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Monitoring Skills for The Community Rights Worker in Vietnam



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Viện Nghiên Cứu Phát Triển Xã Hội
Institute for social Development Studies

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Authors

Khuat Thu Hong
Nguyen Thi Van Anh
Nguyen Thi Phuong Thao
Vu Xuan Thai
Gina Alvarado
Stella Mukasa
Zayid Douglas

Implementing Partner

Institute for Social Development Studies

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About this Toolkit

The right to access, use, and have control of land is a fundamental right enshrined in the Universal Declaration of Human Rights (and Convention on Elimination of all forms of Discrimination Against Women). Access to and control of land are important because property allows people to build a home and/or to sustain a livelihood for themselves and their families. Individual ownership of homes and land can increase individuals' power within their households, communities, and states. However, the ability to own and use land depends on the complex interaction between legal and social contexts. While both men and women may be denied their land (and property) rights, women are more frequently marginalized due to gendered social and legal norms that block their exercise of these rights.

The Vietnam Land Access for Women (LAW) Program addresses this gap in (women's) land and property rights. The LAW Program is carried out Washington-based International Center for Research on Women (ICRW) and Hanoi-based Institute for Social Development Studies (ISDS) with the support of the U.S. Agency for International Development (USAID). This Program aims to increase farmers' awareness of land rights, facilitate their ability to exercise these rights, collect evidence on the (key) barriers farmers face in upholding land rights, and strengthen the capacity of local civil society organizations and mass organizations to advocate for gender equitable application of existing laws. A key activity in the project is the organization and support of teams of Community Volunteers for Gender Equality Advocacy (CVGEA) to help farmers, particularly women farmers, in the northern province of Hung Yen and the Mekong Delta province of Long An to improve their understanding of land rights.

The Property Rights and Gender Training Toolkit for CVGEA seeks to strengthen understanding of property rights—specifically those to land—for

women and men as equal citizens. However, because women are often not treated as equal citizens, the materials pointedly highlight their rights throughout the manual, in order to fully inform participants about what rights women do have, how to communicate effectively on the topic, the obstacles preventing women from having and/or exercising their rights, and how to address those issues in practice.

With the help of the Property Rights and Gender Training Toolkit for CVGEAs, ICRW and ISDS aim to:

- Increase women's knowledge of their legal rights to land according to current law, and increase their understanding and recognition of women's and men's equality before Vietnamese law, particularly their access to land rights;
- Raise awareness of gender-based challenges in implementing land rights in rural areas;
- Increase awareness of how women can exercise and protect their own land rights while respecting the rights of their fellow citizens.

ICRW and ISDS believe that the first step to securing land rights requires raising awareness of *everyone's* legal rights, and emphasizing that women's rights are protected by law and are just as important as men's.

The toolkit has five modules:

- Rights and Gender in Vietnam
- Land Law and Gender in Vietnam
- Land Rights in Marriage and Family in Vietnam
- Inheritance Law, Wills, and Women in Vietnam
- Monitoring Skills for the CVGEA in Vietnam

The modules are designed so that trainers can choose to do all of the modules, or focus on a particular one. However, we recommend beginning

with Module 1, Rights and Gender in Vietnam, especially for CVGEAs who have received little previous training in either gender or human rights. The module uses a human rights-based approach to introduce women’s rights, land rights, and gender, which the toolkit originators—Institute for Social Development Studies (ISDS) and ICRW—have found to be a positive starting point for discussions on women’s land rights.¹

The modules use five different methods to engage participants.

- Background sections introduce new material, explain new concepts, and discuss the gendered aspects of the module topic. Facilitators can use the background information as a short lecture, a reading exercise for participants, or as introduction to new topics.
- Lecture sections provide specific information about the module topic. Facilitators

need to present all of the information in lecture sections clearly.

