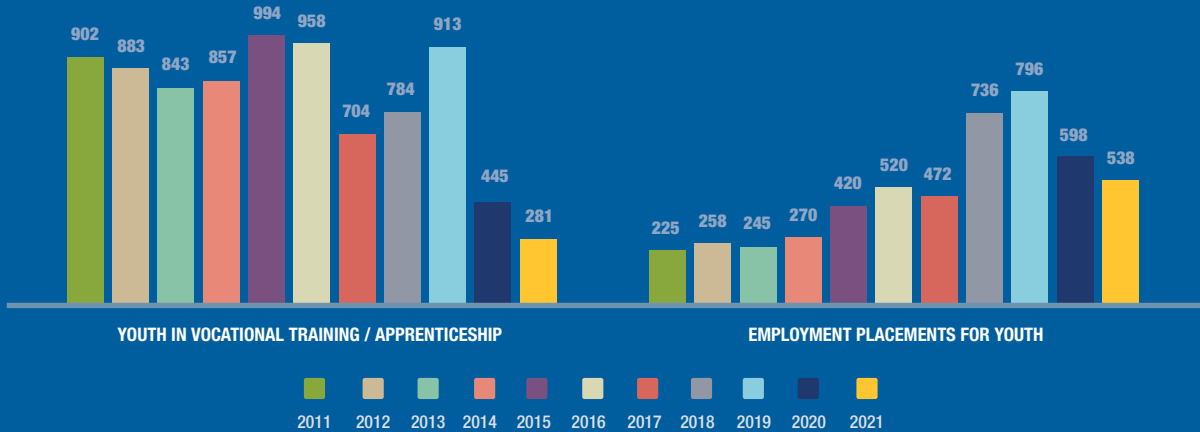
	TOTAL 2021	TOTAL 2020	% VS 2020
Youth in vocational training / apprenticeship	281	445	-37%
Family members in vocational training / apprenticeship	196	70	180%
Total beneficiaries in vocational training / apprenticeship	477	515	-7%
Youth receiving employment readiness training	1,499	1,151	30%
Family members receiving employment readiness training	1,223	379	223%
Total beneficiaries receiving employment readiness training	2,722	1,530	78%
Youth placed in employment	538	598	10%
Family members placed in employment	512	406	26%
Total beneficiaries placed in employment	1,050	1,004	5%

Vocational Training Workshops in Cambodia and Laos were closed at different times throughout the year or could only accept a limited number of students due to Covid protocols. However, training was maintained online. This led to a 37% drop among youth, but the effort to support and train caretakers was successful (+180%).

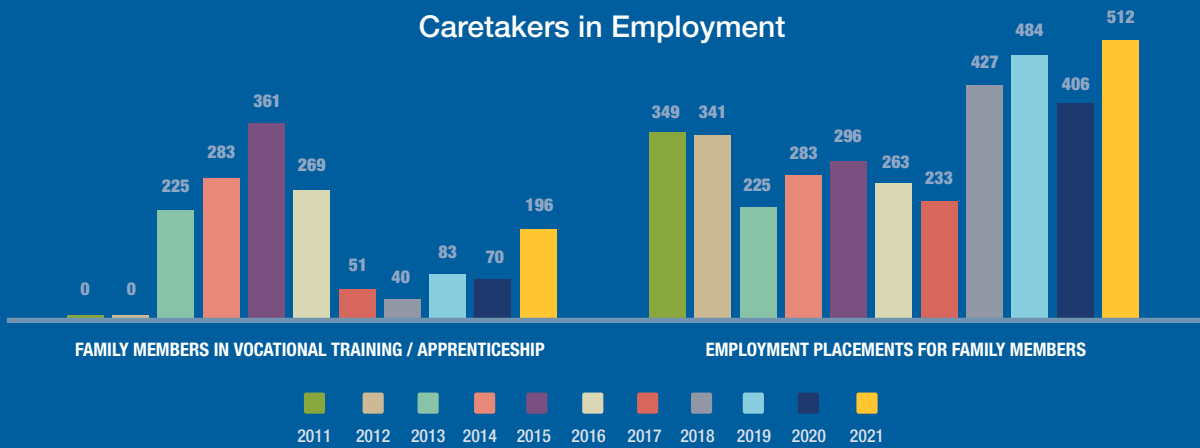

180%



Youth in Employment



Caretakers in Employment



Teman Baik continued to explore more avenues of micro-training with external companies: over 2021, micro-trainings were offered in IT, Barber, Barista, and Baking to 50 youth and caretakers. This model will be expanded in other Programs.

+50
Youth & Caretakers

A special effort was made for the placement of caretakers and especially the creation of small businesses (including urban / semi-urban farming) with a total of 512 family members supported with employment, including 229 (F 180) self-employment placements.

512
Family Members

Despite the challenging and disruption faced by the employment market, a total of 1,050 youth and caretakers were placed either in jobs (71%) and/or self-employment (25%), which is an increase of 5% compared to the previous year (2020).

1,050
Youth and Caretakers



HIGHLIGHT

Friends Futures Factory



Covid and other issues limited the capacity of F3 to run many of the planned activities, however, despite these limitations, F3 continued to be a key space and marketing tool for Friends and for our Vocational Training Businesses:

- Three events were organized: Futures is Green / Futures is SHE / F3 Community Festival.
- Vocational Trainings were reopened when allowed, but for administrative reasons not as businesses (open to the public with free services: Beauty Salon, Nail Bar and preparing food for distribution to street populations for Cooking).
- The space was reorganized, and communication updated to clearly define it as a Community Center for all: a Futures Office was added, as well as a Support Center for beneficiaries and for the ChildSafe Hotline.
- F3 continued to operate as a service point to street populations during Covid: food preparation, food distribution and as a base for ChildSafe tuk-tuk's to pick up food to be distributed on the streets.
- The Incubation Market (a place for young Cambodians to sell their products inside F3) was open when possible and we supported them with online sales.





Case Study

Siem Reap, Cambodia



Sonny and wife Nary have four school age children. They live with Sonny's parents in Siem Reap, Cambodia. With many people to support, and little income, they looked for better options. Nary became aware of our Futures Office services through a Kaliyan Mith social worker doing community outreach.

Following career counselling by the Futures team, Nary enrolled in hospitality vocational training at Let's Eat training restaurant. After graduating she was supported by the Futures team to set up a small shop at the front of their house selling soft drinks and small snacks.

However Covid forced temporary and permanent closure of many businesses and subsequent widespread unemployment. Shortly after, Sonny lost his job and Nary's small business sales greatly reduced, leaving the family with almost no income. The children were also at home full time with the nationwide closure of schools.

After a needs assessment, Kaliyan Mith provided emergency support packs (food, hygiene materials, medical supplies) to Nary and her family, and supported their two youngest children with remote education.

Sonny accessed Futures Office services for help with job placement. Following career counselling, he was provided with job readiness training, focusing on CV writing and interview preparation. He was placed into a new job as a security guard. The children were also supported back to school at the start of the new academic year 2021.

Further challenges lay ahead as the pandemic continued to have an economic impact upon so many, and as school closures rolled out again, but Sonny and Nary and their family know they will continue to be supported by the Kaliyan Mith and Futures teams until their lives are truly back on track.





EDUCATION

THE SITUATION

Covid had a major impact on the education of children. For example, in Cambodia, the National Grade 6 Learning Assessment showed a drop of basic proficiency in both Khmer (66% in 2016 down to 55% in 2021) and Math (51% in 2016 down to 26% in 2021). This is even more acute among children with less access to services. During 2021

- Schools were closed or operated for fewer hours.
- During lockdowns, beneficiaries were unable to access online / TV education easily due to lack of resources.
- The drop in income of families threatened the pursuit of education, as children were possibly forced to work to support their families.

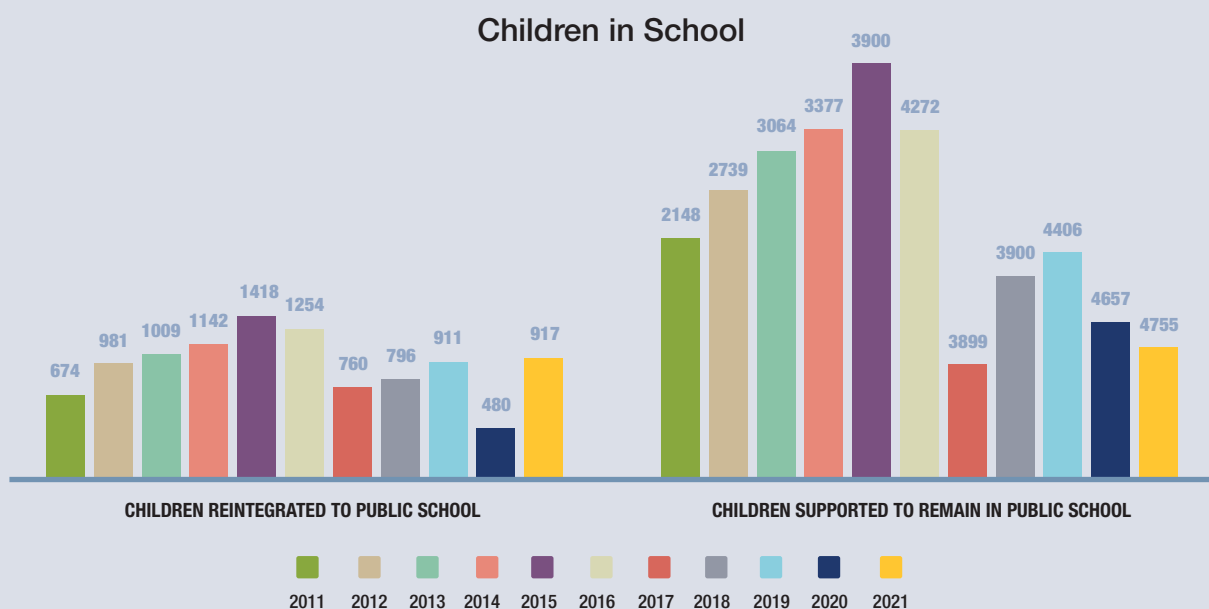


OUR RESPONSES

The priority was to reduce the impact of Covid on children’s education:

- While schools were closed, the individual situations of children were assessed to ensure they had access to the Government remote education systems or alternatively to Friends’ support.
- In locations where children had no access to Government remote education support, work sheets were distributed through ChildSafe Agents in the communities (289,692 worksheets in total). ChildSafe Agents were also in charge of reaching out to more children who needed support.
- Education hotlines were set up for students to call Friends teachers for remote support.
- When schools reopened, the situation of families was systematically assessed to make sure their needs were addressed to avoid an increase in child labor.

	TOTAL 2021	TOTAL 2020	% VS 2020
Children supported with remote education during shut down of schools <i>(e.g. school work distribution, TV education, etc.)</i>	4,225	n/a	n/a
Children in Friends schools	2,063	1,847	12%
Children reintegrated to public school	917	480	91%
Children supported to remain in public school	4,755	4,657	2%



A total of 4,225 children were supported with remote education while schools were closed (289,692 worksheets distributed) and 4,755 children were supported to return to and remain in school when schools reopened through school campaigns, materials distribution and support classes.





Case Study

Jakarta, Indonesia

Mr. Fazil is a social worker with Teman Baik (Friends-International Indonesia). He regularly visited a village in Jakarta, Indonesia where 11-year old Lia and her grandmother, Mrs. Yati lived. He noticed Lia was always at home. After investigating some more, he confirmed that Lia had not been to school for 5 years. Meeting Mrs. Yati he learned she worried that going to school would make Lia ill. She also argued that Lia did not need to go to public school, and that if one day she had more money, she planned sending Lia to private schools with better facilities. Lia told Mr. Fazil she really wanted to go to school, and also wanted to learn how to read and write, but respected her grandmother's wishes.

