

Inception Report



Process Evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism, Phnom Penh, Cambodia

Prepared by
Damien Mbonitegeka
International Consultant
UNICEF Cambodia, 12 April 2024

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I. Introduction

In Cambodia, the plight of persons with disabilities is a pressing concern, starkly outlined by statistics from the 2019 General Population Census, which revealed that 4.9% of the population aged five years and above encounter challenges in performing basic functions. According to the report from the Ministry of Social Affairs, Veterans, and Youth Rehabilitation on Social and Rights-Based Disability Identification for the year 2022, the total number of identified people with disabilities is 230,588, constituting a disability prevalence rate of 1.36% among the Cambodian population of approximately 16,967,399. The highest disability prevalence is observed among the population aged 80 years and above, standing at 9.32%, followed by 2.15% among those aged 50, and 0.54% among those aged 20. Concerning disability severity, 51.4% are classified as having mild disabilities, 20.7% as having moderate disabilities, and 27.9% as having severe disabilities. In terms of disability type, 51.5% have physical disabilities, 29.7% have sensory disabilities, 7.7% have intellectual disabilities, 4.1% have mental disabilities, and 7.0% have other disabilities. The prevalence of disability among men is 26.5% with severe disability (compared to 29.6% for women), 19.0% with moderate disability (compared to 22.6% for women), and 54.5% with mild disability (compared to 47.8% for women). The main causes of disability include illness (38.8%), congenital disability (26.7%), disability resulting from traffic accidents (8.1%), disability due to war/landmine/UXO (12.2%), and other causes (14.3%), (Source: Report on Social and Rights-Based Disability Identification, September 2022)

Regarding social participation and support needs, 57.3% of persons with disabilities aged eight years and above encounter difficulties, require support, or are unable to participate in community activities. Additionally, 92.7% of people with disabilities aged eight years and above require assistance with daily living activities. Children with disabilities and individuals aged 75 years and above with disabilities require more intensive support, with three out of four individuals with disabilities necessitating constant assistance. Only 25.6% of all people with disabilities possess an equity card, with 10.0% classified as ID Poor 1 and 15.6% as ID Poor 2. There are more women with disabilities in ID-poor families than men. Disability prevalence is highest in Svay Rieng province at 2.9% and lowest in Phnom Penh capital at 0.3%. (Source: Report on Social and Rights-Based Disability Identification, September 2022)

Of particular concern is the disproportionate impact on women and girls with disabilities, who encounter heightened discrimination and encounter greater hurdles in accessing essential services compared to their male counterparts. Their intersectional identities render them susceptible to both gender-based and disability-based discrimination, exacerbating their vulnerability to violence and other rights infringements. Despite these formidable challenges, Cambodia has demonstrated a robust commitment to advancing disability rights. The country's ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and its Optional Protocol, along with its endorsement of the Marrakesh Treaty, underscores its dedication to upholding the rights of persons with disabilities on an international platform. Moreover, Cambodia has established legislative frameworks such as the National Disability Law and the National Disability Strategic Plan 2019-2023 (NDSP2), which serve as vital pillars for concerted action across governmental ministries and agencies at both national and sub-national levels. Notably, efforts are underway to revise the National Disability Law to align more closely with the rights-based principles enshrined in the UNCRPD, reflecting Cambodia's ongoing commitment to enhancing disability rights and inclusivity. Amidst these initiatives, the need for a comprehensive evaluation of Cambodia's social- and rights-based disability identification mechanism arises. Such an evaluation seeks to assess the effectiveness and efficiency of existing mechanisms in safeguarding the rights and well-being of persons with disabilities while also identifying areas for improvement and refinement. Through this process evaluation, Cambodia endeavors to strengthen its capacity to fulfill its obligations under the UNCRPD and foster a more inclusive and equitable society for all its citizens.

2. Background information on disability inclusion

In Cambodia, disability inclusion has been a growing concern over the years. Historically, individuals with disabilities in Cambodia faced significant societal stigma and discrimination, leading to limited access to education, employment, healthcare, and other essential services. The Cambodian government, along with various non-governmental organizations (NGOs) and international agencies, has been working to improve disability rights and inclusion. The adoption of the Law on the Protection and Promotion of the Rights of Persons with Disabilities in 2009 marked a significant milestone in recognizing the rights of individuals with disabilities. This law aims to ensure equal opportunities, access to services, and protection from discrimination for people with disabilities.

Additionally, organizations such as the Cambodian Disabled People's Organization (CDPO) play a crucial role in advocating for the rights of people with disabilities and providing support services. These efforts have led to improvements in accessibility, education, vocational training, and employment opportunities for individuals with disabilities across Cambodia.

2.1. Key stakeholder involved in disability inclusion

According to the report of Situational Analysis of The Rights of Persons with Disabilities in Cambodia of June 2022, In Cambodia, the landscape of disability inclusion coordination involves a diverse array of stakeholders, each playing a vital role in shaping policies, implementing initiatives, and advocating for the rights of persons with disabilities.

At the national level, the Disability Action Council (DAC) stands as the premier coordination body, wielding significant influence, resources, and staffing dedicated to addressing disability issues. Within the DAC, organizations of persons with disabilities (OPDs) hold permanent seats, affording them substantial sway over decision-making processes at both national and subnational tiers.

Operating in tandem with the DAC are Disability Action Working Groups (DAWGs), which are established across various ministries and agencies. These DAWGs serve as crucial support structures, facilitating coordinated responses to disability issues at both national and subnational levels.

Key government entities, such as the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and the Department of Welfare for Persons with Disabilities (DWPD), spearhead efforts to develop policies and programs aimed at social assistance and security for persons with disabilities. Under the MoSVY's umbrella, the DWPD oversees and manages disability-related endeavors.

The Disability Rights Administration (DRA), operating within the DWPD, takes on the pivotal task of monitoring and promoting the implementation of the Disability Law. Its multifaceted role includes conducting inspections, providing legal consultations, mediating conflicts, and lodging complaints in cases of law violations.

Contributing to the fabric of disability inclusion are organizations like the Cambodian Disabled Persons Organization (CDPO), which serves as a vital conduit for promoting disability rights and fostering inclusion. With a robust network spanning all provinces and encompassing various forums, the CDPO actively engages in policy development, strategic planning, and advocacy efforts. Its strategic partnerships with UN agencies further bolster its capacity to address emerging issues and advocate for the rights of persons with disabilities.

The UN system, through collaborative efforts with persons with disabilities and their representative organizations, plays a pivotal role in driving disability-inclusive programs and projects. Initiatives such as the Disability Rights Initiative Cambodia, jointly implemented by agencies like UNDP, UNICEF, UNWOMEN UNFPA and WHO, underscore the commitment to empowering persons with disabilities and amplifying their voices in decision-making processes.

Lastly, the Australian Department of Foreign Affairs and Trade (DFAT), Research Triangle Institute International (RTI) and EU emerge as a steadfast ally, providing sustained support to disability initiatives through long-standing partnerships and investments in Cambodia.

Together, these stakeholders form a dynamic ecosystem of collaboration, advocacy, and action, working tirelessly to advance disability inclusion and ensure the full realization of the rights of persons with disabilities in Cambodia. (Situational Analysis of the Rights of Persons with Disabilities in Cambodia, June 2022)

2.2. Inclusive service delivery in Cambodia

In Cambodia, strides have been made towards fostering inclusive service delivery across various sectors, with a particular emphasis on social protection, health, education, and employment. Despite commendable efforts, challenges persist in fully realizing the inclusivity goals outlined in existing policies and programs.

In the realm of social protection, significant gaps have been identified, particularly concerning the coverage and accessibility of social assistance programs for vulnerable groups, including persons with disabilities. While strides have been made in implementing social protection initiatives, such as cash transfer programs and social security schemes, these efforts often fall short in reaching marginalized communities, leaving many persons with disabilities excluded from vital support systems.

To address these challenges and bridge existing gaps, concerted efforts are needed to develop and implement more robust disability-inclusive social protection policies. This entails not only expanding the coverage of existing programs but also tailoring interventions to better meet the diverse needs of persons with disabilities.

Crucially, enhancing the capacities of organizations of persons with disabilities (OPDs) is paramount in ensuring their meaningful participation in the design, implementation, and monitoring of inclusive service delivery initiatives. By empowering OPDs and amplifying their voices in decision-making processes, stakeholders can foster more responsive and inclusive policies that prioritize the needs and rights of persons with disabilities.