- Discussion sections promote group conversation, encouraging participants to ask questions and share their experiences, which highlights differences between custom and written law. The facilitator’s role is more to guide the conversation than to present information.
- Exercise sections give participants a chance to practice a new skill or idea. Exercises can be used to make ideas in the Background, Lecture, and Discussion sections more concrete.
- Handouts and Resources, featured at the end of every module, can be used during the training, and also by community rights workers in their own outreach or sensitization work.

1. This toolkit is inspired by previous work by ICRW and the Uganda Land Alliance (ULA) with paralegals in Uganda.

This toolkit was designed to serve as a guide for training Community Volunteers on Gender Equality (CVGEA). The modules contain legal reference material for the CVGEAs to support their delivery of legal advice and community sensitization activities in this capacity. Specifically, the handouts presented in this module are meant to be used only by the CVGEAs as part of preparation for sensitizations or legal counseling services.

Monitoring Skills For Community Volunteers For Gender Equality

Reporting on cases and activities can help the CVGEA and others provide services more effectively. It can also help the CVGEA be more informed and efficient through documenting the challenges and lessons learned. To get the most benefit out of reporting, it is essential that the CVGEA build skills through learning good methods to record data and complete reports, what information to include in a report, and what to do with the reports once they are completed.

This module provides a tutorial on monitoring and reporting. It also includes case study exercises to practice what has been learned.

Module Objectives

CVGEAs will *understand*:

- What monitoring is
- How to use these reports
- Why consistency is important

CVGEAs will *be able to communicate*:

- The key information about cases and sensitization events using monitoring forms for advocacy.

Handouts

Four monitoring forms (Client Visit Form, Monthly Client Visit Log, Community Sensitization Log, and Monthly Workplan) are included alongside the exercises in which they are used.

Total Time: 8 hours

Note to the Facilitator

A speaker of the local language should facilitate or co-facilitate this module. Several terms used in the module have specific meanings in the context of monitoring that may not carry over into the local meanings. Monitoring forms should be translated into the local language, especially the lists at the bottom of the forms, to ensure that the CVGEAs share a consistent understanding of the terms in the lists. Consistency is crucial to obtaining useful data for monitoring purposes.

Monitoring

Lecture: What is Monitoring?

In the field of monitoring and evaluation of programs, policies, and interventions, “monitoring” is defined as a regular, planned, and organized collection of information designed to describe what a program is doing.

Monitoring is about the big picture, not about individual clients or even individual CVGEAs. It is like flying high over the communities and programs: The details of every case would not be seen, but the perspective would give an overview of the number of cases, the types of cases, common challenges encountered, and so on. Monitoring involves regularly collecting focused information across many CVGEAs to find patterns in the activities they do, challenges they face, and the needs of the communities. For example, looking across information from all its CVGEAs, an organization might see that there is a steady increase in women claiming that they have not been listed on a land rights use certificate (LURC). It might then decide that it needs to provide training or other resources to its workers about whose names should be listed on a LURC.

To be able to see the big picture, someone on the ground needs to be communicating what is happening. When a CVGEA (or any service provider) records information about client visits and sensitization events, s/he is “monitoring” activities. Writing reports about activities using the recorded information is a way to share monitoring information with others.

Each CVGEA is the only person who knows the details about his/her own work and the influence it is having on the community. While collecting information and reporting on activities may seem like a large task, this information is important and should be shared with others. Knowledge gained through client visits and sensitization events will be lost if it is not written down. Information such as challenges, lessons learned, and activities that worked es-

pecially well can help the individual CVGEA, his/her fellow CVGEAs, and the organization that they represent to learn and improve their services.

Lecture: What is Monitoring for?

Monitoring answers big picture questions about a program, like, “What portion of cases are about inheritance or domestic violence or boundary disputes? Are some kinds of conflicts becoming more common? What topics do CVGEAs need more training in? What resources do CVGEAs use most?” These kinds of questions help organizations understand the needs of CVGEAs and the communities they serve.