Over the course of the following year, the Friends' team worked to enable Lia to go to school. They included her in Non-Formal Education (NFE) activities to ensure a smooth transition and build on her motivation to go back to school. Regular visits took place with Mrs. Yati to talk to her about the benefits of education for Lia's future and well-being. Eventually social workers were asked for help by Mrs. Yati to enroll her granddaughter in elementary school – persistence paid off!





FAMILY+

THE SITUATION

Covid reduced the capacity of teams to travel:

- Family reintegration was slowed.
- Family support was made difficult when families were far away.

OUR RESPONSE

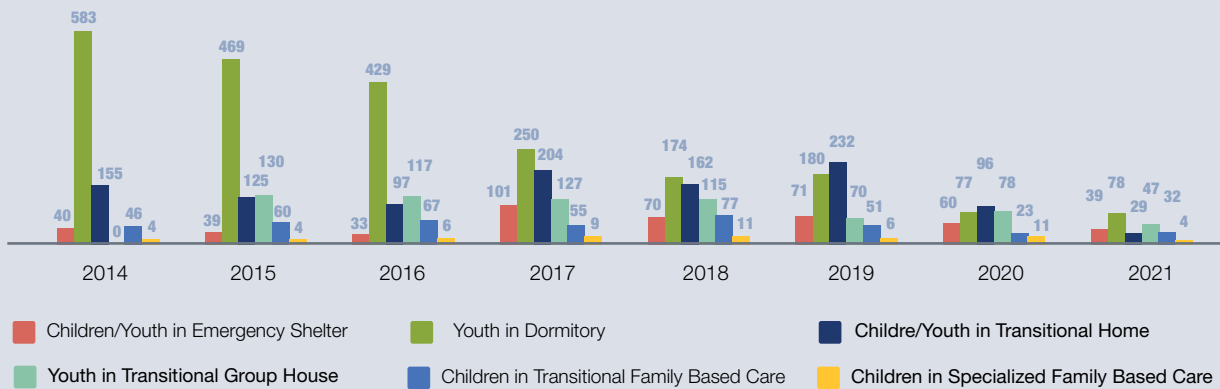
This time was used to support emergencies in families and to reinforce our internal processes:

- Return to families was promoted and supported to avoid having large groups of children in the centers (especially for students in dormitories: there was a 70% reduction).
- An Emergency Shelter system was initiated, and intake and referral process were clarified. This allowed us to manage the referrals from Governments.
- The Foster Care guidelines for Cambodia were developed to align with the new Prakas issued in 2021 and will be used as a template for other Programs.



Statistics

Number of Beneficiaries
2012 to 2021

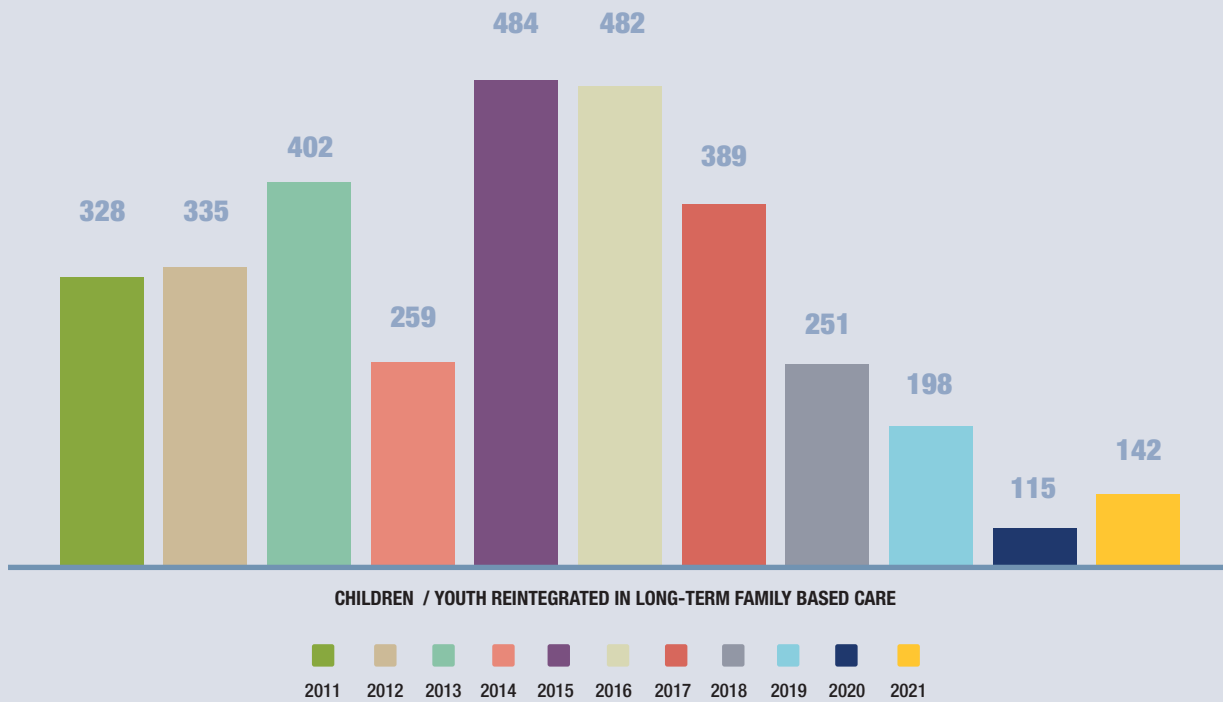


Transitional Homes and Short-Term Foster Care services (Transitional Family Based Care) in Cambodia and Laos continued operations. Youth who had been staying in dormitories and in group houses were supported to return to their homes when the vocational trainings closed.

	TOTAL 2021	TOTAL 2020	% VS 2020
Children/Youth in emergency shelter	39	60	-35%
Children/Youth in transitional home	78	77	1%
Youth in dormitory	29	96	-70%
Youth in transitional group house	47	78	-40%
Children in transitional family based care	32	23	12%
Children in specialized family based care	4	11	-64%
Children in specialized family based care	142	115	23%
Youth supported with independent living	54	254	-79%



Children in School



The increase (+23%) of children/youth reintegrated into long-term family-based care in 2021 compared to 2020 comes from Mith Samlanh, who jumped from 21 to 41 (+95%). There were two reasons:

- Increased referral of cases by the Government (DoSVY Phnom Penh/ Pray Speu & O'kas Khmom) that were then rapidly supported to return home.
- 13 cases of children from Residential Care Institutions (RCI) that had been postponed from 2020, were reintegrated this year.





Case Study

Family support in Lao PDR

When a local dam collapsed near Hadkanxa Village, Vientiane, the resulting flash flood took everything away from Duong and Pherm's family. To make matters worse, they were buried under a lot of debt - they owned neither land nor house due to the dam burst, and were living with Duong's uncle, along with their two children. Struggling to make ends meet, Duong started a small vegetable garden which was yielding enough produce for them to sell to cover food and basic living expenses.

However, the lockdowns implemented by the Laotian government during 2021 meant they were not able to sell many vegetables, and their income was greatly reduced leading to further hardship for them.

Our Peuan Mit (Friends-International Laos) staff reached out to their family as soon as lockdown sanctions eased and travel was viable again. After assessing their needs, the #everydayheroes of Peuan Mit provided a range of emergency support to the family. This included farming materials assistance and advice to help the family grow and sell vegetables more efficiently again, also emergency financial support enabling their children to return to school when it reopened in June 2021. As the family watch their vegetables grow, so too do their hopes of having a better future following support from Peuan Mit!







ChildSafe MOVEMENT

TOGETHER, PROTECTING CHILDREN

ChildSafe is a Movement powered by Friends-International that aims at involving all actors of society (individuals, NGOs, corporates, schools, communities...) in building a strong global child protection system.

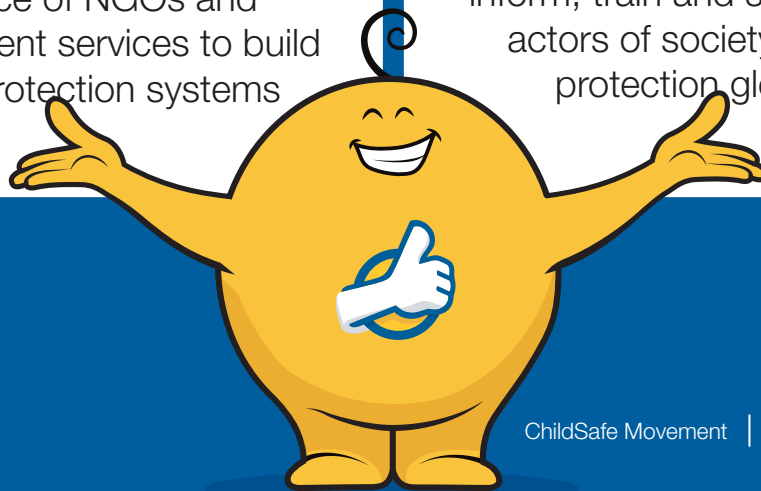
CHILDSAFE HAS 2 MAIN SUB-PROJECTS



ChildSafe Alliance (CSA): an Alliance of NGOs and Government services to build child protection systems



ChildSafe Movement: to inform, train and support key actors of society in child protection globally





ChildSafe ALLIANCE

TOGETHER, PROTECTING CHILDREN



ChildSafe Alliance

The ChildSafe Alliance, coordinated by Friends-International, is an alliance of NGOs and Government services. The Alliance aims at:

- Improving the coordination of services in target areas.
- Improving the overall quality of organizations and the capacity of teams through sharing, common training and best practice promotion.
- Developing common projects.
- Reinforcing advocacy to donors and Governments.



THE SITUATION

Covid had a strong impact on NGOs in general and on the Alliance:

- The limitations upon travel reduced the capacity of the team to assess and provide direct support to Partners.
- The opportunity for trainings and sharing was reduced.
- Many projects were put on hold and NGOs were struggling with adapting their services and their funding situations.

OUR RESPONSES

- Management:
 - ChildSafe Alliance (CSA) and ChildSafe Movement (CSM) were managed by one International Coordinator.
- The team gradually reinforced to prepare for the relaunch of activities with an additional one Technical Coordinator (TCo) for CSA and one TCo for CSM (short term).
- Support was moved online, and the teams and partners were trained.
- Despite the travel restrictions, the ChildSafe Alliance built collaborations with new NGO partners in Lebanon, Nepal, Cambodia and Timor Leste and new inter-country exchanges of expertise in between partners was initiated.
- Additional funding and access to donors was facilitated by CSA for all Partners.
- Directors' meetings were organized to discuss strategies and management issues (HR, funding, adaptations...).
- FI joined the Funder Safeguarding Collaborative (FSC) in a Senior Regional Safeguarding Advisory role in South East Asia.

STATISTICS

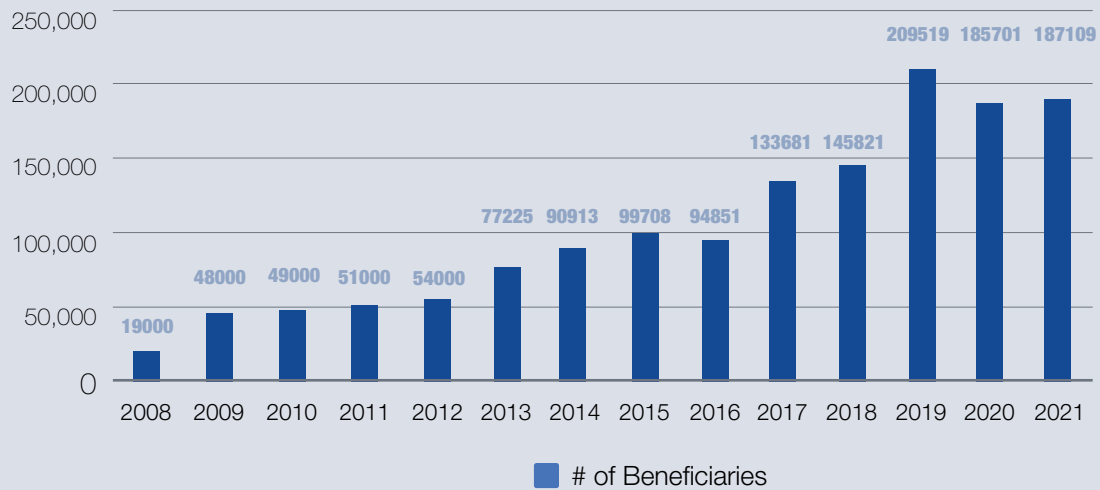
Number of Partners: 70 in 19 countries



Overall the ChildSafe Alliance continued to expand despite the difficulties in traveling and meeting partners.