Furthermore, efforts to promote inclusivity must extend beyond policy frameworks to encompass practical measures aimed at addressing barriers to access and participation. This includes ensuring the availability of accessible infrastructure, services, and information, as well as providing targeted support to individuals facing multiple forms of marginalization.

Central to these endeavors is the recognition that inclusivity is not a static goal but an ongoing process that requires continuous adaptation and refinement. By leveraging the collective expertise and resources of stakeholders across government, civil society, and international partners, Cambodia will forge a path towards more inclusive service delivery systems that uphold the dignity, rights, and well-being of all its citizens, including persons with disabilities.

2.3. Disability assessment and referral services

In Cambodia, the establishment of the Council for Disability Classification marked a significant step towards enhancing disability assessment and referral services. The primary objective of this council is to evaluate individuals with disabilities, determining the nature and severity of their condition, while also streamlining data collection processes for more effective policy formulation and implementation under the Disability Law.

Central to this initiative is the provision of identification cards to eligible persons with disabilities, granting them access to essential services such as free healthcare. However, despite these efforts, numerous barriers persist, hindering the accessibility of disability assessment services for many individuals.

Foremost among these challenges is the geographical and financial accessibility of assessment centers. Many persons with disabilities face significant hurdles in traveling to these centers, often due to distance and associated costs. Moreover, a lack of awareness about the assessment process further compounds these difficulties, leaving individuals uninformed about their rights and available support services.

Financial constraints pose a particularly acute challenge for many persons with disabilities, as they struggle to cover the costs of transportation for themselves and accompanying support persons. This financial burden exacerbates existing disparities in access to essential services, further marginalizing vulnerable populations.

While the Royal Government of Cambodia (RGC) bears responsibility for providing healthcare, education, rehabilitation, and social services, the bulk of support for persons with disabilities, especially at the local level, is shouldered by non-governmental organizations (NGOs), organizations of persons with disabilities (OPDs), and international partners.

In light of these challenges, concerted efforts are needed to address systemic barriers and improve the accessibility and effectiveness of disability assessment and referral services. This necessitates targeted interventions to enhance awareness, expand outreach efforts, and provide financial assistance to individuals in need. Moreover, greater collaboration and coordination among government agencies, civil society organizations, and international partners are essential to ensure that persons with disabilities receive the support and services they require to lead dignified and fulfilling lives.

2.4. Policy Context

In Cambodia, the pursuit of disability inclusion and rights protection is anchored in the country's robust policy framework, epitomized by the Social- and Rights-Based Disability Identification Mechanism (DIM). This mechanism finds its roots in Cambodia's overarching disability policy framework, characterized by key documents such as the National Disability Strategic Plan (NDSP) and the National Social Protection Policy Framework (NSPPF). Together, these policy documents provide a comprehensive roadmap for addressing the needs of persons with disabilities (PWDs) and championing their rights and inclusion within society.

The NDSP serves as a guiding beacon, delineating Cambodia's strategic priorities for disability inclusion across various domains, including accessibility, education, health, employment, and social protection. Embedded within this framework, the DRM operates in harmony with the NDSP's objectives, ensuring that disability identification processes are seamlessly integrated into national agendas and strategies.

Likewise, the NSPPF underscores the pivotal role of social protection in safeguarding vulnerable groups, including PWDs. Within this context, the DRM is meticulously crafted to bolster the social protection of PWDs by facilitating their access to essential services and support mechanisms.

Crucially, Cambodia's Social- and Rights-Based DIM is not an isolated endeavor but an integral component of the country's broader policy landscape for disability inclusion. By aligning closely with the NDSP and

NSPPF, the DRM underscores Cambodia's unwavering commitment to advancing the rights and well-being of PWDs, ensuring their full participation and empowerment across all facets of society.

In essence, Cambodia's policy context surrounding disability inclusion is characterized by a synergistic interplay of strategic frameworks, with the DRM standing as a testament to the country's resolute dedication to promoting equity, dignity, and social justice for all individuals, including those with disabilities.

2.5. Legislative Framework

Cambodia has laid a robust legislative foundation to support its Social- and Rights-Based Disability Identification Mechanism (DIM), emphasizing the country's commitment to advancing disability rights and inclusion. This legislative framework comprises key laws and regulations that underpin the DIM and provide essential legal safeguards for disability identification and rights protection.

Central to this framework is the Law on the Protection and the Promotion of the Rights of Persons with Disabilities, enacted in 2010. This pivotal legislation is dedicated to promoting and safeguarding the rights of persons with disabilities (PWDs) across Cambodia, ensuring their full and equal participation in all aspects of society. By establishing a legal basis for the DIM, this law delineates the rights and entitlements of PWDs, including access to education, employment, healthcare, and social protection.

In addition to the disability-specific law, Cambodia has enacted supplementary legislation relevant to the DIM. Notably, the Law on Social Protection Schemes provides the necessary legal framework for implementing social protection programs, encompassing initiatives tailored to support PWDs. This legislation underscores the government's commitment to inclusivity, ensuring that PWDs are integrated into social protection schemes and receive the assistance required to lead dignified and independent lives.

Moreover, Cambodia's Constitution reinforces the rights of PWDs and prohibits discrimination on the grounds of disability. This constitutional provision serves as a cornerstone of the country's commitment to promoting disability rights and inclusion, providing further impetus for initiatives such as DIM.

In summary, Cambodia's legislative framework serves as a robust legal underpinning for the Social- and Rights-Based DIM, ensuring that PWDs are accorded the rights and protections they are entitled to under the law. As a result, the DIM transcends being merely a policy initiative; it is a legally mandated mechanism for championing disability rights and fostering inclusion throughout Cambodia.

2.6. Disability identification through social-and rights-based models

The Disability Identification Procedure in Cambodia, as outlined in the sub-decree on Disability Identification through Social and Rights-Based Models, delineates a structured process aimed at accurately identifying and providing support to individuals with disabilities. The procedure is delineated across several articles, each contributing to the overarching goal of promoting the well-being and inclusive development of persons with disabilities in alignment with the Royal Government's policy. (Source: sub-decree on Disability Identification through Social and Rights-Based Models, July 2023)

Article 4 serves as the cornerstone of the procedure, detailing the initial steps for disability identification. Individuals with disabilities, along with their guardians or representatives, initiate the process by submitting applications through their residing commune/sangkat. Commune/sangkat administrations are tasked with collecting comprehensive disability data, conducting interviews with individuals with disabilities, and entering the gathered information into the Disability Management Information System. Subsequently, this data is forwarded to the capital or provincial Department of Social Affairs, Veterans, and Youth Rehabilitation for review, verification, and eventual issuance of a disability ID card by the Ministry of Social Affairs, Veterans, and Youth Rehabilitation.

Article 5 outlines provisions for updating disability status, allowing individuals to request modifications to their disability records. Similar to the initial identification process, the commune/sangkat administration conducts interviews and updates the Disability Management Information System accordingly.

In cases of erroneous, lost, or damaged disability ID cards, Article 6 provides procedures for reapplication. Individuals must follow the outlined process in Article 4, attaching the erroneous card in case of incorrect information, or submitting an application and required documents for a duplicate card if lost or damaged.

Article 7 establishes the evaluation criteria for acquiring a disability ID card, categorizing disabilities into five types and further subdividing them into three levels based on severity. This categorization ensures that individuals receive appropriate support corresponding to their specific type and level of disability.

Articles 8-23 elaborate on the roles and responsibilities of various ministries, institutions, and administrative levels involved in implementing, managing, and utilizing disability data and ID cards. Additionally, these articles outline procedures for resolving disputes or complaints related to disability identification, ensuring accountability and transparency throughout the process.

Finally, Articles 24-25 address interim and final provisions, ensuring the validity and effectiveness of existing legal documents related to disability assessment and classification for soldiers and veterans with disabilities.

Collectively, these articles establish a comprehensive framework for disability identification, management, and utilization of ID cards in Cambodia. By adhering to this structured procedure, Cambodia aims to uphold the rights and promote the inclusive development of individuals with disabilities, thereby fostering a more equitable and supportive society for all.