Here are common “big picture” questions that organizations that support CVGEAs can use monitoring to answer:

1. *What services were provided?*
Documentation of activities will help the organization know the types and amount of services provided. This information can show how the work of the CVGEA affects or changes the community’s knowledge, attitudes, and practices.
2. *What feedback or information do CVGEAs need?*
Organizations might not have the resources to follow up with every CVGEA to make sure that s/he has the necessary resources to do the work and is providing services effectively and accurately. Monitoring data also provides a channel for the CVGEAs to describe the resources they are using, additional resources they need, their challenges, their successes, and their questions. With information about the types of cases and the action CVGEAs take, the organization can make a general assessment of whether the CVGEA is giving appropriate advice.
3. *On what topics should we focus training? Where should we focus the organization’s resources?*

Many resources would be helpful for organizations to provide to their CVGEAs, including refresher trainings and legal resources that CVGEAs can bring with them to client visits. It is important to locate resources that will help the CVGEAs do their work well, particularly if your organization has limited funding. If organizations could collect data on the number of each type of case that CVGEAs handle, they would have a better idea of what to focus on in training and what legal or educational resources would be most useful to CVGEAs (for example, information about criminal law may not be useful if the majority of cases CVGEAs see are land disputes).

Lecture: Why is Monitoring Important to the CVGEA?

Monitoring not only benefits the supporting organization as a whole, but also helps improve the effectiveness of each CVGEA. For example, monitoring can help each CVGEA:

1. *Keep track of client's cases.* It is difficult to remember all of the details of a case between each visit with the same client. Writing down the information from each client visit will allow the CVGEA to easily refer to his/her notes to read and remember details from past meetings. This is particularly helpful if the same client comes for more than one issue or if the CVGEA is assisting more than one client at a time.
2. *See patterns or similarities in work.* Documenting activities can help when dealing with similar

cases that come up in the future. If the CVGEA records the details of each case, s/he can refer back to these cases and how they were handled when other clients come with similar problems. This is also helpful for community sensitization events. If one event is particularly successful, it will be much easier to try a similar event in another place if the first one was well documented. Documenting activities provides a way to share successes and challenges with other CVGEAs.

3. *Receive training or resources where these are most needed.* A union or front can use a CVGEA's information to identify areas where s/he needs more assistance or resources. If the monitoring data shows that a particular issue is becoming more common in the community, the union or front can tailor future trainings to include a discussion about that topic. In addition, monitoring data can reveal particular areas where CVGEAs need technical assistance.
4. *Answer the same big questions when a group of CVGEAs become a CBO or network.* If CVGEAs would like to band together to form a community-based organization or network, they will eventually be interested in answering the "big picture questions" themselves as their group becomes self-sustaining. The group could use monitoring data to apply for its own funding, provide its members with trainings and resources in the most important areas, and identify the needs of the communities so sensitization events can be given on those topics.

Using Forms to Collect Monitoring Information

Note to the Facilitator

Before starting, hand out the monitoring forms included in this section so participants can refer to them throughout the discussion. It would be helpful to have copies of extra blank forms for participants to use in their exercises.

The following estimated times include full discussions and exercises for each form:

- Client Visit Form – 3.5 to 4 hours
- Monthly Client Visit Log – 45 minutes to 1 hour
- Community Sensitization Log – 45 minutes to 1 hour
- CVGEA Workplan – 30 minutes to 1 hour

You may find that you need to spend the majority of the session on the Client Visit Form to ensure that all CVGEAs understand how to fill in the forms and have a similar understanding of pre-coded lists on the forms. Giving participants the chance to practice filling out forms will make any uncertainties or difficulties they are having more apparent and create an opportunity for discussion.

Discussion: Introduction to Forms (15 minutes)

Organizations often develop guidelines or forms to specify the information that should be recorded and reported through monitoring. Explain to the participants that monitoring forms are usually preferred over narrative reports because:

1. *Monitoring forms define important information to be collected.* If you look at the sample Monthly Client Visit Log, you will see different boxes that need to be filled in (“Client Name,” “Type of

Case,” “Action Taken,” etc.). These types of information are important to know about each case. Using the form ensures you document information that might be accidentally left out of a narrative report.