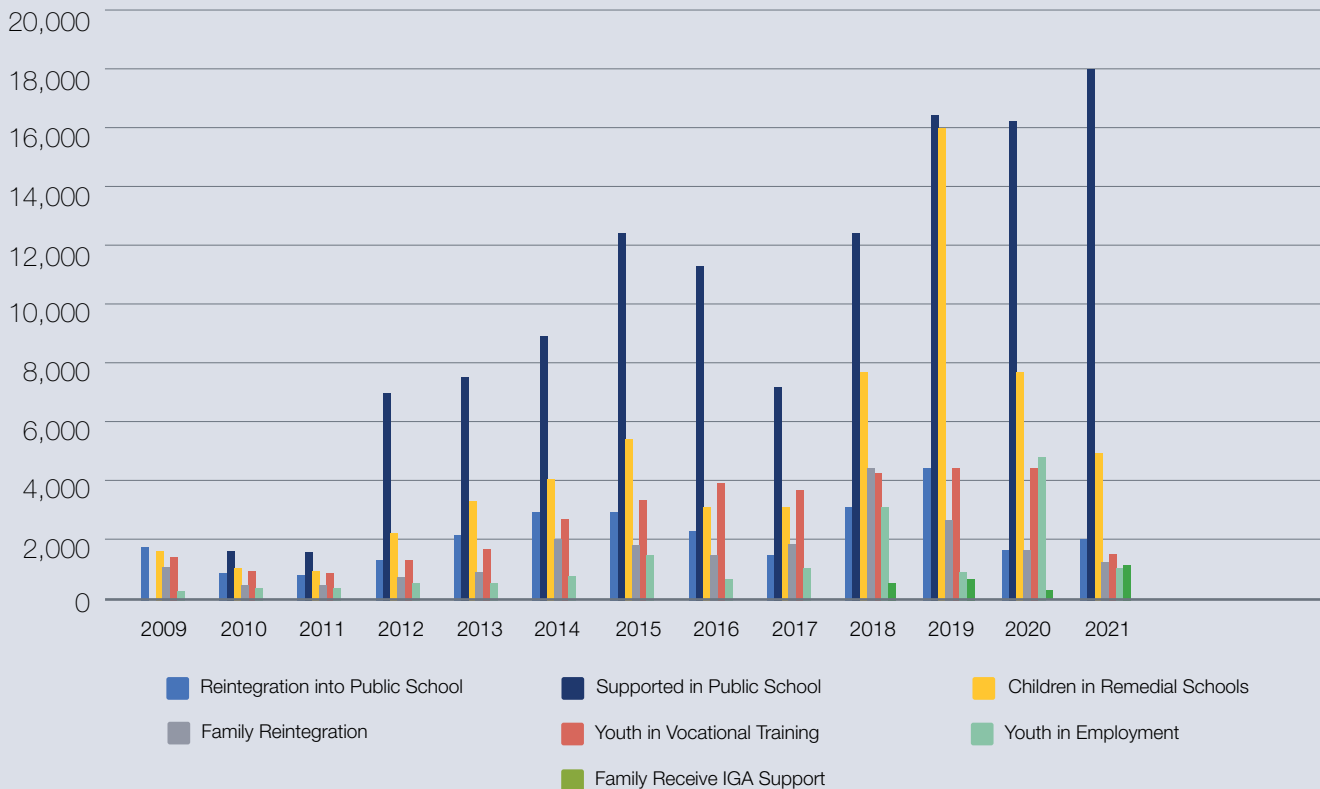
Number of Beneficiaries

2008 to 2021



The reach remained stable (+7%) thanks to a push from the Friends Alliance Partners, while many partners faced difficulties in service implementation.

Number of Beneficiaries



HIGHLIGHT

3PC (CSA Cambodia)

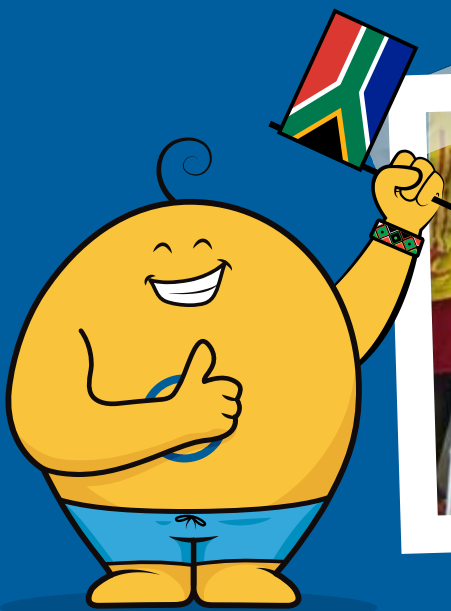
- 3PC has 21 implementing partners across eight provinces in Cambodia: one new in 2021 and an additional four began their onboarding process to be completed in Q1 of 2022 (delayed due to Covid).
- 11 Specialist Groups were operational.
- Developed a Vocational Training & Employment mapping service website across five provinces in collaboration with the Ministry of Labor and Vocational Training.
- Coordinated with the Cambodian Government to support street vaccinations.
- Supported partners to expand Emergency Family Support during Covid, reaching 10,172 families.
- Coordinated and supported the Ministry of Social Affairs (MoSVY) to conduct the street population survey in 24 provinces.

HIGHLIGHT

WESSA

WESSA is the ChildSafe Implementing Partner in South Africa. Despite Covid, the CSA team continued its support:

- Designing a risk mapping and implementation methodology.
- Designing an internal Child Protection risk assessment.
- The growth and strengthening of Blue Flag nationally is extremely well supported by our Tourism Blue Flag project which has successfully trained and placed 200 youth at strategic coastal tourism sites in KwaZulu Natal, the Eastern and Western Cape provinces. While the project and training teams faced extremely inconsistent working conditions, they remained resilient throughout and were able to pivot to online mentoring and training platforms when all learners were forced to stay at home for mandatory lockdowns set by government.
- WESSA has managed to obtain an extension and plans to re-activate ChildSafe activities under the Tourism Blue Flag project in 2022-2023-Looking forward to furthering development in South Africa!



HIGHLIGHT

Consultancies

Friends continued to build its expertise and sell it to various organizations. In 2021, the consultancies covered capacity building and research / studies:

TRAINING ON CHILD PROTECTION AND PSEA

Friends continued to reinforce its specialty in this field, supporting local organizations to comply with UNICEF's new PSEA standards to continue to receive UNICEF's support. Friends conducted assessments of organizations' capacity, provided training in PSEA, facilitated their self-risk assessments, and supported low-capacity organizations to improve their self-risk assessment score

- **Training for UNICEF Indonesia:** we supported 64 of UNICEF Indonesia's Implementing Partners (IPs) throughout Indonesia: 245 IP staff and 87 UNICEF staff, impacting 15,167 children.
- **Training of UNICEF Thailand:** we supported 24 UNICEF Thailand's IPs (50 staff from NGOs, Universities, research institutes, Government). The work started as a consultancy contract and was transformed into a long-term agreement.
- **Funder Safeguarding Collaborative (FSC):** Friends was selected as a partner to reinforce safeguarding systems amongst a network of NGOs by developing a community of practice for safeguarding in South-East Asia and more particular, in Indonesia and Cambodia. Friends is mapping safeguarding consultants working across South-East Asia, co-facilitating a community of practice for safeguarding, contributing to the development of a quality assurance framework for safeguarding consultants and coordinating forums/discussions.

Research / Studies:

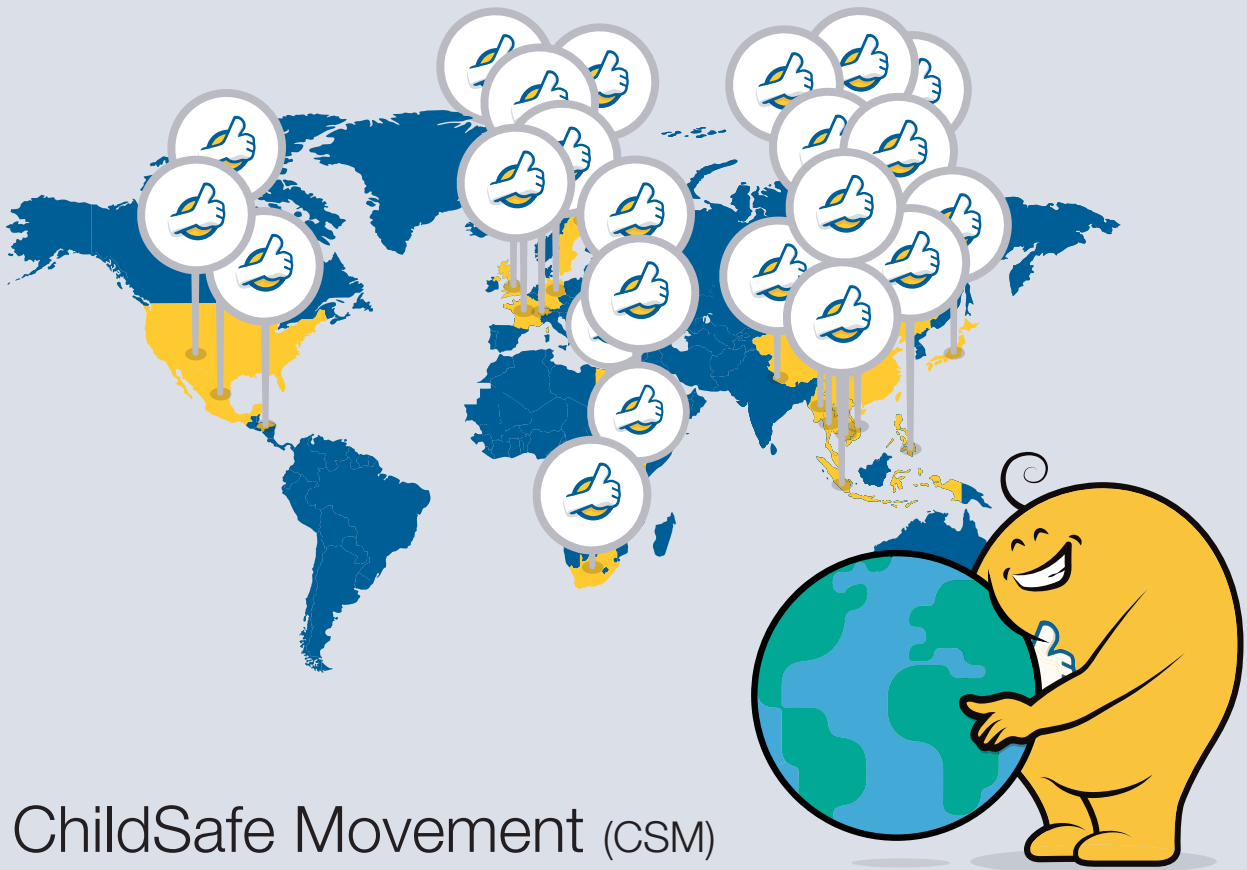
- **Migration:** we initiated a research/study on Cambodian migrants and the impact of climate change in the sugar cane industry (for SEI Asia and IOM) – to be finalized in 2022.
- **Upcoming:** some other consultancies were under discussion in 2021 and will be implemented in 2022:
 - Design of a “Homeless policy” (for the Cambodian Ministry of Social Affairs – MoSAVY with GIZ funding).
 - Requests from various donor foundations to be trained on PSEA and to train their own partners.