2.7. Disability identification Implementation Mechanisms in Cambodia

According to the guideline on social and rights-based disability identification of August 2020, In Cambodia, the Social- and Rights-Based Disability Identification Mechanism (DIM) operates through a dynamic multi-stakeholder approach, engaging various government ministries, agencies, and partners to ensure its comprehensive implementation. At the forefront of this endeavor is the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY), entrusted with the coordination and execution of DRM initiatives, underpinning its commitment to disability inclusion and social protection. (Source: guideline on social and rights-based disability identification, August 2020).

Within the DRM framework, the Disability Action Council (DAC) assumes a pivotal role as a national body dedicated to advancing the rights of persons with disabilities (PWDs) and fostering their meaningful participation in society. Working in tandem with MoSVY, DAC furnishes invaluable technical expertise and guidance, contributing to the formulation and implementation of inclusive DRM strategies.

Moreover, the DIM thrives on collaboration with a spectrum of partners beyond government entities. Non-governmental organizations (NGOs), community-based organizations (CBOs), and international development partners constitute vital stakeholders instrumental in realizing DIM objectives at the grassroots level. These diverse partners bring to the table localized insights and resources, ensuring the outreach and support extend to PWDs residing in remote and marginalized communities.

The strength of the DIM lies in its multi-stakeholder approach, which facilitates a coordinated and inclusive implementation process. By fostering synergy among relevant stakeholders, the DRM harnesses collective efforts towards common goals, thus fortifying its effectiveness and responsiveness to the evolving needs and priorities of PWDs in Cambodia.

In essence, Cambodia's DIM embodies a collaborative ethos, where governmental and non-governmental actors converge to forge a more inclusive and supportive environment for PWDs. Through concerted action and partnership, the DIM endeavors to dismantle barriers and champion the rights and well-being of PWDs, thereby fostering a society where all individuals can thrive and contribute meaningfully.

Disability identification process

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| Step 1 Prepare for data collection. | Communes/Sangkats organize meetings on planning for data collection activities such as scheduling interviews and updating general disability data. |
| Step 2 Collect, enter, and transfer data. | Communes/Sangkats conduct interviews of people with disabilities, enter data, and send data to the Provincial Department of Social Affairs, Veterans and Youth Rehabilitation. |
| Step 3 Request ID card | Provincial Department of Social Affairs, Veterans and Youth Rehabilitation reviews, verifies, and requests ID cards for people with disabilities. |
| Step 4 Issue ID card | Ministry of Social Affairs, Veterans and Youth Rehabilitation reviews, approves, prints, and issues ID cards for people with disabilities. |

Source: Report on Social and Rights-Based Disability Identification, September 2022

2.8. Community Engagement

In Cambodia, the Social- and Rights-Based Disability Identification Mechanism (DIM) recognizes the indispensable role of community engagement in fostering disability inclusion and ensuring the responsiveness of the DIM to local contexts. At the heart of this endeavor lies the integration of Community-Based Rehabilitation (CBR) networks, pivotal community-driven initiatives aimed at bolstering community ownership and the sustainability of the DIM.

CBR networks epitomize grassroots efforts to enhance the quality of life for persons with disabilities (PWDs) by fostering community-based services and support mechanisms. Comprising diverse stakeholders including PWDs, their families, local leaders, and volunteers, these networks collaborate to identify and address the unique needs of PWDs within their communities.

Within the DIM framework, CBR networks assume a central role in identifying eligible PWDs for disability identification and rights protection services. Moreover, they serve as catalysts for raising awareness about disability rights and inclusion, fostering social participation and integration of PWDs, and providing invaluable support to PWDs and their families.

By embedding community-level participation through CBR networks, the DIM ensures its alignment with the grassroots realities of the communities it serves. This fosters a sense of ownership and empowerment among community members, ensuring that the DIM is tailored to address the specific needs and priorities of each community.

Furthermore, community engagement fosters trust between PWDs and service providers, laying the groundwork for more effective and sustainable outcomes for PWDs in Cambodia. This trust serves as a cornerstone for collaboration and cooperation, fostering an environment where PWDs feel valued, respected, and supported in their journey towards full inclusion and participation in society.

In essence, Cambodia's DIM embraces community engagement through CBR networks as a fundamental pillar of its approach to disability inclusion. By harnessing the collective wisdom and resources of communities, the DIM endeavors to create a more inclusive and supportive environment where PWDs can thrive and contribute meaningfully to society.

2.9. Data Management

In Cambodia, the implementation of the Social- and Rights-Based Disability Identification Mechanism (DIM) has been greatly enhanced by the establishment of a centralized database for disability data management. This innovative initiative has revolutionized the collection, management, and monitoring of disability-related data, leading to significant improvements in decision-making processes and outcomes.

At the core of this initiative is the systematic collection of data on persons with disabilities (PWDs) identified through the DIM. This comprehensive dataset encompasses crucial information such as the types and severity of disabilities, demographic details, and the specific services and support required by PWDs. By consolidating this wealth of information into a centralized database, the DIM can effectively track the progress of PWDs, monitor the impact of interventions, and pinpoint areas for enhancement.

Moreover, the centralized database not only enhances data availability but also elevates data quality. Through standardized data collection protocols implemented consistently across all levels of the DIM, the database minimizes errors and discrepancies, thereby enhancing the reliability and validity of the collected data. This ensures that the data generated is of high quality and can be relied upon for informed decision-making.

Overall, the establishment of a centralized database for disability data management marks a significant milestone for Cambodia's DIM. It represents a quantum leap in improving the accessibility and accuracy

of disability-related data, thereby facilitating the development of evidence-based policies and programs tailored to the unique needs and challenges faced by PWDs in Cambodia. By harnessing the power of data, the DIM is poised to usher in a new era of inclusivity and empowerment for PWDs, paving the way for a more equitable and compassionate society.

2.10. Challenges

Despite the strides made by Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM), several persistent challenges threaten its full effectiveness, impeding the promotion of disability inclusion and rights protection across the country. These challenges, ranging from limited resources to coordination gaps, necessitate targeted interventions to ensure the DIM's optimal performance.

Foremost among these challenges is the issue of limited resources, which can significantly hamper the DIM's ability to carry out its essential functions and provide necessary services to persons with disabilities (PWDs). To overcome this hurdle, it is imperative to prioritize increasing funding for the DIM, whether through enhanced government budget allocations or strengthened partnerships with donors and development partners. By securing adequate resources, the DIM can ensure equitable access to services and support for PWDs across Cambodia.

Another critical challenge lies in the lack of awareness among PWDs regarding their rights and the available services through the DIM. Addressing this challenge requires targeted awareness-raising campaigns aimed at educating PWDs about their entitlements and the avenues for accessing support. Community outreach initiatives, workshops, and the dissemination of informational materials in accessible formats can serve as effective means to empower PWDs with knowledge and facilitate their engagement with the DIM.

Furthermore, gaps in coordination among stakeholders pose a significant obstacle to the seamless implementation of disability inclusion initiatives under the DIM. To mitigate this challenge, it is essential to strengthen coordination mechanisms among diverse stakeholders, including government agencies, NGOs, and community-based organizations. This entails establishing clear communication channels, delineating roles and responsibilities, and facilitating regular coordination meetings to foster collaboration and alignment of efforts towards common objectives.

In conclusion, addressing the challenges facing Cambodia's Disability Identification Mechanism requires concerted efforts to mobilize resources, enhance awareness among PWDs, and strengthen coordination among stakeholders. By proactively addressing these challenges, Cambodia can bolster the effectiveness of the DIM and advance its commitment to promoting disability inclusion and rights protection for all individuals across the country.

3. Background and Rationale for Evaluation

The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) is imperative given the profound challenges faced by persons with disabilities in the country. These challenges encompass poverty, stigma, limited access to services and information, and the lack of

mainstreaming disability into broader policies and plans. The recent COVID-19 pandemic has further exacerbated these issues, particularly impacting livelihoods and exacerbating existing vulnerabilities within the disabled community.

Individuals with specific disabilities, such as deafness, blindness, or psychosocial disabilities, are particularly vulnerable and require additional support. Shockingly, there is a lack of association for deaf people in Cambodia, and the literacy rate in sign language among deaf individuals is estimated at a mere 3%. Moreover, women with disabilities face heightened vulnerability compared to men, necessitating targeted support in areas such as economic empowerment, social protection, and leadership development.