2. *Monitoring forms make it easier to record and analyze information.* Information that is documented in forms is easier to enter into a database and analyze. Reading through narratives and picking out the important information is very time consuming. Quicker analysis means that the information can be used quickly for program improvement.

Ideally, someone will collect all forms and information CVGEAs send in, input them into a computer, and use the computer to sort and summarize all the information to answer the most important big picture questions.

3. *Monitoring forms improve the consistency of information.* Consistency in data collection means that everyone collects the *same information* with the *same level of detail* and has *similar interpretations* or understanding of the information requested. Monitoring forms improve the consistency of the data because they set a standard for what information will be collected and how the people collecting information will interpret and record it.

Background: Using Different Monitoring Forms

This section will go over how CVGEAs can use monitoring forms to track their work. The participants also will have a chance to practice using the forms. The forms here are only examples; participants may find that they need to have forms created that ask for different information or have a different format.

This module contains four monitoring forms to track CVGEAs' activities. CVGEAs use the Client Visit Form to keep notes and important information about their meetings with clients. Then CVGEAs report key information from their Client Visit Forms using the Monthly Client Visit Log. They will turn in the Monthly Client Visit Log to the organization but keep the detailed Client Visit Forms for their own records. CVGEAs who are taking on a coordinating role will also complete and turn in a Community

Sensitization Log that gives key information about sensitization meetings held by the CVGEAs. The CVGEA "coordinators" will also complete a Workplan that outlines dates and content for upcoming community sensitizations. Below is a table that summarizes the purpose of each form—who completes each form, who collects each form, and how often data is collected using each form.

Form Name	Who Completes	Who Collects	How Often these Data Is Collected
Client Visit Form	CVGEA	No one	CVGEA completes this form every time a new case is opened
Monthly Client Visit Log	CVGEA	ISDS	CVGEA fills this form out monthly
Community Sensitization Log	CVGEA "coordinator"	ISDS	CVGEA coordinator fills this form out in the month after activity concluded
Sensitization Workplan	CVGEA "coordinator"	ISDS	CVGEA coordinator fills this form out in the month prior to that reported on

The Client Visit Form

Lecture: Client Visit Form

The Client Visit Form below collects information about client visits. Each small box corresponds to a different piece of information that the organization wants the CVGEA to collect. The form is set up to make client visits as natural as possible while still collecting monitoring information. The CVGEA should take freehand notes in the space provided while speaking with the client (or directly afterwards). After the visit, the CVGEA can refer to his/her handwritten notes to fill out the rest of the form.

The CVGEA should keep the Client Visit Forms with him/her as a record and may refer back to them if there are multiple visits with the same client. Each form should contain information for only one client

and for only one case. If the same client brings the CVGEA multiple cases, the CVGEA should fill out a separate form for each of the cases. If a client has multiple visits for the same case, the details of each visit with the same client for the same case should be recorded on a separate line in the “*Visit Information*” chart on the form.

Discussion: Reading and Understanding the Client Visit Form (45 minutes)

1. Have the participants read the Client Visit Form and explain what information they think would go in each box. As they go through the form, clarify their explanations using the descriptions below.

Information	Description
CVGEA Name	Record your name here.
Client Name	Record the name of the client.
Phone Number	Record the phone number of the client.
Village/Commune/Province	Record the village, commune, and province that the client is from.
Sex	Record the sex of the client by circling M for male or F for female.
Marital Status	Choose from the “Marital Status” list at the bottom of the form to classify your client’s marital status.
Age	Record the age of the client.
Occupation	Record the occupation of the client.
Education	Record the highest education level of the client.