ChildSafe MOVEMENT

TOGETHER, PROTECTING CHILDREN



ChildSafe Movement (CSM)

As a global Child Protection Movement, CSM aims at involving all key actors of society: citizens and children, tourists, businesses, schools, volunteers, as individuals and as institutions.

All ChildSafe Partners and Agents are trained in recognizing risks and situations of abuse faced by children in their communities/work areas and to act effectively to ensure that children are safe. Partners and Agents also relay our campaigns to the general public and local communities.

SITUATION

Covid affected all our key partners and many activities were stopped or postponed:

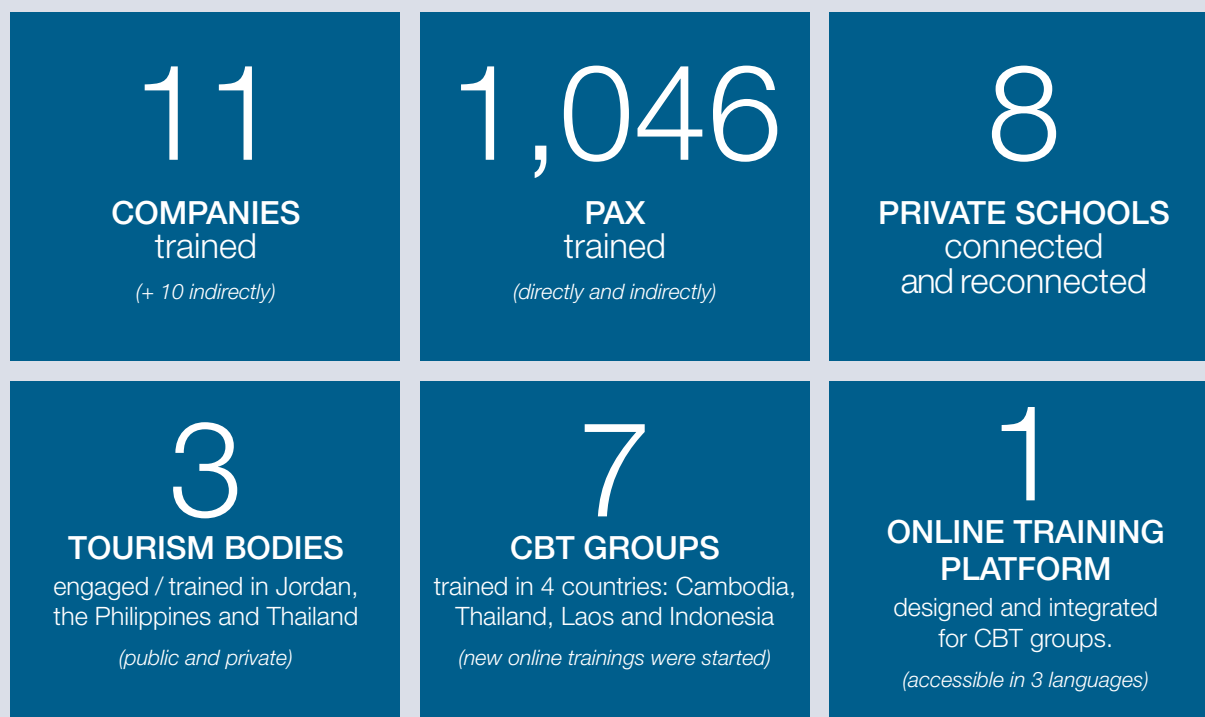
- Our partners in the tourism industry did not resume their activities.
- Travel restrictions affected tourism and volunteering.
- Schools faced serious disruptions.



OUR RESPONSE

- **Management:**
 - ChildSafe Alliance and ChildSafe Movement were managed by one International Coordinator.
 - The team was reinforced to prepare the relaunch of activities with an additional one Technical Coordinator for CSM.
- **Campaigns:**
 - As tourism was on hold, the International 7 Tips were updated (new Tip7).
 - The Family Campaign (supporting families and children during Covid) was pushed further with new material to reflect the global pandemic situation.
 - Began pushing out a volunteering campaign based on Children Are Not Tourist Attractions images.
 - Started reintroducing the 7 Tips for Travelers as borders reopened.
 - The 7 Tips in Arabic (Jordan project) were defined and the design is being finalized.
 - A Swiss TV report on volunteering featuring ChildSafe reaching over 1.6 million persons.
 - The CSM website received 19,246 unique visitors.
- **ChildSafe Businesses:**
 - The main work was to reconnect and work with our Tourism Business Partners.
 - A new partnership model, the 7 Stars System, was developed to replace the CS Supporter and CS Certification.
 - A new training journey was developed, including online elements (pre-work materials including videos, online tests etc.) and live workshops.
 - CSM Thailand was contracted by PATA (Pacific Area Tourism Authority) as child protection in tourism experts.
 - 1 large Destination Management Company (DMC), Discova, was trained and certified in 2 regions: Asia and the Americas. Key trainers in the company rolled-out awareness trainings to all company staffs, Community Based Tourism (CBT) groups and key suppliers in 15 countries (over 420 pax trained).
 - CSM activities were started in Jordan.
- **ChildSafe Experience:** Preparation work for the relaunch of the CS Experience was started.

STATISTICS:



HIGHLIGHT

France

Friends-International led work in collaboration with France Volontaires to pass a law on Voluntourism at French Governmental level:

Two articles of the bill submitted to the French National Assembly in 2020, drafted by Anne Genetet, Member of Parliament for the 11th constituency, were developed in collaboration with various stakeholders, including Friends-International and France Volontaires. These articles were approved in February 2021, and voted into the 'Programming Law on Solidarity Development and the Fight against Global Inequalities' (LOP-DSLIM) which was promulgated on 4 August 2021.

Friends-International, with the strong support of Friends Suisse, also initiated the work on launching a major Voluntourism awareness campaign in France.

HIGHLIGHT

Jordan

The CSA/CSM team supported the CSM Implementing Partner, Baraka, to:

- Finalize the adaptation of tools in Arabic.
- Expand the network: 11 potential partners were identified (Government agencies, tourism industry, Child Protection organizations, various NGOs).
- Identify and train the first ChildSafe Agents (December).





MITH SAMLANH

Phnom Penh / Kandal, Cambodia

Mith Samlanh's work was heavily impacted by Covid both in service delivery (with new priorities and disruptions in implementation) and in strategies (developing new approaches and preparing for post-Covid interventions).

SAVING LIVES

- Emergency:
 - Assessment of areas and families and support systems (Case Management) were reinforced.
 - 12,000 people received Covid protection / information including vaccination information - people were supported to access vaccination (with a special support to street populations in conjunction with the local authorities).
 - Emergency services remained a key priority: emergency support to families in the community (4,230 families - +350% - representing over 13,000 persons) and through Soup Kitchen food distribution in the streets (150,000 meals distributed).
- While schools were closed, the team distributed worksheets to children (187,000 sheets distributed).
- ChildSafe Agents:
 - The role of ChildSafe Agents (714 persons) was further reinforced with training and expansion of their support to include distribution of meals, support and worksheets on the streets and in communities.
 - The ChildSafe Hotline operates from Mith Samlanh with stronger coordination with Outreach Teams.
- Work with drug users was maintained with the support of our strong ChildSafe Agents network.
- Coordination with local authorities for the reporting and referral of cases of violence against children was reinforced.
- Work with sex workers was maintained with an increased focus on supporting them to leave that occupation – six group homes are now operational for 33 former sex workers and their children.
- Activities such as Support Groups, trainings and campaigns were radically reduced due to safety concerns.



BUILDING FUTURES:

- Education:

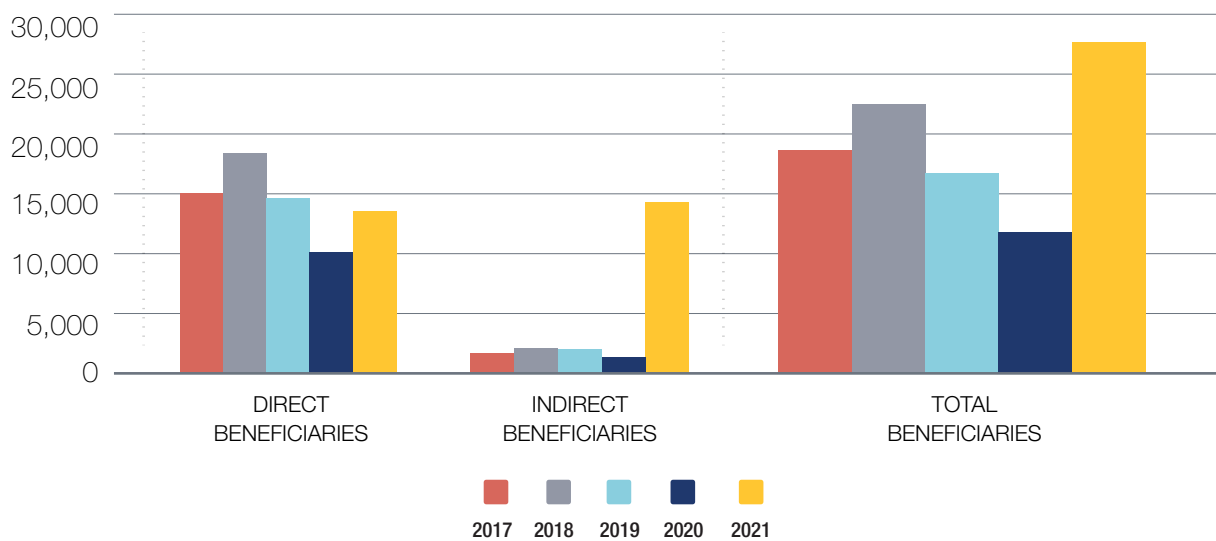
- The Friends schools suffered from the various restrictions over the year but the strategy of opening multiple smaller classes in the communities helped see an increase of 24%.
- The main support was through the distribution of the worksheets in the communities (see above).
- The changes in the start of the school year decided by the Government (January 2022) saw the timing of the work changed – therefore school reintegration is only reported for the mid-year reopening, although Mith Samlanh had a big focus on school reintegration that will be apparent in next year’s statistics.

- Employment:

- The strategy of supporting caretakers was successful with an increase in both training and placement (focus on business start-up).
- The support to students was largely online this year with a transformation of skills and methodologies. This allowed the placement of 212 young people in employment despite the negative upon business.
- New trainings (farming, sales) were developed and initiated to respond to changes in the market and evolving needs.
- Curriculums were expanded for both Soft Skills and Hard Skills and transformed to be delivered online (including training of teachers).
- Social Training Businesses remained closed due to the lack of customers and new Government regulations (the new registration is in progress).

Beneficiaries

2017 / 2021



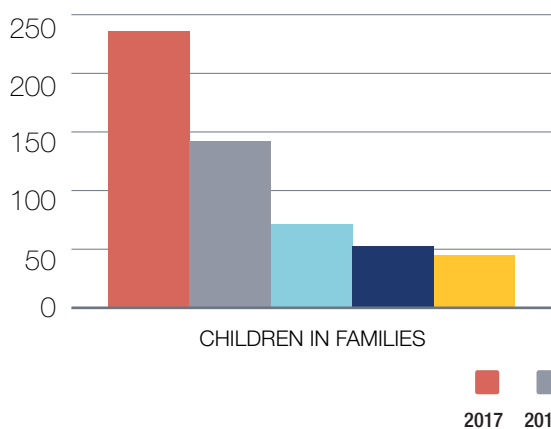
MANAGEMENT:

- The structure of the teams was reviewed and improved to allow Mith Samlanh to better respond to needs and priorities.