The forthcoming adoption of a new Disability Law, expected to align with the rights-based approach of the UN Convention on the Rights of Persons with Disabilities (CRPD), presents an opportunity to address these challenges. However, effective implementation remains a significant hurdle, with existing frameworks encountering obstacles such as budgetary constraints, monitoring deficiencies, and weak coordination among stakeholders.

Consequently, conducting a process evaluation of the Disability Identification Mechanism is indispensable for several reasons. Firstly, it will provide a comprehensive understanding of how the mechanism operates, shedding light on its effectiveness and areas for improvement. Secondly, it will assess whether the mechanism is functioning in line with its original goals and objectives, ensuring fidelity to its intended purpose.

The evaluation will delve into various aspects of the mechanism, including its target population, eligibility criteria, service delivery, and impact. This holistic approach will enable a thorough assessment of the mechanism's effectiveness in identifying and supporting persons with disabilities.

Furthermore, the evaluation will examine the theoretical underpinnings and design of the mechanism, as well as the contextual factors influencing its effectiveness. This understanding of the local system and community dynamics is essential for informing future interventions and policy decisions aimed at enhancing disability support mechanisms in Cambodia.

To facilitate data collection, the evaluation will employ various methods, including individual interviews, focus groups, observations, and document reviews. This comprehensive approach will provide valuable insights into the Disability Identification Mechanism's operation and impact, ultimately contributing to the enhancement of disability rights and social protection in Cambodia.

3.1. The purpose and objectives of the process evaluation

The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) is driven by the overarching goal of facilitating learning and enhancing the design and delivery of the DIM. With a focus on improving the effectiveness, efficiency, and accuracy of disability identification processes, the evaluation also aims to explore opportunities for leveraging disability data for broader social protection initiatives and potential integration with other data systems.

The evaluation's primary objectives are delineated as follows:

1. Analyze the DIM program design and implementation framework against established assessment criteria, including the examination of guidelines, work processes, and the Disability Management Information System (DMIS). This objective seeks to assess the robustness and coherence of the DIM's operational framework.
2. Assess the effectiveness and efficiency of DIM implementation, with a specific focus on key components outlined in the operational manual. This involves evaluating various aspects such as mobilization efforts, assessment processes, case management procedures, grievance mechanisms, and institutional arrangements, particularly at the sub-national level. Through this objective, the evaluation aims to gauge the operational efficacy of the DIM and identify areas for improvement.
3. Identify and address barriers hindering the operational steps of the identification process and impeding households from accessing or demanding registration. This includes examining physical and informational barriers, as well as social norms and perceptions associated with the identification process. By addressing these barriers, the evaluation seeks to enhance the inclusivity and accessibility of the DIM.

3.2. Scope and Focus of the Evaluation

The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will encompass a comprehensive scope aimed at assessing the national DIM and providing actionable insights for potential program adjustments. The evaluation will cover the period from August 2020 since the adoption of the DIM guideline by the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) until the time of evaluation.

The evaluation will primarily focus on assessing the national DIM, encompassing its design, implementation, and operational aspects. This holistic approach will enable a thorough examination of the DIM's effectiveness, efficiency, and accuracy in identifying individuals with disabilities.

The evaluation will engage various stakeholders at different levels, including persons with disabilities, Organizations of Persons with Disabilities at central level, province, district and commune levels. This inclusive approach will ensure diverse perspectives are captured and considered in the evaluation process.

The evaluation sample will be strategically selected to represent different geographic areas, reflecting the varied realities of persons with disabilities in Cambodia. This will include individuals from rural and urban settings. By encompassing diverse demographics, the evaluation aims to provide a comprehensive understanding of the DIM's impact across different contexts.

The evaluation will utilize the OECD/DAC Evaluation criteria, supplemented and adjusted as necessary to align with the specific objectives of the evaluation. Criteria such as relevance, effectiveness, sustainability, efficiency, and coherence will be considered, with a particular emphasis on cross-cutting themes such as equity, gender equality, and human rights considerations.

4. Methodology

The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will employ a mixed-methods approach, incorporating qualitative and quantitative methods to comprehensively assess the program. The duration of evaluation will be from 12 March 2024 to 12 August 2024.

The mixed-methods approach will utilize qualitative methods such as key informant interviews (KIIs) and focus group discussions (FGDs) to gather in-depth insights into stakeholders' experiences and perspectives regarding the DIM. These methods will help identify best practices and areas for improvement. Quantitative methods, including secondary data analysis and cost-effectiveness analysis, will provide statistical evidence on the effectiveness and efficiency of the DIM, ensuring the robustness of the evaluation's conclusions.

Additionally, the evaluation will be participatory, involving stakeholders such as persons with disabilities, government institutions, and UN agencies throughout the process. Stakeholder engagement will be encouraged from the design phase to the dissemination of findings, ensuring that the evaluation reflects the perspectives and priorities of those directly affected by the DIM.

Overall, this comprehensive and inclusive approach aims to provide actionable recommendations for enhancing the design and implementation of Cambodia's Social- and Rights-Based DIM, ultimately improving outcomes for persons with disabilities in the country.

4.1. Sampling strategy

For the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM), a strategic sampling strategy will be implemented to ensure comprehensive representation of key stakeholders and diverse geographical areas. The sampling approach will encompass various disability types, and locations, encompassing both urban and rural settings to encapsulate the diverse experiences of individuals with disabilities in Cambodia.

Key Informant Interviews (KIIs) will target essential stakeholders engaged in the DIM across different administrative levels, including Disability Identification focal points and persons with disabilities themselves. The selection process for KIIs will prioritize inclusivity, ensuring representation from various age demographics, disability categories, and regional contexts.

Focus Group Discussions (FGDs) will be convened with cohorts comprising persons with disabilities and community members. These discussions will elicit firsthand perspectives on the DIM's implementation. FGD participants will be carefully chosen to reflect diverse disability classifications and geographical distributions.

In addition to standard interviews and group discussions, the evaluation may integrate case studies profiling individuals facing unique challenges in accessing or navigating the DIM. These case studies will offer nuanced insights into specific barriers and facilitators within the disability identification process, enriching the evaluation's overall findings and recommendations.

4.2. Sampling size

Five provinces were purposively selected to provide a diverse representation of geographical regions and demographic characteristics within Cambodia. The selected provinces include PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot. Within each of the five provinces, one district is systematically chosen. This ensures that the evaluation captures variations in the context and needs of persons with disabilities across different administrative regions, totaling 5 provinces, 5 districts, and 15 communes.

To facilitate accessibility and participation, 2 to 3 communes surrounding the selected district are included in the evaluation process. This approach enables broader community engagement and ensures that voices from various localities are heard. FGDs will be organized at the district/krong level, with 10 participants in each group, totaling 150 individuals participating in FGDs at the grassroots level. These discussions will provide a platform for individuals with disabilities to share their experiences, challenges, and needs. The inclusion of both men and women will ensure gender-sensitive insights.

KIIs and FGDs at the commune level will focus on adults with disabilities aged 18 years and above. This will enable the collection of in-depth information on individual experiences and perspectives. At the central level, KIIs will target representatives from government ministries, UN agencies, and their partners involved in disability identification. In total, 18 key stakeholders are targeted for interviews, including government institutions (e.g., GS-NSPC, MoSVY, Mol, MoP, MoH), UN agencies (e.g., UNDP, UNWOMEN, UNFPA), international organizations (e.g., EU, DFAT, ACCESS), research institutions (e.g., RTI, RABIT SCHOOL, AGILE), and disability-focused organizations (e.g., CDPO, DAC, PDoSVY, PHD).

Twenty Disability Identification Focal Points from the selected 5 districts and 15 communes will be interviewed. These focal points play crucial roles in identifying and addressing the needs of persons with disabilities at the grassroots level. In addition, there will also be 10 Key Informant Interviews (KIIs) with Persons with Disabilities (PWDs) during home visits in selected communes. In total, 198 individuals will participate in the process evaluation at the central, provincial, district, and commune levels.