How heard of CVGEA	Choose from the “How heard of CVGEA” list at the bottom of the form to specify how the client heard about your services.
Other party (group) name	Record the name of the other person or group of people involved in the case (if applicable).
Relationship to client	Record how the other person is related to the client.
Type of Case	Choose from the “Type of Case” list at the bottom of the form to classify the legal issue that the client discussed with you. Make sure to record what the CLIENT says is their problem. You should not assume or create the client’s problem. Ask yourself: “Why did the client come to visit me?”. Only one option is to be checked.
Date	Record the date of the visit.
Duration	Record the amount of time you spent with the client. If you do not have a clock, estimate the time to the best of your ability.
Action Taken	Choose from the “Action Taken” list at the bottom of the form to classify the action that you took to help the client. Specify the action taken if your choice from the list is “Gave legal advice” or “Other.” Only one option is to be checked.
Outcome	Choose from the “Outcome” list at the bottom of the form to specify the outcome of the case. Specify the outcome if your choice from the list is “Referred cases” or “Other.”
Date for Return Visit	If the case has been referred to another party or a meeting with another party/leader has been scheduled, or if this case requires a future visit from the CVGEA, then a return visit needs to be arranged and the date for such must be noted here.
Comments	This is a place where you can write any notes about the visit. For example, if you are talking to a client about domestic violence and her husband walks in the room, you could note that here.
Prior Help	Ask the client if s/he has sought other help before coming to you. Record the answer in freehand here.
Problem of Client (narrative)	This is where you take freehand notes while talking to your client. Later you can fill out the rest of the monitoring form. Be sure to ask and record all of the information that is requested on the other parts of the form.

2. Explain that for the columns “Type of Case,” “Action Taken,” and “Outcome,” there are categories at the bottom of the form that the participants could choose from as the best description. Ask them to read the lists of categories. Using the words on the lists is very important for consistency. Therefore, you need to make sure that the CVGEAs understand exactly the meaning of each word, and that they can only choose one option for “Type of Case”, “Action Taken,” and “Outcome”.
3. Continue to go through the definitions of the different case types throughout the duration of the training. Pay particular attention to overlaps between land disputes and inheritance. Make sure that the CVGEAs know the distinction.
4. Emphasize that the CVGEAs should record what the client says is his/her problem. For example, the client may tell them that s/he was kicked out of the marital home and wants help to get back his/her possessions. The CVGEA might want to record that the client has marital problems, but really the client wants legal advice on how to reclaim his/her possessions.
5. Discuss the logistics of completing the form with the CVGEAs. They should fill out the form according to the guidelines above and using the list of potential responses when applicable. It is important that they fill out this form immediately after the visit, but they should not do it while talking with the client. They should instead take freehand notes during the meeting in the space provided on the second page of the form.

The Client Visit Forms are to be kept with the CVGEAs as a record of their cases. They will complete a Monthly Client Visit Log that summarizes their cases each month. The Monthly Client Visit Log will be turned into their supporting organization during their regular check-in visits. The next two pages have an example of a blank Client Visit Form and a Client Visit Form that is already completed.

CLIENT VISIT FORM

CVGEA's Name:

Client Information

Client Name:	Village:
Phone number:	Commune:
	Province:
Sex: M F	Marital Status:
Age:	Occupation:
Education:	How heard of CVGEA:

Other Party Information

Other Party (or Group) Name:	Village:
	Commune:
	Province:
Sex: M F	Marital Status:
Age:	Relationship to Client:

Type of Case: _____ If "Other," *specify*: _____

Visit Information

Date	Duration (minutes)	Action Taken <i>(if "gave legal advice," or "other," then specify)</i>	Outcome <i>(if "referred case" or "other," then specify)</i>	Date for Return Visit <i>(if outcome is "referred cases," "scheduled return visit," or "scheduled meeting")</i>	Comments

Marital Status: Married – Legal (Civil); Married – Customary; Married – Religious; Single (Never Married); Widow/Widower; Cohabiting; Divorced/Sepered