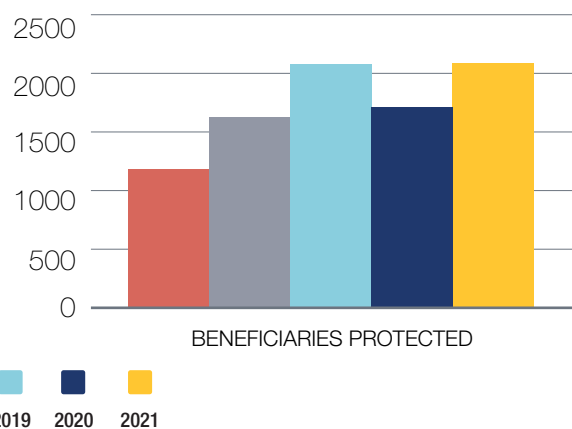
STATISTICS:

- **Reach:** A total of 13,059 persons, including 7,275 children and 5,784 caretakers, were reached directly (+29%), and 14,174 were reached indirectly (NB. The important increase of Indirect Beneficiaries is due to better reporting of cases in line with the rest of the Programs and cannot be compared to previous years).
- **Impact:**
 - **Education:** there was a 47% increase in the number of children supported to go to school which reflects the strategic importance of that work in 2021.
 - **Employment:** there was a small reduction (-8%) of the number of people supported to find employment, representing a reduction in placement for youth due to the economic situation (-29%), but an increase among caretakers (+19%) reflecting the priority put in supporting caretakers.
 - **ChildSafe Agents:** as the number of ChildSafe Agents continued to rise the role they played in supporting the teams and protecting children (+21% beneficiaries protected) also increased.

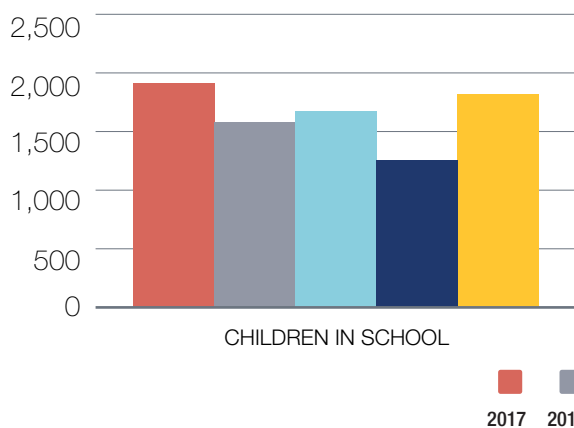
Children in Families



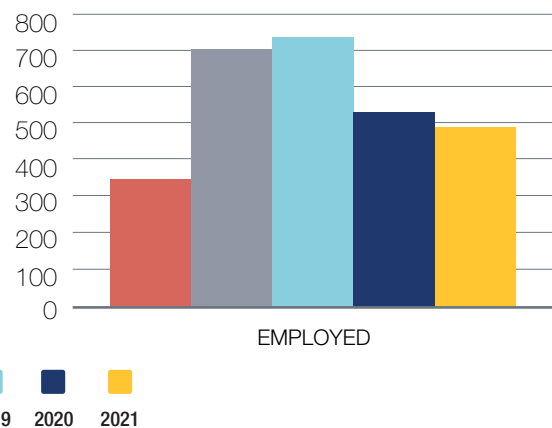
Beneficiaries Protected by ChildSafe Agents



Children in School



Youth & Caretakers in Employment





KALIYAN MITH

Siem Reap, Cambodia

The impact of Covid continued in 2021 with services having to close / reopen during the year following Government guidance and the local situation. However, the team started to prepare for the full reopening of services following a return to stability.

SAVING LIVES

- On-going assessment of areas and families was organized to assess the impact of Covid and the needs arising - support was organized accordingly.
- The team continued to identify and train ChildSafe Agents and a this led to a 375% increase in the number of children protected by Agents.

BUILDING FUTURES

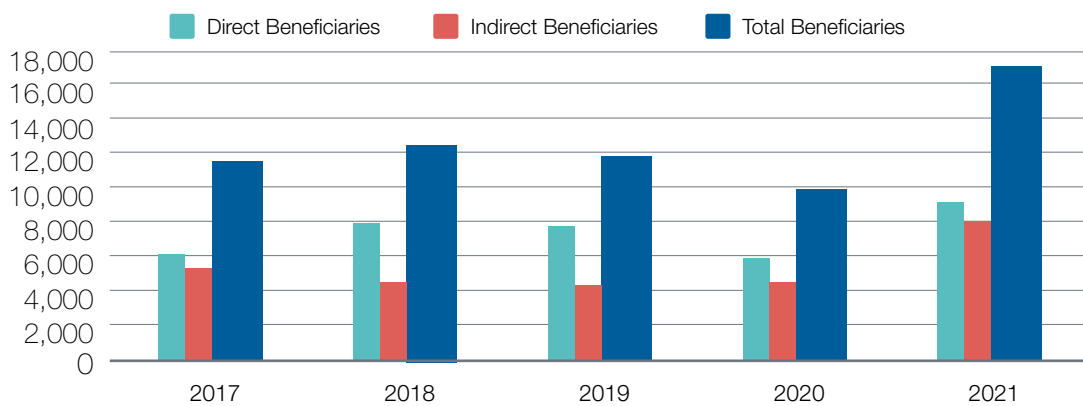
- Education:
 - While schools were closed, the teams, in collaboration with the ChildSafe Agents, increased support to children (124,507 worksheets distributed).
 - A special effort was made to support children for school reintegration (2,339 children were reintegrated in school).
- Employment: the new Futures system was reinforced and online training and support were put in place when the Centers were closed. A special effort was given to the placement of caretakers and especially the creation of small businesses (including urban / semi-urban farming) with a total of 195 youth and caretakers placed.



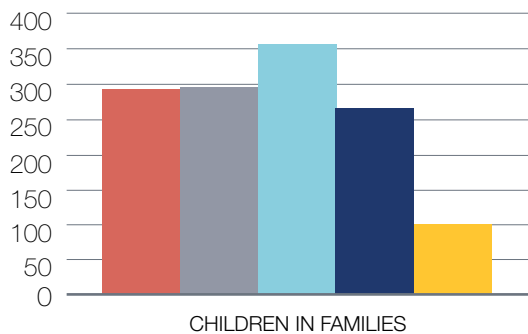
STATISTICS

- **Reach:** The Project saw a 73% increase in number of total beneficiaries (17,007) due to efforts in emergency support.
- **Impact:**
 - **Education:** there was a 20% increase in number of children supported for education in line with the priority of ensuring that children return / remain in school.
 - **Employment:** Futures Siem Reap saw a 54% reduction in job placement of youth, but an increase of 36% of job placements for families in line with strategy to prioritize the support to caretakers.
 - The use of ChildSafe Agents to support our work and the investment in identifying and training new Agents was very successful with a 375% increase in the number of children protected.

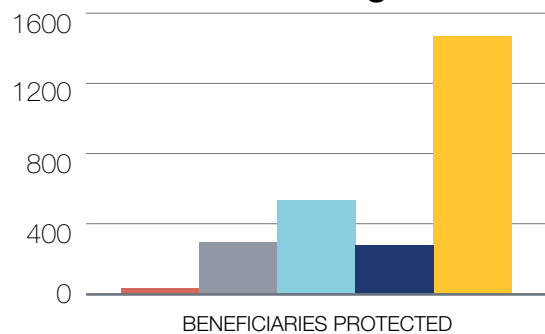
Beneficiaries



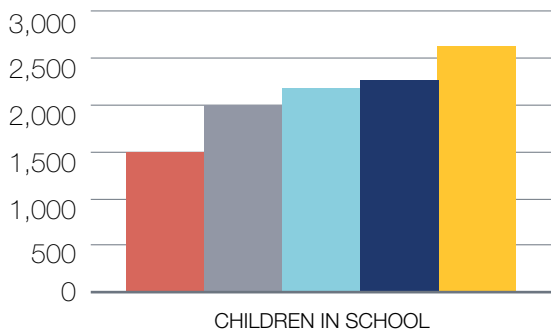
Children in Families



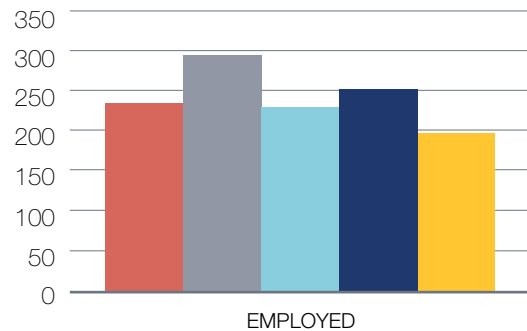
Beneficiaries Protected by ChildSafe Agents



Children in School



Youth & Caretakers in Employment



2017 2018 2019 2020 2021





PEUAN MIT

Vientiane / Luang Prabang (Lao PDR)

Like other Programs, this year was a difficult year for the program in Laos, with increased uncertainties and occasional disruptions due to Covid.

SAVING LIVES

Emergency support was the main thrust of the year for the team:

- Regular mapping and assessments were carried out to monitor the impact of Covid on communities and respond adequately (600 families are categorized as “Red” cases – in need of priority support).
- New ChildSafe Agents were identified and trained (189 pax).
- The teams were equipped with “CoolLine” phones to increase accessibility by beneficiaries during work time (and avoid having the teams overwhelmed by calls on their private phone).
- Many activities such as working drug users, sex workers and migrants were slowed because of beneficiaries moving away (no more clients, borders closed...).



BUILDING FUTURES

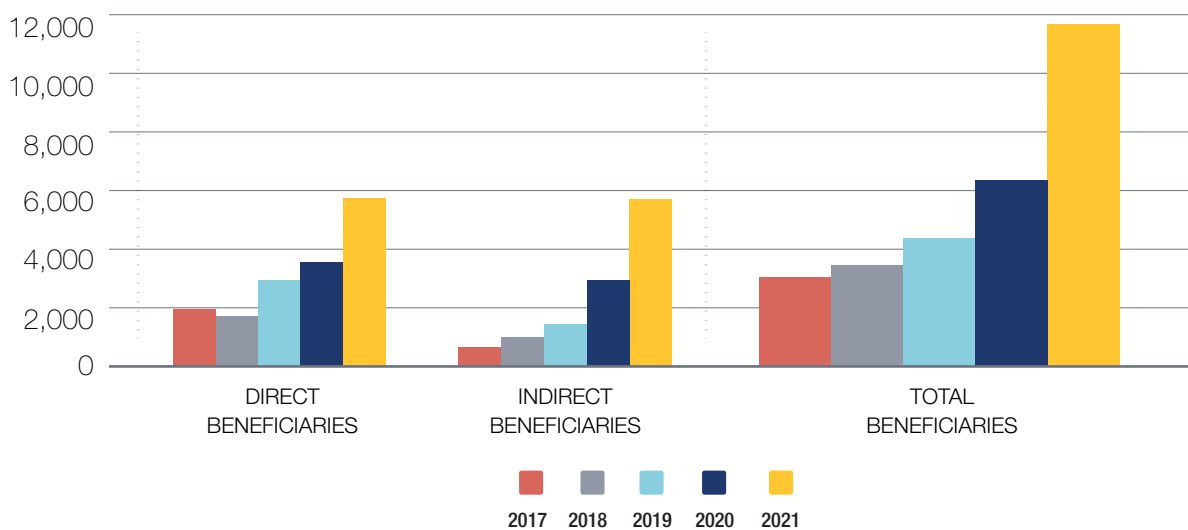
- Education:
 - The priority was to reduce the impact of Covid on children's education: work sheets were distributed in the communities while schools were closed (889 sheets distributed).
 - Children were registered / pre-registered to return to school as these reopened.
- Employment:
 - The new Futures Employment system was rolled out in Vientiane and in Luang Prabang.
 - Vocational training was maintained, including online training.
 - Our teams continued their work in developing and supporting small business start-ups in a semi-urban setting (which allowed small farming models to be expanded: ducks, chicken, frog, fish, vegetables).