4.2. Data collection methods

The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will employ a non-experimental, mixed-methods approach to assess the program's design and delivery system. The methodology will be guided by UNICEF's revised Evaluation Policy, the United Nations Evaluation Group (UNEG) Norms and Standards for Evaluation, and other relevant guidelines and standards. This methodology aims to provide a rigorous and comprehensive assessment of Cambodia's Social- and Rights-Based DIM, focusing on generating evidence-based recommendations for improving the program's design and delivery system.

4.2.1. Desk review of project documents and other relevant data

The desk review for the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will be a comprehensive examination of various documents, reports, guidelines, and

other materials related to the DIM. The purpose of this review is to gain a thorough understanding of the program's background, objectives, and implementation framework.

The review of policy documents will include the 2009 Law on the Protection and Promotion of the Rights of Persons with Disabilities, the Convention on the Rights of Persons with Disabilities (CRPD), and other relevant national and international policy documents related to disability rights and social protection.

The Guideline on Social- and Rights-Based Disability Identification adopted by the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) in August 2020 will be reviewed in detail, along with any other guidelines or protocols related to the DIM. The RGC Sub-decree on Disability identification through social-and rights-based models, passed in July 2023, will be reviewed to understand the legal framework supporting the DIM. Reports on the implementation of the DIM, including progress reports, monitoring reports, and any evaluations or assessments conducted on the program, will be examined to assess the program's performance and impact.

Documents related to the National Social Assistance Family Package for IDPoor households and the vulnerable (NSA-FP), including program design documents, implementation plans, and monitoring reports, will be reviewed to understand how the DIM is integrated into broader social protection efforts.

Budget allocations and financial reports related to the DIM will be reviewed to understand the program's financial sustainability and resource allocation.

The desk review will provide a comprehensive overview of the DIM, its context, and its implementation, which will serve as the foundation for the subsequent stages of the process evaluation.

4.2.2. Review and analysis of secondary quantitative data

The evaluation will analyze available quantitative data on processes and intermediary outcomes related to the DIM implementation. This analysis will include data on the number of persons with disabilities identified, types of disabilities, geographic distribution, and access to services. By examining this data, the evaluation will assess the effectiveness and efficiency of the DIM in identifying and providing services to persons with disabilities.

This analysis will focus on the same key metrics, including the number of persons with disabilities identified, types of disabilities, geographic distribution, and access to services.

Overall, the quantitative data analysis will complement the qualitative findings of the evaluation, providing valuable insights into the effectiveness and efficiency of the DIM in achieving its objectives.

4.2.3. Key Informant Interviews (KIIs)

Key Informant Interviews (KIIs) will be a crucial part of the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). These interviews will be conducted with key stakeholders involved in the DIM, including persons with disabilities. The purpose of these interviews is to gather in-depth information about their perceptions, experiences, and challenges related to the DIM.

1. **Key stakeholders Meetings with governmental institutions:** Interviews will be conducted at the national and sub-national levels responsible for designing and implementing the DIM. These include General Secretariat of the National Social Protection Council (GS-NSPC), the Ministry of Social Affairs, Veterans, and Youth Rehabilitation (MoSVY), the Ministry of Interior (MoI), the Ministry of Planning (MoP), and the Ministry of Health (MoH), Disability Action Council (DAC), Disability Action Working Groups (DAWGs) and the Department of Welfare for Persons with Disabilities (DWPD), Disability Rights Administration (DRA) working under the DWPD, Cambodian Disabled Persons Organization (CDPO). These interviews will explore their motivations for developing the DIM, their understanding of disability rights, and their perspectives on the effectiveness of the DIM in promoting the rights of persons with disabilities.
2. **KIIs with UN Agencies and their Partners:** Interviews will be conducted with UN agencies and Partners involved in disabilities inclusion such as UNICEF, UNDP, UNWOMEN, and UNFPA. Additionally, organizations such as Australian Department of Foreign Affairs and Trade (DFAT), Research Triangle Institute International (RTI), RABIT SCHOOL, Agile, ACCESS and Cambodian Disabled People's Organization (CDPO) that contribute significantly to these efforts will be interviewed.
3. **KIIs with Disability Identification Focal Points:** Interviews will be conducted with Disability Identification Focal Points from the 5 selected districts and 15 communes. These focal points play crucial roles in identifying and addressing the needs of persons with disabilities at the grassroots level. These interviews will explore their experiences in accessing services, their awareness of their rights, and their suggestions for improving the DIM to better meet their needs.
4. **Qualitative survey using an online platform**

A qualitative survey will be conducted using an online platform. In addition to key informant interviews with 5 selected provinces, a qualitative survey will be conducted in the 20 remaining provinces where Provincial Department of Social Affairs, Veterans and Youth Rehabilitation (PDoSVY) will respond using the online platform and provide their insights and perspectives on Cambodia's Social- and Rights-Based Disability Identification Mechanism, which will help in understanding the strengths and areas for improvement of the mechanism.

The consultant will conduct a qualitative survey to evaluate Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) using an online platform like Google Forms or SurveyMonkey. The consultant will develop a set of open-ended questions that will elicit insights and perspectives from the respondents regarding the DIM. Questions will cover various aspects such as effectiveness, accessibility, inclusivity, challenges, and suggestions for improvement.

The consultant will set up the survey using the chosen online platform (e.g., Google Forms, SurveyMonkey) and organize the questions logically, starting with general inquiries before moving to more specific ones. The consultant will work with MoSVY to identify the respondents from the 20 remaining provinces and invite them to participate in the survey. The consultant will provide clear instructions on how to access and complete the survey online and consider sending

personalized invitations and reminders to encourage participation. The consultant will be monitoring the survey responses as they come in to ensure completeness and quality of data.

Once data collection is complete, the consultant will analyze the survey responses qualitatively, looking for common themes, patterns, and insights regarding the strengths and areas for improvement of the DIM. The consultant will summarize findings of the survey, including key insights, strengths, weaknesses, and recommendations for improving the DIM.

| Key stakeholder's meetings at province/ district/ commune level | | |
|---|---|---------------------|
| Central level | | |
| | General Secretariat of the National Social Protection Council (GS-NSPC) | 1 |
| | Disability Action Council (DAC) | 1 |
| | Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) | 1 |
| | Cambodian Disabled Persons Organization (CDPO) | 1 |
| | Ministry of Health | 1 |
| | Ministry of Interior | 1 |
| | Ministry of Planning | 1 |
| | UNDP | 1 |
| | UNWOMEN | 1 |
| | UNFPA | 1 |
| | EU | 1 |
| | DFAT | 1 |
| | Research Triangle Institute International (RTI) | 1 |
| | RABIT SCHOOL | 1 |
| | AGILE | 1 |
| Province and district level | | |
| | Provincial Department of Social Affairs, Veterans and Youth Rehabilitation (PDoSVY) | 1 |
| | Provincial Disability action council (DAC) | 1 |
| | Provincial Health department | 1 |
| | District Disability identification Focal Point | 5 |
| Commune level | | |
| | Disability identification Focal Point | 15 |
| | Persons with Disabilities | 10 |
| | Total | 48 (KII) |

4.2.4. Stakeholder's consultation

Stakeholder consultation will be an integral part of the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). The consultation process will ensure that the evaluation is participatory, inclusive, and reflective of the perspectives and experiences of key

stakeholders involved in or affected by the DIM. Consultations will be held with persons with disabilities to understand their experiences with the DIM, including any challenges they face in accessing the program and its benefits. Consultations will be also conducted with families and caregivers of persons with disabilities to gather their perspectives on the DIM and its impact on their lives.

The stakeholder consultation will focus on actively engaging individuals with disabilities to ensure that their perspectives, experiences, and needs are considered and incorporated into the evaluation process. This will involve using accessible communication methods and formats to facilitate participation. These methods include providing information in alternative formats (e.g., braille, large print, and audio), using plain language, and utilizing sign language interpreters for individuals who are deaf or hard of hearing. In total, 10 people will be targeted for stakeholder's consultation during process evaluation.

4.2.5. Focus Group Discussions (FGDs)

Focus Group Discussions (FGDs) will be a crucial component of the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). These discussions will involve groups of persons with disabilities and community members at district and commune levels to gather insights into their experiences with DIM and its impact on their lives.

FGDs will be organized in 5 provinces (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot) specifically in the 5 selected district/krong, with 10 participants in each group. In total, 150 people including PwDs and community members will participate in FGDs at the commune level. These discussions will provide a platform for individuals with disabilities to share their experiences, challenges, and needs. The inclusion of both men and women will ensure gender-sensitive insights. FGDs will be conducted with persons with disabilities with cards and those who have not yet received cards to understand their experiences with the DIM.