Type of Case: Land boundary dispute; Eviction by landlord; Eviction by partner; Land grabbing; Fraudulent sale/claim to land; Sale of land without consent; Trespass; Other property dispute; Inheritance; Writing a will; Obtaining land certificate; Obtaining birth/death certificate; Obtaining marriage certificate; Marital problem; Domestic violence; Child abuse/neglect; Custody; Murder; Defilement; Debt; Theft; Property damage; Assault/violence; Drug/alcohol abuse; Other (specify)

Action Taken: Gave legal advice (specify); Return visit only; Referred; Other (specify)

How Heard of CVGEA: Community loudspeaker/public announcement system; Friend/family; Local leader; Village/group meeting; Other (specify)

Outcome: Referred cases: (specify to whom, which agency/institution Examples: Police, Elders in the community, Legal aid club, District level court, etc.); Scheduled return visit with client; Scheduled meeting with other party; Scheduled meeting with local (commune, province) leader; Scheduled meeting with other leader; Resolved – In favor of client; Resolved – Against client; (# of people) wrote wills Ongoing – no additional visits planned; Other (specify)

CLIENT VISIT FORM

CVGEA's Name: *Long*

Client Information

Client Name: <i>Van Anh</i>	Village: <i>Quang Ha</i>
Phone number: <i>0912345678</i>	Commune: <i>Hai Ha</i>
Province: <i>Quang Ninh</i>	
Sex: M <input type="radio"/> F <input checked="" type="radio"/>	Marital Status: <i>Married</i>
Age: <i>45</i>	Occupation: <i>Housewife</i>
Education: <i>Primary</i>	How heard of CVGEA: <i>Friend</i>

Other Party Information

Other Party (group) Name: <i>Tom</i>	Village: <i>Quang Ha</i>
	Commune: <i>Hai Ha</i>
	Province: <i>Quang Ninh</i>
Sex: <input checked="" type="radio"/> M <input type="radio"/> F	Marital Status: <i>Married</i>
Age: <i>51</i>	Relationship to Client: <i>Husband</i>

Type of Case: *Sale of land use rights without consent* If "Other," specify: _____

Visit Information

Date	Duration (minutes)	Action Taken <i>(if "gave legal advice," "counseling," or "other," then specify)</i>	Outcome <i>(if "referred case" or "other," then specify)</i>	Date for Return Visit <i>(if outcome is "referred cases," "scheduled return visit," or "scheduled meeting")</i>	Comments
<i>10/3/16</i>	<i>15</i>	<i>Gave legal advice – listened to the problem and began to teach her about the land law</i>	<i>Scheduled return visit with client</i>	<i>12/3/16</i>	<i>Partner came into room during the meeting</i>
<i>12/3/16</i>	<i>45</i>	<i>Gave legal advice told the woman her husband needed her permission to legally transfer these rights</i>	<i>Referred case to local attorney</i>	<i>15/4/16</i>	<i>Scheduled check-up / return visit</i>
<i>15/4/16</i>	<i>60</i>	<i>Resolved in favor of client</i>			

Prior Help: None

Problem of Client (narrative):

10/3/16

Van Anh is upset that her husband, Tom, wants to sell a farm plot of theirs. She told him that she did not want to sell the land, but he is still going forward with it. She had heard in a sensitization event that the wife has to give permission before the sale of land, so she wanted to know if she could legally prevent her husband from selling the land. Her husband is planning to meet with the buyer next week to sell the land. Van Anh's husband came into the room during the meeting and was mad that I was in the house. We scheduled another time to meet.

12/3/16

Van Anh summarized her problem again and I gave her more details about the consent rule, and told her she can legally prevent the sale of the land. I told her that it was best that she discusses her case with a local lawyer, who could assist her directly. I referred her to a local lawyer.

15/4/16

I met with Van Anh to discuss the case after I referred it to the lawyer. Van Anh told me that the lawyer arranged for mediation between her and her husband. During mediation, the consent rule was explained to Cuong and he realized that Van Anh had to give permission for him to sell the land. He had never heard of the law. He also didn't realize that Van Anh was so upset about the sale of the land. He decided that he wouldn't sell the land. Van Anh was happy with the outcome.