MANAGEMENT

- The structure of the team was reorganized to better respond to needs and streamline activities.

Beneficiaries

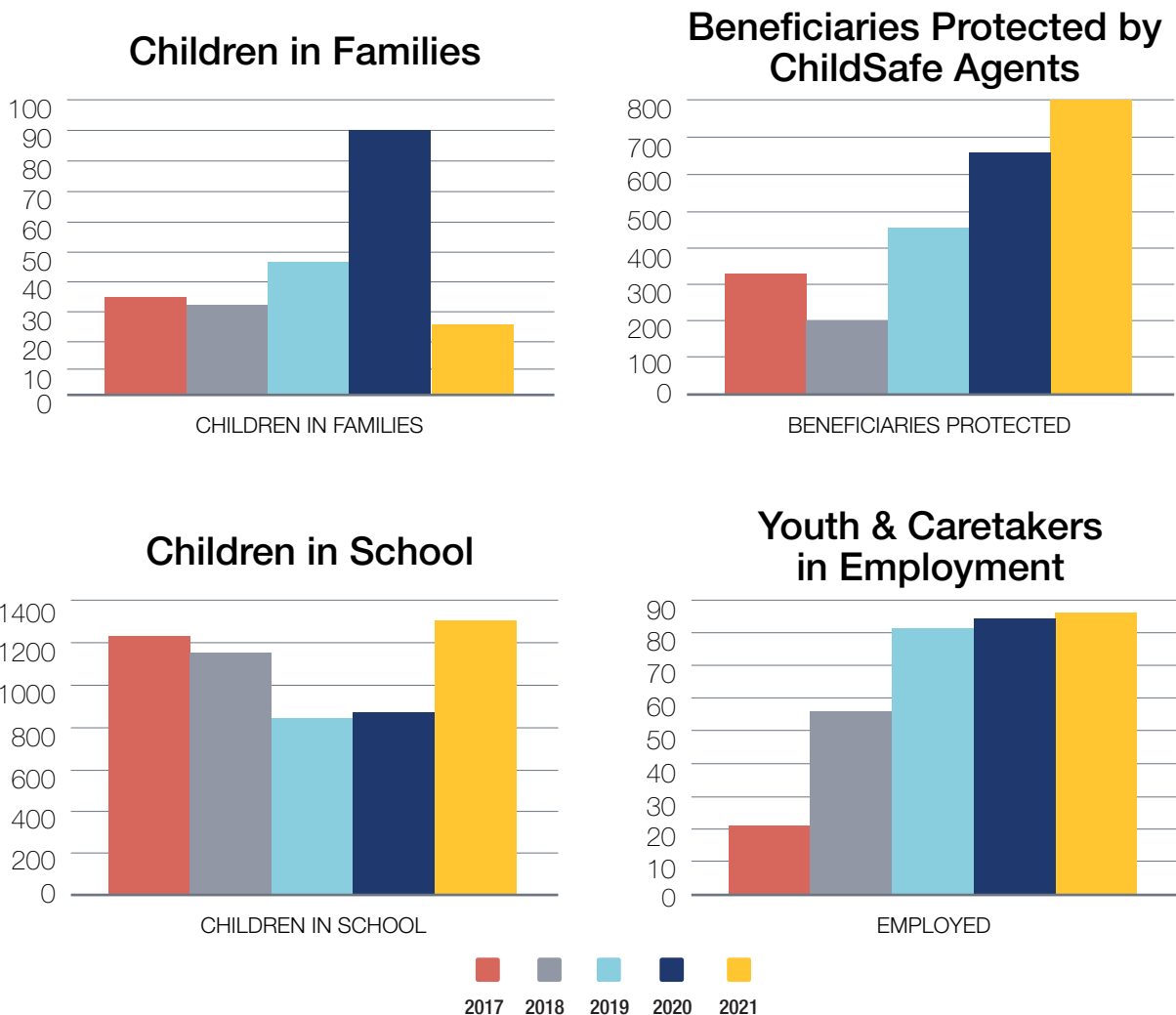
2017 / 2021



STATISTICS:

Despite the difficulties faced by the teams, Covid response operations continued strongly and this can be observed with an increase in reach and in impact:

- **Reach:**
 - 80% increase in total number of Beneficiaries.
 - 67% increase in Direct Beneficiaries (especially with Caretakers, in line with our Emergency Support work: +242%).
 - 95% increase in Indirect Beneficiaries.
- **Impact:**
 - The involvement of the ChildSafe Agents in our work continued to significantly increase: +21%.
 - The strategy to ensure that children returned to, and stayed, in school was also a success with a 42% increase in number of children reintegrated in school.
 - The overall access to employment saw a small increase with a reduction in job placements for youth (-4%) but an increase of placement of caretakers with the push for small business start-ups (+12%).
 - The number of children placed in families was reduced (-72%) compared to 2020 when all students and many children were reintegrated at the beginning of the pandemic.





เพื่อน เพื่อน
peuan peuan

PEUAN PEUAN

Bangkok / Aranyaprathet /
Pattaya / Chiang Mai

Thailand enforced strict lockdowns throughout the year, which affected both our beneficiaries and our work.

SAVING LIVES

- Overall, outreach was reduced due to limitations imposed by the Government. The team reverted to a solid online / telephone outreach (implementing the new CoolLine system: each social worker having a professional phone number for its beneficiaries) which allowed to maintain the contact with the beneficiaries and organize the support to 1,606 families (5,737 pax).
- New tools (assessment, mapping) were tested in Thailand and rolled out in other Programs.
- The mapping of all zones and new zones was carried out, giving the team a good understanding of the needs (including in new areas such as along the border with Cambodia and in Pattaya).
- A strong effort was made to reinforce and further develop the ChildSafe Agents network, with 182 Agents retrained / trained and operational. This allowed the number of services and beneficiaries protected to increase (+33%).
- A special effort was made towards migrants affected by Covid with support to access Government services, vaccination, registration and a specific support to migrants in repatriation centers and stuck at the border with Cambodia (e.g. 208 people stranded at the border on the Thai side, needing support – in collaboration with the Thai authorities the team provided food, hygiene material).



BUILDING FUTURES:

- **Education:**
 - The Annual Reintegration Campaign was carried out via social media (no reintegration in Poipet as Cambodia’s school year was pushed forward to January 2022).
 - Support was provided to families to access the Government financial support for the education of children (2,000 Baht / child).
 - Worksheets were distributed to children on the Cambodian side (Poipet) using materials created by Kaliyan Mith Siem Reap (320 children received regular worksheets).
- **Employment**
 - The new Futures Employment system was initiated.
 - Soft skills training was reinforced using online training (Youth = 362 (F189) / Caretakers = 184 (F153)).
 - Despite the challenging employment market, the team was able to identify new placement opportunities and placement increased in Bangkok by 63% for youth and 195% for caretakers (in line with the strategy of supporting family members to build their autonomy).

CHILDSAFE MOVEMENT/ALLIANCE:

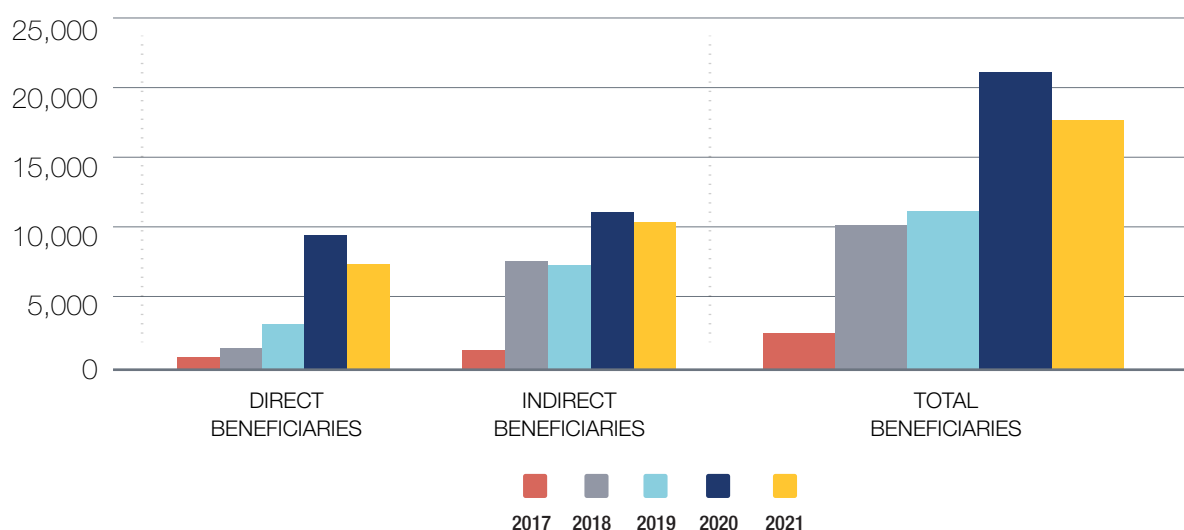
- Training to corporate partners restarted online and collaboration was increased to work with the corporate partners’ Community Based Tourism organizations.
- UNICEF extended the contract to train more of their NGO partners in PSEA and Child Protection (46 Partners, 117 persons trained).

STATISTICS

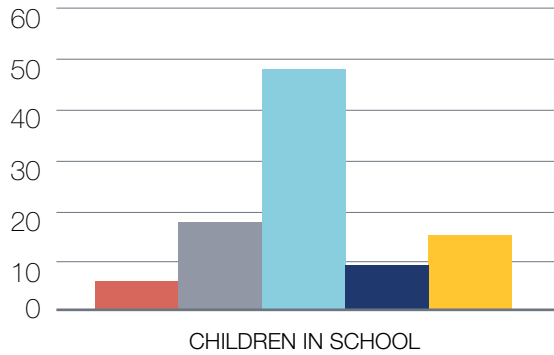
- **Reach:** the overall reach reduced this year due to the limitation imposed by lockdowns (-16%).
- **Impact:**
 - Education: the school system was disrupted, leading to a reduction of children reintegrated (-37%).
 - Employment: the team pushed employment to support families with significant results (+74%).
 - ChildSafe Agents: the role of Agents continued to grow (+33%).

Beneficiaries

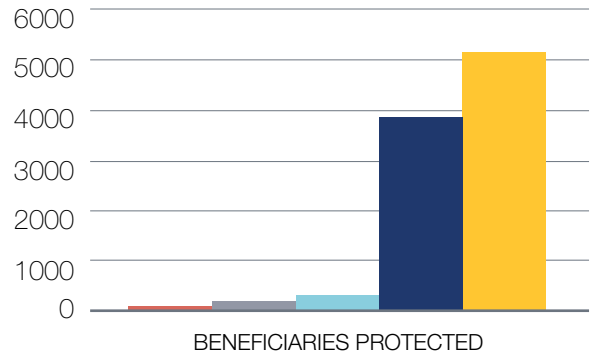
2017 / 2021



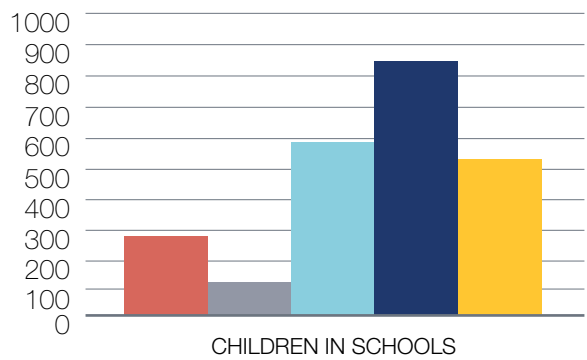
Children in Families



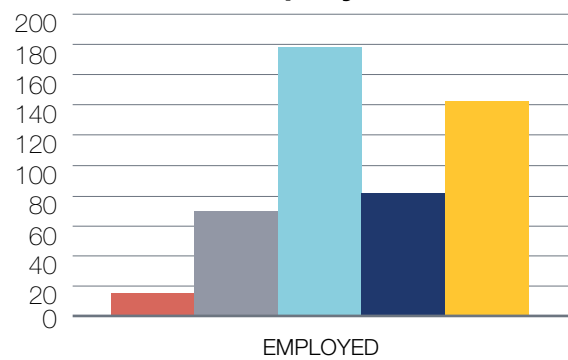
Beneficiaries Protected by ChildSafe Agents



Children in Schools



Youth & Caretakers in Employment



■ 2017
 ■ 2018
 ■ 2019
 ■ 2020
 ■ 2021





Case Study

ChildSafe Agent #everydayheroes in action! In Samut Prakarn Province, Thailand



Like so many others, Srey Pich migrated from Cambodia to Samut Prakan in Thailand in search of a better life. Circumstances led her to not being able to secure the job she had hoped for and she ended up begging on the streets to survive. Peuan Peuan (Friends Thailand) social workers met her in the community while doing their weekly visit. They helped her to access the support she needed to get back on her feet and start earning money to support herself.