FGDs will be conducted with women and men above 18 years of age from different geographic areas to ensure a diverse range of perspectives. The information gathered through these discussions will provide valuable insights into the effectiveness of the DIM and will help inform recommendations for its improvement.

4.2.6. Case studies

Case studies will be a valuable component of the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). These studies will focus on two specific groups: women with disabilities and men with disabilities who are difficult to identify. The purpose of these case studies is to highlight the unique experiences and challenges faced by these groups in accessing the DIM and to identify areas for improvement in the program.

1. **Women with Disabilities:** Case studies will be conducted with women with disabilities from 5 provinces (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot) to explore their experiences with the DIM and their specific challenges faced in accessing services and their suggestions for improving the disability identification process.

2. **Men with disabilities:** Case studies will also be conducted with men with disabilities from 5 provinces (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot). These studies will focus on individuals who may face barriers such as geographic isolation, lack of awareness about their rights, or other factors that make it challenging for them to access DIM.

The case studies will provide in-depth insights into the experiences of these groups and will help identify specific areas where the DIM can be improved to ensure that all persons with disabilities have equitable access to services and support.

| Cases studies with PWDs | | |
|---|--|----|
| Case studies with women with disabilities | 1 Case study in each province (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot) | 5 |
| Case studies with men with disabilities | 1 Case study in each province (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot) | 5 |
| Total | | 10 |

4.2.7. Observations of DIM processes

Observation of program processes will be a pivotal component of the evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM), offering invaluable insights into the program's practical implementation and efficacy. Through site visits and firsthand engagement with stakeholders, the evaluation team will comprehensively assess how the DIM operates on the ground and its impact on beneficiaries.

1. **Observations of Implementation Processes:** The evaluation team will meticulously observe the execution of DIM procedures in 5 selected provinces (PNH, Kampong Thom, Preah Vihear, Rattanakiri, and Kampot), encompassing disability identification protocols and service delivery mechanisms. By directly witnessing these processes, the team will gain a nuanced understanding of how effectively the program translates into action, evaluating its efficiency and alignment with predefined objectives.
2. **Observations of DIM Processes:** Various facets of the DIM's operational framework, including awareness-raising initiatives, outreach endeavors, assessment methodologies, case management practices, and grievance redressal mechanisms, will undergo thorough scrutiny through observational assessments. This approach will unearth operational challenges and bottlenecks, shedding light on areas ripe for enhancement and refinement.

By embedding observation within the evaluation methodology, real-time feedback will be garnered, offering critical insights into the DIM's functionality and its ability to cater to the needs of individuals with disabilities in Cambodia. This hands-on approach will enrich the evaluation findings, contributing to a

comprehensive assessment and facilitating informed recommendations for program optimization and efficacy enhancement.

4.2.8. The cost-effectiveness analysis

The cost-effectiveness analysis for the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will be crucial in determining the efficiency of the program. This analysis will compare the administrative costs of running the DIM with the benefits received, providing insights into how efficiently the program is being implemented and whether resources are being used effectively.

1. **Assessment of Administrative Costs:** The evaluation team will assess the administrative costs associated with running the DIM, including costs related to staff salaries, training, equipment, and infrastructure. This assessment will provide a clear picture of the resources required to operate the program.
2. **Evaluation of Benefits Received:** The evaluation will also evaluate the benefits received from the DIM, including improved access to services for persons with disabilities, increased awareness and understanding of disability issues, and the overall impact of the program on the lives of beneficiaries. This evaluation will help determine whether the program is achieving its intended outcomes and whether these outcomes justify the resources invested.

Using the data collected on administrative costs and benefits received, a cost-effectiveness analysis will be conducted. This analysis will compare the costs of running the DIM with the benefits received, providing a ratio that indicates the efficiency of the program. A lower ratio indicates higher efficiency, as it means that the program is achieving its outcomes at a lower cost.

4.2.9. Data analysis

Data analysis for the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will encompass various techniques aimed at processing and deriving insights from the collected data. The following approaches will be employed:

Initially, the collected data will undergo rigorous cleaning to rectify errors, inconsistencies, and missing values. This meticulous process ensures the accuracy and reliability of the dataset, laying a solid foundation for subsequent analysis.

Qualitative data obtained from interviews, focus group discussions, and case studies will be analyzed using techniques such as thematic analysis, content analysis, or narrative analysis. These methods will facilitate the identification of recurring themes, patterns, and trends within the qualitative data, offering insights into stakeholders' experiences and perspectives.

To enhance the credibility and validity of the findings, triangulation will be employed. This involves cross-verifying results obtained from different data sources and methods, thereby corroborating the conclusions drawn from the evaluation. Triangulation is a key methodological approach that will be used

in the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). It involves using multiple data sources, methods, and perspectives to validate findings and ensure the reliability and validity of the evaluation results.

Disaggregating data by various factors such as sex, age, disability, and others is crucial for the process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM). This approach allows for a more in-depth and nuanced analysis of the program's effectiveness, ensuring that the evaluation captures the diverse experiences and needs of persons with disabilities in Cambodia.

By disaggregating data by sex, the evaluation will assess whether the DIM is equally accessible and beneficial to both males and females with disabilities. This analysis will uncover any gender disparities in access to services and help identify gender-specific barriers that need to be addressed.

Disaggregating data by type of disability (Physical disabilities, Visual and Hearing impairments, Intellectual disabilities, developmental disabilities, psychosocial disabilities, Speech and language disabilities) will help assess the effectiveness of the DIM in identifying and addressing different types of disabilities. This analysis will identify any specific challenges faced by persons with different types of disabilities and inform the development of more inclusive policies and programs.

Data will also be disaggregated by other factors such as geographic location, socio-economic status, and ethnic background, among others. This will allow for a more comprehensive analysis that considers the intersectionality of various factors and their impact on access to services and outcomes.

4.2.10. Performance Appraisal

To evaluate the effectiveness, efficiency, and impact of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM), a comprehensive performance appraisal will be conducted. The performance of the DIM will be assessed using a standardized scale to provide a clear indication of its success in achieving its intended goals and objectives.

The Performance Appraisal Scale for results will be structured as follows:

6: Very Satisfactory

5: Satisfactory

4: Moderately Satisfactory

3: Moderately Unsatisfactory

2: Unsatisfactory

1: Very Unsatisfactory

Performance will be qualified as follows:

Very Satisfactory: If the expected results have been achieved as - or better than - expected.

Satisfactory: If the positive aspects outweigh the negative aspects.

Moderately Satisfactory: If the positive aspects are at least as important as the negative aspects.

Moderately Unsatisfactory: If the negative aspects are slightly more important than the positive aspects.

Unsatisfactory: If the positive aspects are weak compared to the negative aspects.

This structured approach will provide a clear and systematic evaluation of DIM's performance, highlighting areas of success and areas requiring improvement. By using defined criteria and a standardized scale, the evaluation will ensure consistency and reliability in assessing the DIM's overall effectiveness and impact.

4.2.11. Ethical considerations

The evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will adhere to strict ethical considerations to ensure the dignity, privacy, and safety of all participants, especially vulnerable populations such as persons with disabilities. The evaluation team will follow the UNEG Ethical Guidelines for Evaluation and the UNICEF Procedure for Ethical Standards in Research, Evaluation, and Data Collection and Analysis. A formal ethical review will be conducted through UNICEF's LTA with HML.

All participants will be fully informed about the purpose, procedures, and potential risks and benefits of the evaluation before giving their consent to participate. Informed consent will be obtained from participants, including persons with disabilities. Informed Consent will be given verbally, in written form, signed or not. Participants for evaluation interviews will be selected randomly. Measures will be taken to protect the privacy and confidentiality of participants. Data will be anonymized and stored securely to prevent unauthorized access.

Data protection will be paramount for the recorded responses and other personally identifiable information. To better comply with ethical standards, the evaluation team will be briefed on research ethics to maintain safety and confidentiality throughout the evaluation process. The evaluation team will respect the rights, beliefs, and cultural practices of all participants. Sensitivity will be shown toward the diverse experiences of persons with disabilities.