Exercise: Using the Client Visit Form to Describe a Case (20 minutes)

Read the first description of a client visit aloud. After you are done reading, ask the participants to identify the important information that is provided in the description. Help the participants fill out the sample Client Visit Log for that case. Make sure that you emphasize that they use the list provided to fill in information about the type of case, the action taken, and the outcome.

Read the second visit description aloud. Help the participants fill out the same log with the information for the second meeting for the case.

Visit Descriptions

[FILL IN TODAY'S DATE] — Thu, a 42-year-old woman from Phu Cu, came to visit me with a problem. Her husband recently died and his will said that she would inherit the house and the land use rights to a two-*sao*¹ plot of land. However, her father-in-law, Lam, is trying to claim the land rights as his own. He says that he permitted his son to grow crops on this plot, but he never gave him the land use rights. Unfortunately, the widow cannot find any documentation that proves that the rights to use the land were in her husband's name. I listened to her story for 45 minutes and decided to have a discussion with the father-in-law as soon as possible. Thu works on her farm and takes care of her children. She has no formal education. She heard of me through a friend. Her father-in-law is a 75-year-old widower and does not work.

[FILL IN DATE FOR ONE WEEK LATER] — I visited with Thu and Lam, the father-in-law, at Lam's home, in order to provide both with legal advice on this matter at the same time. Both parties claim that the land is theirs, but neither can produce formal documentation to support their claim. I decided to refer them to the Commune Authority for help. I will follow up with Thu after she visits the Commune Authority.

1. One *sao* is equivalent to 360 m²

Exercise: Role Play for Client Visit Form (1 hour)

The following role play will give the CVGEAs experience filling out the Client Visit Form. Separate the CVGEAs into groups of two—one person will be the "CVGEA" in the role play and the other will be the "client." Give the "client" a piece of paper with information about the case that s/he will need to tell the "CVGEA." Give the "CVGEA" a piece of paper with information about the action that s/he will take with the "client." Stress that the "client" should not share his/her piece of paper with the "CVGEA" and the "CVGEA" should not share his/her paper with the "client." While the "client" is explaining his/her problem to the "CVGEA," the "CVGEA" should be taking notes on the second page of the Client Visit Form as s/he would in a typical client visit. The "CVGEA" will give advice to the "client" as indicated on the sheet of paper. When the role play is complete, the "CVGEA" will transfer the important information in his/her notes to the front of the form. The "client" and the "CVGEA" can work together on this.

Note to the Facilitator

Confirm that participants understand the rules of this role play. Make sure the "client" does not share his/her piece of paper with the "CVGEA" and the "CVGEA" does not share his/her piece of paper with the "client." This is supposed to be as similar as possible to a real client visit so that participants get experience listening, giving advice, and filling out their forms. If the person playing the client is male, the client is Bao; if the person playing the client is female, the client is Kim-Ly.

THE CLIENT (Kim-Ly if client is female/Bao if client is male)

I heard an announcement on the community loudspeaker about you and thought you could help me. My father recently passed away, and my brother, Danh, and I inherited the rights to use his land in Tan Hoa. There is one borehole on the land that is situated on my brother's plot. However, my brother and I do not get along and he will not allow me to use the borehole, even though that is the only water source in the vicinity. I want to know if I can force him to allow me to use the borehole. I have my father's will that says that we should split the land evenly, and I think that means that we should both be able to use the borehole. You are the first person I have come to for help. Please can you help me?

Additional Information

Client

Marital status: widowed

Education: primary

Occupation: sells clothing at market

Age: 35

Other party

Brother's Age: 38

Brother's marital status: married

THE RIGHTS WORKER

I listened to the client's problem and decided that I wanted to talk with the brother before taking legal action. I scheduled a meeting for the next day with both the client and the brother.