They also recognized her real potential in becoming a ChildSafe Agent. ChildSafe Agents are the eyes and ears of child protection in their communities, trained to recognize children at risk and to take the right kind of action to help them. They encouraged her to undergo ChildSafe Agent training, and she was trained and certified as a ChildSafe Agent.

Since then, throughout 2021, she has become one of Peuan Peuan's most active ChildSafe Social Agents in this Thai province, regularly reporting and referring cases of people at risk to Peuan Peuan HQ. She is one of our #everydayheroes who takes immediate action to resolve cases of children and youth at risk. At the height of the pandemic, she took many cases to the local hospital, paying upfront expenses herself to get them looked after immediately. She then reported these cases to Peuan Peuan so the social workers could follow up with appropriate support. She also reported cases of families at risk, those heavily impacted by Covid, parents who had lost their jobs or had significantly reduced income and were struggling to provide for their families every day.

Her work is ongoing. Once she has saved lives and reported cases, she also helps social workers in following up cases by dropping in and talking to the children, youth and families at risk in her community. She really is one of our #everydayheroes!





YAYASAN TEMAN BAIK

Jakarta

The impact of Covid continued in 2021 with services having to close / reopen during the year following Government guidance and the local situation. However, the team started to prepare for the full reopening of services following a return to stability.

BUILDING FUTURES

- Education:

124,507
WORKSHEETS DISTRIBUTED

While schools were closed, the teams, in collaboration with the ChildSafe Agents, increased support to children.

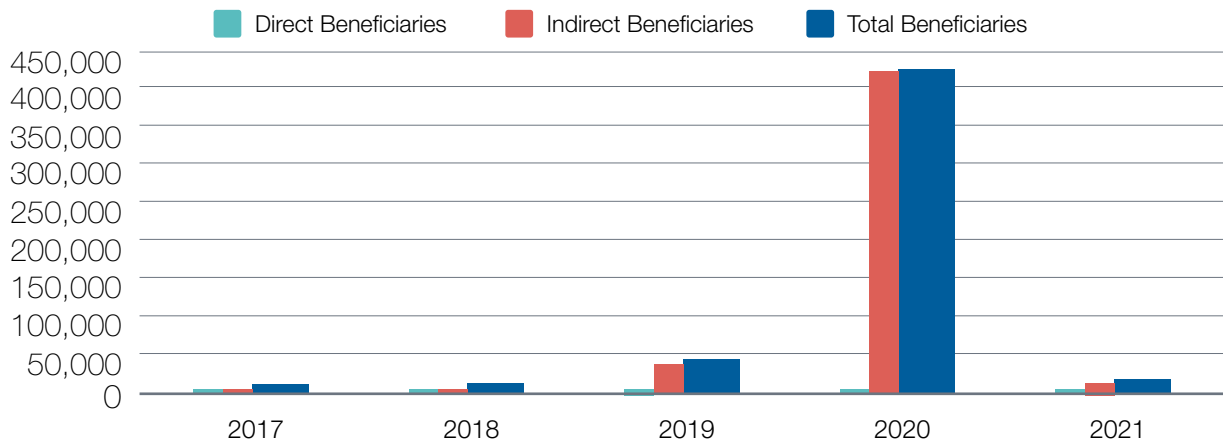
2,339
CHILDREN REINTEGRATED INTO SCHOOL

A special effort was made to support children for school reintegration.

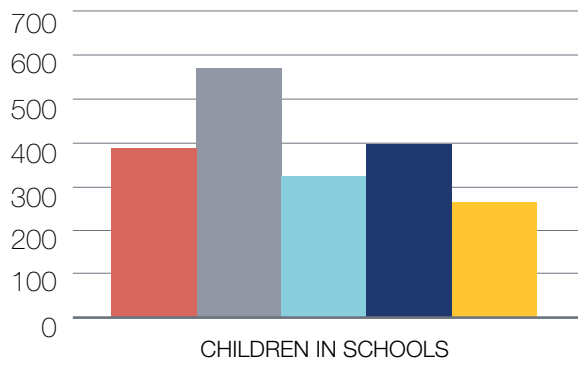
- Employment: the new Futures system was reinforced and online training and support were put in place when the Centers were closed. A special effort was given to the placement of caretakers and especially the creation of small businesses (including urban / semi-urban farming) with a total of 195 youth and caretakers placed.



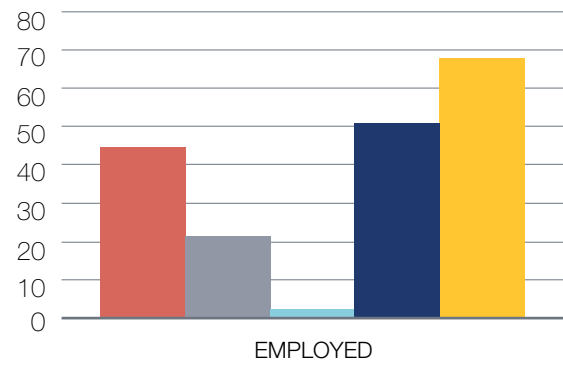
Beneficiaries



Children in Schools



Youth & Caretakers in Employment



■ 2017
 ■ 2018
 ■ 2019
 ■ 2020
 ■ 2021





သုငယ်ချင်းများ
tha ngae chin myar

THA NGAE CHIN MYAR

Yangon, Myanmar

Tha Ngae Chin Myar (TNCM) is the newest Friends Alliance Program, officially started in December 2019. To date the Program has thus far operated without direct support and with a very small team.

In 2021, Myanmar was a victim of a double crisis: the Covid crisis and the political crisis, which made work and money transfers very difficult.

Despite these limitations, TNCM managed to launch key activities and started registering really good results.

SAVING LIVES

- Key tools (Action Plans) and basic trainings were carried out online.
- Basic outreach was initiated with strong care for the safety of the staff and beneficiaries.
- The ChildSafe Agents network was initiated – however, Agents could not be formally recognized (logo, shirts...) for their own protection due to the political situation.
- New families were identified thanks to referrals from families we were already working with and through the new “CS Agents”: 10 new families were assessed.
- Since February emergency support was provided from the Center (families had to come to our Center) as outreach became too unsafe.
- A Soup Kitchen was initiated from the Training Restaurant: 1,000 meals were distributed.



BUILDING FUTURES

- Education:
 - Non-Formal classes were opened in the training restaurant for children from May.
 - “Worksheets” were created and distributed to children through the network of families and “ChildSafe Agents”.
- Employment:
 - Training restaurant (Linkage): the teacher was trained in the new curricula and basic training was carried out when possible using the Soup Kitchen.
 - Job opportunities were very few, however three students were placed in local restaurants.

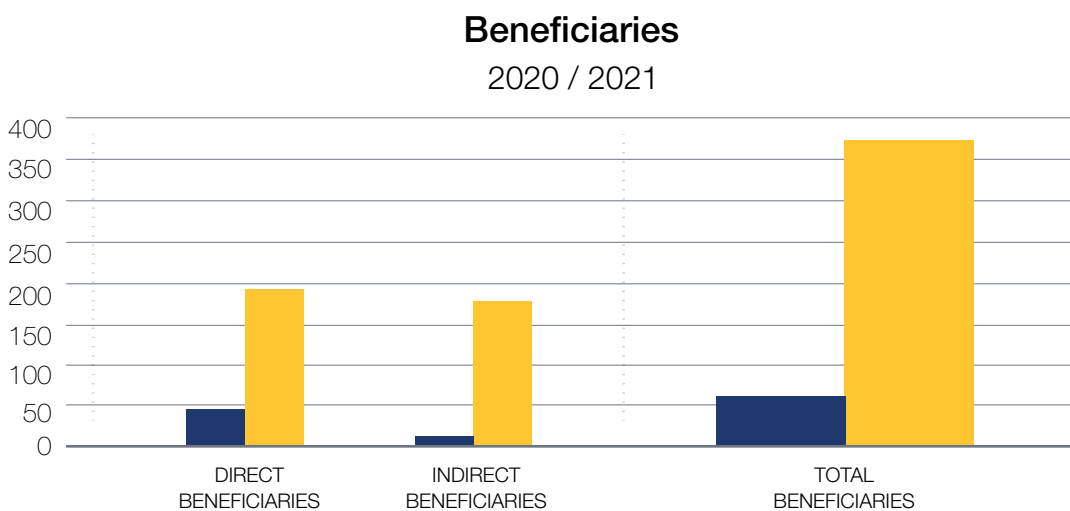
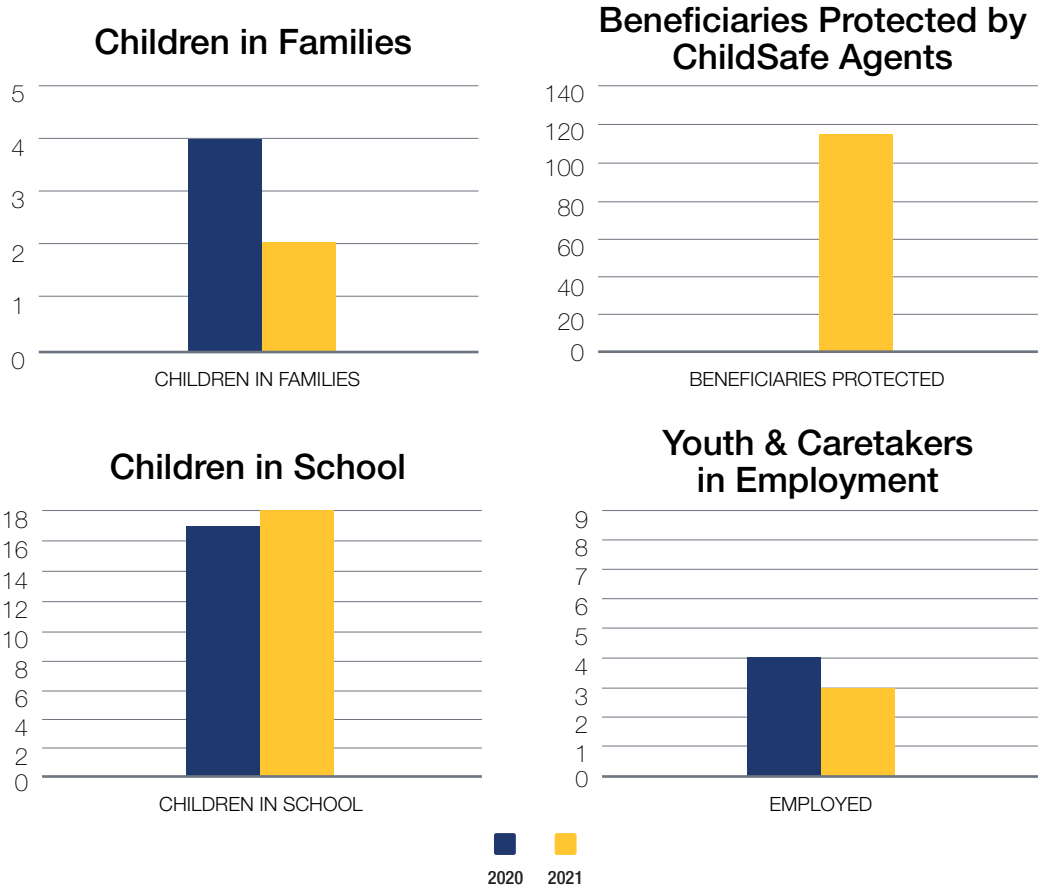
MANAGEMENT

- The MEL systems were set-up.
- The reinforcement of the team with additional social workers was initiated (2 new staff to start early 2022).
- Basic trainings to different staff (Director, Accountant...) were carried out (online).