Participation in the evaluation will be voluntary, and participants will have the right to withdraw from the evaluation at any time without consequence. Steps will be taken to minimize any potential harm or discomfort to participants. This includes ensuring that questions are sensitive and non-intrusive. The evaluation will strive to be inclusive and equitable, ensuring that all participants have an equal opportunity to participate regardless of their background or circumstances. The evaluation process will be transparent, with clear communication about the purpose, methodology, and findings of the evaluation to all stakeholders.

In the context of conducting research involving persons with disabilities, it is essential to recognize that despite their participation not necessarily entailing vulnerability to certain risks such as physical, psychological, social, economic, legal, political, employment, academic, and religious risks, there is still a paramount importance in establishing procedures to mitigate any potential risks to ensure the safety and well-being of the participants throughout all stages of the research process.

First of all, procedures will be implemented to ensure that informed consent is adapted to the cognitive and communicative abilities of the person with disabilities involved, using age-appropriate language and methods to explain the research process and their participation.

The process evaluation will implement strict confidentiality measures to protect the privacy of the persons with disabilities and their families, avoiding collecting unnecessary personal information, and ensuring that data are stored securely. The evaluation team will make accommodations for persons with disabilities by ensuring that they can fully participate in the research process. This will include providing assistive devices, adapting research materials to suit their needs (e.g., large print, braille), or arranging for interpreters or support personnel, and considering the diverse range of disabilities and individual needs within this group and tailoring accommodations accordingly. Regarding ethical guidelines and regulations, the evaluation team will ensure that all research procedures adhere to these guidelines and that any necessary approvals from ethics committees and institutional review boards are obtained. By adhering to these procedures and guidelines, the evaluation team will conduct process evaluation involving persons with disabilities in an ethical and responsible manner, prioritizing their safety, well-being, and rights throughout the research process.

NB: *The process evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism was assessed through a research ethics review (HML IRB Review #881CAMB24 by HML Institutional Review Board (IRB) from 14 to 22 April 2024), and ethics review approval was granted as of 22 April 2024.*

4.2.12. Methodological limitations

Methodological limitations are inherent in any evaluation process and can impact the validity and reliability of findings. The evaluation of Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will proactively identify and address these limitations to ensure the accuracy and usefulness of the evaluation results. Some potential methodological limitations include:

1. The evaluation relies on existing data, which may be incomplete, outdated, or of varying quality. Efforts will be made to use the most recent and reliable data sources and to verify data accuracy where possible.
2. The selection of participants for interviews, focus groups, and case studies may not be fully representative of the target population, leading to sampling bias. The evaluation team will use appropriate sampling methods to minimize bias and ensure diversity among participants. In addition, the evaluation team will be composed of a mixture of international and local consultants, including a local research assistant and translator who understand the local context well. They will facilitate data collection and translation in the local language.
3. Participants may provide inaccurate or biased responses, either intentionally or unintentionally, which can affect the validity of the findings. Efforts will be made to establish rapport with participants and to ask questions in a neutral and non-leading manner.
4. The findings of the evaluation may not be generalizable to other contexts or populations due to the specific nature of the Cambodian context and the uniqueness of the DIM. The evaluation team will provide contextual information to help interpret the findings in a broader context.

5. Evaluation framework and questions

The evaluation framework for this assessment is built upon the OECD/DAC Evaluation criteria, with adjustments made as needed to align with the specific objectives of the evaluation. The criteria considered include relevance, effectiveness, sustainability, efficiency, and coherence. Additionally, cross-cutting considerations such as equity, gender equality, and human rights are also taken into account.

| Evaluation framework | Evaluation Questions | Recommended Methods |
|-----------------------------|--|--|
| Relevance | 1. To what extent does the DIM address the identified needs of target populations and their families? | Key Informant Interviews, focus groups |
| | 2. Are the program and interventions sufficiently tailored to address the diverse needs of the target population, including factors such as age, gender, type of disability, etc.? | Key Informant Interviews, focus groups |
| | 3. Were relevant partners involved in the program design and implementation, including the target population, their families, and organizations of persons with disabilities? | Stakeholder analysis, interviews |
| | 4. Has the DIM been adapted or modified throughout its implementation in response to evolving needs and circumstances? | Document review, interviews |
| Effectiveness | 5. To what extent has the DIM achieved its objectives in identifying individuals with disabilities? | DIM Data analysis, |
| | 6. Are there observable signs indicating that the DIM is facilitating access to services for persons with disabilities? | DIM Data analysis, |
| | 7. How effective is the DIM in identifying different types of disability, and what are the primary constraints or challenges in assessing all types of disabilities? | DIM Data analysis, interviews |
| | 8. Does the DIM employ any practices that may disproportionately affect specific groups? Is the process inclusive and equitable? | Interviews |
| | 9. Are the methods and procedures used in the DIM, such as awareness-raising and outreach activities, on-demand approach, and grievance mechanism, accessible and acceptable for individuals with different types of disabilities? | Interviews |
| | 10. What are the main barriers to accessing the DIM for persons with disabilities? | Interviews |
| Effectiveness | 11. What are the perceived advantages of the DIM? | interviews |
| Sustainability | 12. To what extent is the DIM sustainable in terms of funding and institutional support? What measures are in place to ensure its long-term sustainability? | Document review, interviews |

| | | |
|---------------------------------|---|--|
| | 13. How does the program build the capacities of relevant service providers for DIM implementation? Are there specific capacity gaps in following the identification steps that need to be addressed or strengthened? | interviews |
| Efficiency | 14. How efficiently are resources allocated and utilized in the implementation of the DIM? What are the administrative costs of the DIM compared to the benefits received by individuals with disabilities? | Cost-benefit analysis, financial audit |
| | 15. How cost-effective is the DIM in terms of administrative costs versus the benefits received? | Cost-effectiveness analysis |
| | 16. Is the DIM Implementation appropriately monitored, and how are the results of monitoring used? Will the DIM be regularly reviewed/adjusted over the course of its implementation? | Document review, interviews |
| | 17. Is the DIM time-efficient in supporting beneficiaries in a timely manner? | Time-motion studies, |
| Coherence | 18. To what extent are there synergies and interlinkages between the DIM and other interventions carried out by the government and partners? | Stakeholder analysis, interviews |
| | 19. Do coordination mechanisms between key stakeholders exist, and if so, to what extent are they well designed, clear, and active? | Stakeholder analysis, document review |
| | 20. Are there differences in coordination at the national or sub-national levels? | Stakeholder analysis, interviews |
| | 21. Does the DIM identification process work coherently across different age categories? | Data analysis, interviews |
| Cross-cutting Dimensions | 22. Are there any difficulties in accessing the DIM for women with disabilities? Are there any special barriers or concerns from a gender perspective? | Gender analysis, |
| | 23. What are the main concerns and/or barriers linked to the assessment of different age groups, particularly young children and the elderly, under the DIM? | Age group analysis, interviews |
| | 24. How inclusive and equitable is the DIM in reaching marginalized and vulnerable groups within the disability community? | Vulnerability analysis, |
| | 25. What efforts are made to ensure that the DIM is accessible to all persons with disabilities, including those in remote or hard-to-reach areas? | Accessibility assessment, interviews |
| | 26. How well is the DIM coordinated with other programs and services for persons with disabilities? | DIM Data analysis, interviews |
| | 27. Are there any synergies or overlaps between the DIM and other initiatives in Cambodia? | Stakeholder analysis, interviews |

| | | |
|--|--|--------------------------------------|
| | 28. How accessible are the DIM processes and services to persons with different types of disabilities? | Accessibility assessment, |
| | 29. What measures are in place to ensure that persons with disabilities can easily access and participate in the DIM? | Accessibility assessment, interviews |
| | 30. To what extent does the DIM comply with international human rights standards and conventions on disability rights? | Compliance analysis, document review |
| | 31. Are there any aspects of the DIM that need to be improved to ensure full compliance with these standards? | Compliance analysis, interviews |
| | 32. How well has the capacity of stakeholders involved in the DIM been built to effectively implement the program? | interviews |
| | 33. What are the key capacity gaps that need to be addressed to enhance the effectiveness of the DIM? | Capacity gap analysis, interviews |