STATISTICS

- **Reach:** Despite the many challenges, the services continued to grow and reach increased: +332% in number of beneficiaries.
- **Impact:** This remained stable with small numbers in employment (due to the difficult market, but all students were placed) and in education (there was preparation for 2022, which, if the situation remains stable, will see an increase).





FRIENDS SUISSE

Friends Suisse was adversely affected by Covid, suffering from the regular lockdowns and illness. This affected not only local implementation, but also the capacity to join meetings and to support the Jordan project in person. However, despite these limitations, the Program achieved some significant results:

INTERNATIONAL

Friends Suisse maintained the presence of Friends-International in various international fora (Better Care Network, UNCRC...)

SWITZERLAND

- Increased the presence of Friends Suisse in the local communal authorities
- Carried out some trainings to students and companies

FRANCE

- Supported FI to build collaboration with France Volontaires to assist in the passage of the law on Volontourism by the French Government: within the 'law on solidarity development and the fight against global inequalities', two articles specifically relating to Volontourism were approved in February and enacted on 4 August 2021.
- Friends Suisse initiated the work on launching a major awareness campaign in France with FI.

JORDAN

- Supported the ChildSafe Movement Implementing Partner Baraka to:
 - Finalize the adaptation of tools in Arabic
 - Expansion of the network: 11 potential partners identified (Government agencies, tourism industry, Child Protection organization, various NGOs)
 - Identification and training of the first ChildSafe Agents (Dec)

MANAGEMENT

- Ensured the administration of the Association aligned with Swiss government requirements (including audits, board)





MONITORING, EVALUATION, LEARNING

MONITORING

- Systems: Logframes were created for Saving Lives, Building Futures and ChildSafe, with new indicators defined at outcome and impact level; Covid indicators were integrated into the reporting templates.
- Systems: a digital system for data management and reporting was identified, a provider was selected and work started.
- Strategic Planning was completed for all Programs and International Coordinators.
- The Annual Data Q1-4 was collected, compiled and harmonized.

EVALUATION

Programs were supported to implement evaluations as needed

- A Futures beneficiary satisfaction survey was rolled out across all Programs.
- The Teenage Pregnancy Project (Thailand) was assessed, and lessons learned were shared.
- Online Soft Skills training and micro-VT were reviewed in Indonesia.
- Risk Assessment: all Programs were supported to refresh their risk assessments, and all key project areas in Cambodia and Laos were assessed.

LEARNING

- Mapping: the processes for post-Covid mapping were designed, tested and rolled out to all Programs.
- Employment Market Review was designed for the ADB project (implemented in 2022).
- A Snapshot Survey of street children was conducted in Laos in Q1 and Q4.
- Sharing: system of reporting to donors and allocation of reporting responsibilities was established, and donor reporting was supported.

MANAGEMENT

- A full MEL team structure was created and agreed – the hiring process was initiated for two new staff (at Mith Samlanh and for the MEL team).





គម្រោងបណ្តុះបណ្តាល



futures

គម្រោងបណ្តុះបណ្តាល
ស្ថាប័នបណ្តុះបណ្តាល



គម្រោងបណ្តុះបណ្តាល

HUMAN RESOURCES

Covid had an obvious impact on the Human Resources at Friends:

HEALTH

- In total 46 of our staff have had Covid in 2021, while 144 were at some point identified as a contact person.
- Following the protocols meant a great deal of work disruption and staying at home, however, this prevented spreading in the organization which meant none of our staff has contracted COVID from work.
- Our entire team got vaccinated in 2021.

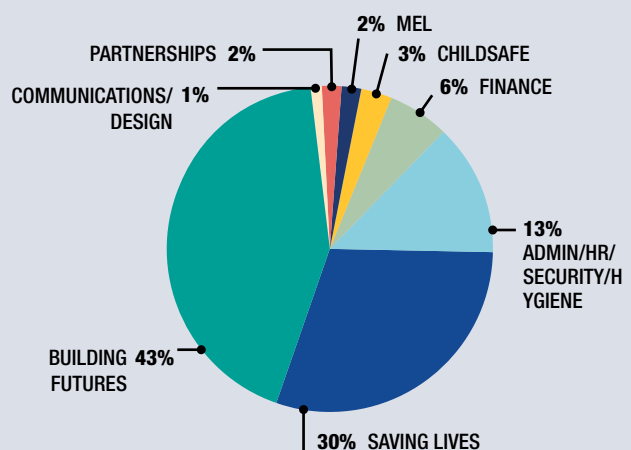
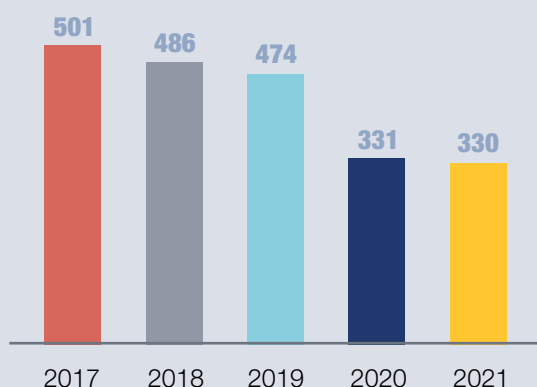
PERSONAL SITUATIONS

- 2021 was also challenging as teams experienced lockdowns and for some, difficulties to access food: we provided direct food emergency support to 54 of our team members.
- In addition to the emergency support, we designed and conducted Stress Management training to ensure both physical and mental wellbeing were maintained.

REORGANIZATION

- Teams were supported for online working either from home or from the office whilst collaborating with teams in other countries and other locations. Zoom training was designed for staff, especially for Trainers and Teachers who were then able to continue their lessons during lockdowns or self-isolation periods.
- Following the newly designed HQ structure, programs have revamped their structures allowing for more streamlined processes and internal movements for 40 team members.
- We have also reinforced structures by appointing Deputy Directors in each program.
- In line with online training, our HQ Specialists have trained teams in all programs to continue the delivery of our essential Basic Training

Number of Staff at Friends





COMMUNICATIONS

2021 proved another challenging year, as the pandemic continued to impact upon our programs and our communications, however grounds for optimism were there as our overall reach from all channels demonstrated growth of 68% over 2020

STATISTICS



- Channels:








- Completed Design Tasks – 300
- External media coverage showed signs of returning, with a Swiss TV report on volunteering featuring ChildSafe reaching over 1.6 million persons
- A new channel was created and added to Instagram and short form video ‘snapshots’ were piloted as communication vehicles
- Links between Communications and Partnerships were strengthened over campaigns



FRIENDS ALLIANCE

-  Website: worked on the new updated website began, to be online in 2022
-  Strong and regular linkage between programs and the communications coordinator was established ensuring strong content shared across all social media channels

CHILDSAFE MOVEMENT/ALLIANCE

-  The Family campaign was continued and adapted to reflect the global pandemic situation
-  We began to push out a responsible volunteering campaign based on 'Children Are Not Tourist Attractions' imagery
-  We reintroduced the 7 Tips for Travelers as borders reopened.
-  Communications supported the launch of new partnership initiatives (inc. Malaysia/Jordan)
-  We maintained our presence as expert advisors on travel/tourism webinars and online conferences





White face mask

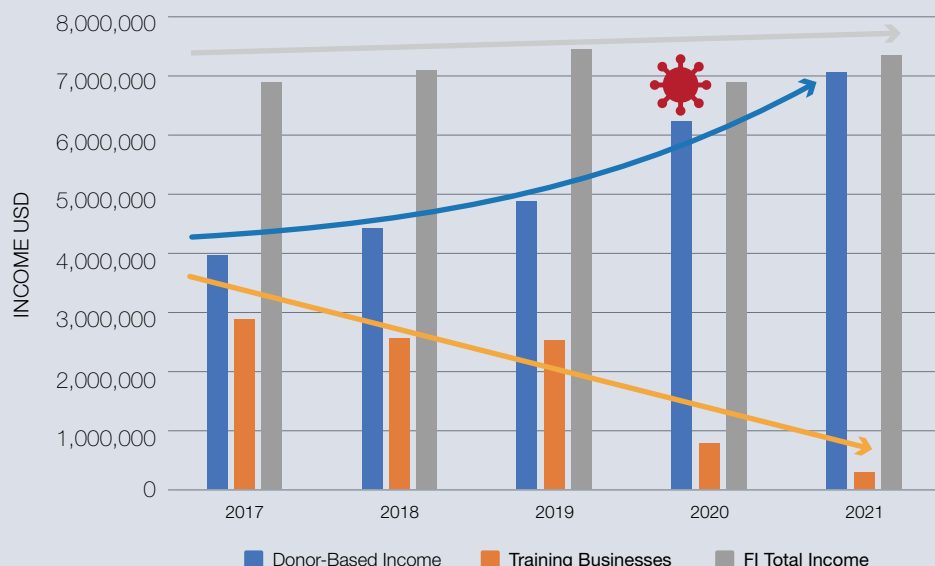
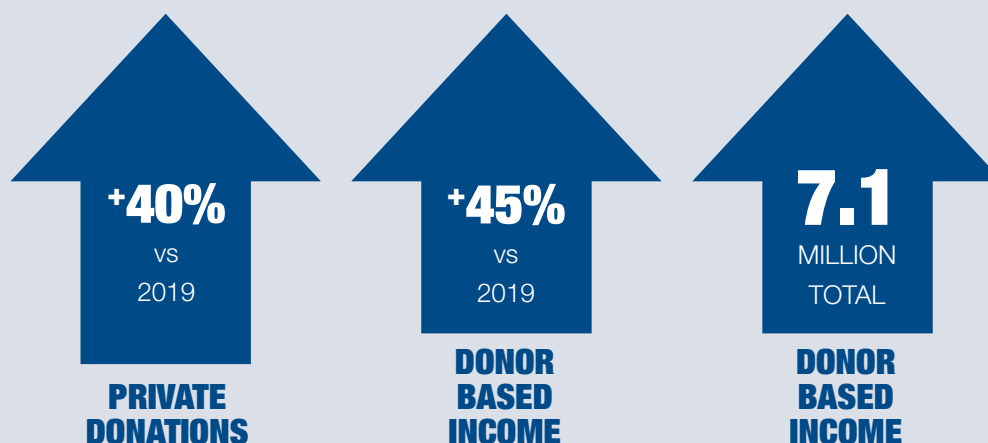


AS CLUB WORLD CUP 2019
QATAR



FUNDING

- Total donor income in 2021 was \$7.1m
- New partnerships were secured, including institutional donors, foundations and private individuals
- Donors were retained/uplifted, including: UNICEF, foundations and private donors
- This effort allowed the organization to increase its donor funds and compensate for the continuous drop in other incomes.
- Donor income represents: 97% of total FI 2021 income vs. 64% in 2019
- Represents an over 45% increase on all donor-based income vs. 2019
- Private donations up 40% vs. 2019



To access the full FI Financial Report 2021 **click here:**

https://friends-international.org/wp-content/uploads/2022/06/FI_Annual_Financial_Report_2021.pdf



Thank you