6. Reporting

The final evaluation report for Cambodia's Social- and Rights-Based Disability Identification Mechanism (DIM) will be structured in a clear and comprehensive manner to effectively communicate the evaluation findings and recommendations. The report will include the following sections:

1. Executive Summary: A brief overview of the evaluation objectives, methodology, key findings, and recommendations.
2. Introduction: Background information on the DIM, the purpose of the evaluation
3. Methodology: Description of the evaluation design, including data collection methods, sampling strategy, data analysis techniques, and limitations.
4. Findings: Presentation of the evaluation findings, organized according to the evaluation questions.
5. Conclusions and Lessons Learned: A brief recap of the main findings of the evaluation, highlighting key observations and trends and Lessons Learned.
6. Recommendations: Actionable recommendations based on the evaluation findings, aimed at improving the effectiveness of the DIM.
7. Annexes: Additional information and supplementary documents

7. Timeline and work Schedule

| Time Schedule | No. Days | Activities | Expected Outputs |
|--|----------|---|--|
| 12 nd March 2024 | 1 | Contract Signing between the consultants and UNICEF | <ul style="list-style-type: none"> • Signed contract |
| 13 rd March - 12 th April 2024 | 10 | <ul style="list-style-type: none"> • Inception meeting (remote) with team to discuss process; • Preparation of the Inception Report; • Submission of inception report | <ul style="list-style-type: none"> • Inception meeting held and process discussed and agreed; • Draft Inception Report prepared; |

| | | | |
|---|---|--|--|
| | | | <ul style="list-style-type: none"> • Inception report submitted |
| 22 nd April- 26 th April 2024 | 4 | <p>Consultation meetings with partners in Phnom Penh:</p> <ul style="list-style-type: none"> • General Secretariat of the National Social Protection Council (GS-NSPC) • Disability Action Council (DAC) • Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) • Cambodian Disabled Persons Organization (CDPO) • Ministry of Health • Ministry of Interior • Ministry of Planning • UNDP • UNWOMEN • UNFPA • EU • DFAT • Research Triangle Institute International (RTI) • RABIT SCHOOL • AGILE • CDPO | <ul style="list-style-type: none"> • Relevant information collected from the different beneficiaries/stakeholders • Increased awareness and understanding of disability inclusion issues among stakeholders. • Identification of key challenges and barriers faced by persons with disabilities in accessing essential services and participating in society. |
| 29 th April-3 rd May 2024 | 5 | <p>FGDs/ KIIs at province/ district/commune levels</p> <ul style="list-style-type: none"> • Provincial Department of Social Affairs, Veterans and Youth Rehabilitation (PDoSVY) • Provincial Disability action council (DAC) • Provincial Health department • District Disability identification Focal point Commune level • Disability identification Focal point | <ul style="list-style-type: none"> • Relevant information collected from the different beneficiaries/stakeholders • Identification of key challenges and barriers faced by persons with disabilities in accessing essential services and participating in society. |
| 6 th May - 10 th May 2024 | 4 | <p>FGDs/ KIIs at province/ district/commune levels</p> <ul style="list-style-type: none"> • Provincial Department of Social Affairs, Veterans and Youth Rehabilitation (PDoSVY) • Provincial Disability action council (DAC) • Provincial Health department | <ul style="list-style-type: none"> • Relevant information collected from the different beneficiaries/stakeholders • Identification of key challenges and barriers faced by persons with disabilities in accessing essential services |

| | | | |
|--|----|---|--|
| | | <ul style="list-style-type: none"> District Disability identification Focal point Commune level Disability identification | |
| 16 th May 2024 | 2 | Workshop in Phnom Penh <ul style="list-style-type: none"> Validation workshop with key partners involved in DIM Presentation of Preliminary results to UNICEF and government officials | <ul style="list-style-type: none"> Relevant information collected from the different beneficiaries/stakeholders Understanding of disability inclusion issues among stakeholders. Identification of key challenges and barriers faced by persons with disabilities in accessing essential services |
| 17 th May 2024 | 1 | <ul style="list-style-type: none"> Briefing with UNICEF and MoSVY to present Preliminary results | <ul style="list-style-type: none"> Presentation of Preliminary report and recommendations |
| 25 th May- 25 th June 2024 | 12 | Detailed data analysis and report writing <ul style="list-style-type: none"> Submission of Draft Report | <ul style="list-style-type: none"> First draft completed and submitted to UNICEF for review and provision of comments. |
| 26 th June - 12 th August 2024 | 10 | <ul style="list-style-type: none"> UNICEF and stakeholders review of the draft report Incorporating the comments in the final report Submission of final report | <ul style="list-style-type: none"> stakeholders provide comments on the draft report finalized report submitted |
| Total days | 50 | | |

| Detailed Field Data Collection Plan in 5 Provinces | | |
|--|----------------------------|--|
| Capital/Provinces | Date/Time | Participants |
| Kampong Thom | April 29 08:00-10:00 AM | Province: PDoSVY & District focal points |
| | 10:30-12:00 | District: CS focal persons from nearby CS (2-3) at district. |
| | 14:00-16:00 | CS: FGD-PWDs (8-10 pax) |
| | April 30 | Traveling |
| Preah Vihear | May 01 08:00-10:00 AM | Province: PDoSVY & District focal points |
| | 10:30-12:00 | District CS focal persons from nearby CS (2-3) at district. |
| | 14:00-16:00 | CS: FGD-PWDs (8-10 pax) |
| | May 02 | Traveling |
| Rattank Kiri | May 03 08:00-10:00 AM | Province: PDoSVY & District focal points |
| | 10:30-12:00 | District CS focal persons from nearby CS (2-3) at district. |
| | 14:00-16:00 | CS: FGD-PWDs (8-10 pax) |

| | | |
|-------------------|--------------------------|---|
| | May 04 | Travelling/Rest day |
| | May 05 | Travelling/Rest day |
| Kampot | May 06 08:00-10:00 AM | Province: PDoSVY & District focal points |
| | 10:30-12:00 | District CS focal persons from nearby CS (2-3) at district. |
| | 14:00-16:00 | CS: FGD-PWDs (8-10 pax) |
| | May 07 | Traveling |
| Phnom Penh | May 08 08:00-10:00 AM | Province: PDoSVY & District focal points |
| | 10:30-12:00 | District CS focal persons from nearby CS (2-3) at district. |
| | 14:00-16:00 | CS: FGD-PWDs (8-10 pax) |
| | | |

Annex 1: documents reviewed

1. Disability-inclusive evaluations in UNICEF: Guideline for achieving UNDIS standards,2022
2. UNEG Ethical Guidance for Evaluation [2020]
3. UNICEF-Adapted UNEG Evaluation Reports Standards, 2017
4. Disability Inclusion Trainer’s Manual,
5. 2022_Disability_Data_Report_V4_200923_Final_without_annex_EN_FINAL
6. CDHS_Situational_Analysis_Persons_with_disabilities_in_Cambodia, 2023
7. Guideline on social and rights-based disability identification August 2020,
8. Disability_Inclusion_Presentation_Harvard_July2018
9. DMIS Report 15 Apr 2023 Final draft
10. Inclusive and Quality in Buddhist Monastic Islamic and Floating School Report, 2018
11. Situational Analysis of Persons with Disabilities Report English June 2022

Annex 2: List of Key Informants and Focus Group Participants

Key Informants

1. General Secretariat of the National Social Protection Council (GS-NSPC)
2. Disability Action Council (DAC)
3. Ministry of Social Affairs, Veterans, and Youth Rehabilitation (MoSVY)
4. Cambodian Disabled Persons Organization (CDPO)
5. Ministry of Health.
6. Ministry of Interior
7. Ministry of Planning.
8. United Nations Development Programme (UNDP)
9. United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN)
10. United Nations Population Fund (UNFPA)
11. European Union (EU)
12. Australian Department of Foreign Affairs and Trade (DFAT)
13. Research Triangle Institute International (RTI)
14. RABIT SCHOOL
15. AGILE

Annex 3: Focus Group Participants

1. Persons with disabilities who have experienced the identification process
2. Family members of persons with disabilities
3. Community members from areas with high populations of persons with disabilities
4. Provincial Department of Social Affairs, Veterans and Youth Rehabilitation (PDoSVY)
5. Provincial Disability action council (DAC)
6. Provincial Health department
7. District Disability identification Focal points
8. Disability identification Focal points at Commune level