Give the participants 25–30 minutes to go through the role play. After they are done, discuss what should be written in each box of the Client Visit Form. You can do this by printing out or drawing a large version of a blank Client Visit Form that you hang on the board in the front of the room. Have a volunteer fill out the box as they have done on their form and discuss with the rest of the participants. If you cannot print out or draw a large version of the form, you can go around the room and have the participants tell you what they have written in each of the boxes.

Once you have gone over the correct way to fill out the form for the role plays, ask the participants how they would alter the form for the following sit-

uations. This will test if the participants understand what to do if there is a second meeting for the same case or if the same clients bring a second case to the CVGEAs.

- Suppose you meet with Danh and Kim-Ly/Bao the next day. After two hours of explaining what the relevant laws say regarding directives in wills, they decide that they can share the borehole. How will you fill out the form?

(Answer: you should record any relevant notes on the back of form with the date and fill out the next line in the "Visit Information" with something like this:

Date	Duration (min)	Action Taken	Outcome	Comments
[Tomorrow's date]	120	Gave legal advice	Resolved—In favor of the client	They decided to share the borehole

- Suppose after this case ends, Kim-Ly/Bao comes back to you to discuss how to write a will. How will you fill out the form?
(Answer: They should start an entirely new Client Visit Form)

Discussion: Consistency in Filling Out Forms (20 minutes)

Consistency is absolutely necessary to quickly and efficiently turn monitoring data on forms into useful information. Organizations need to combine and compare the reports from all the CVGEAs to say something meaningful about the organization as a whole. If the forms are all completed with consistency, it is easy for the organization to combine the information from everyone’s forms. If, on the other hand, each CVGEA writes a detailed narrative report about each of their clients, it is more difficult to compare outcomes and actions across CVGEAs. Sometimes CVGEAs may even leave out some important information or not provide enough detail to make the report useful.

Let’s go over an example, so you can see the importance of consistency. Suppose three CVGEAs speak with the same client and these are the descriptions that they provide.

CVGEA #1: A woman in the community is complaining that her neighbor has been growing crops on her plot of land, but her neighbor claims that the land is his. She wants me to help her enforce the boundary of her property. I scheduled a meeting with the other property owner.

CVGEA #2: A woman accused her neighbor of trespassing on her property.

CVGEA #3: A 55 year-old, recently widowed woman in my village of Tam Coc traveled to my house with her daughter to discuss a problem with me. In the last season, her neighbor grew corn and sweet potatoes on her plot of land. When she approached her neighbor about the issue, her neighbor said that the land where he

was growing the corn and sweet potatoes actually belonged to him. However, she explained that he had never tried to grow crops on that land when her husband was still alive. They had an argument over who could use that land and then the woman came to me to try to remedy the situation. Since this is a case about the boundaries of land, I scheduled a meeting with the other property owner.

It is difficult to tell that the three descriptions are about the same case. CVGEA #3 gave the most detail about the case, but some of the detail is not important for the monitoring. CVGEA #2 did not give enough detail and did not note the action that s/he took. The descriptions also differed on categorizing the type of case. CVGEA #1 and #3 categorized the case as a boundary dispute, while CVGEA #2 did not note any boundary issues and categorized it as a trespassing case. If all three of these CVGEAs had completed a monitoring form that asked for specific information (like type of case and action the rights worker took) that allowed them to choose from a menu of responses, it is more likely that their accounts would be similar and that there would be neither too much nor too little detail.

The lists of choices in the Client Visit Form for marital status, type of case, action taken, and outcome encourage consistency. CVGEAs can choose the description from each list that best fits their case instead of every CVGEA writing out a short description of the case using different words that might leave out information, include too much information, or will take too much time and cause confusion for someone analyzing many Client Visit Forms. Only allowing a certain number of choices to answer a question further promotes consistency, as there is less chance that two people will record different answers to mean the same thing. A good list of choices will cover most cases that arise, even if the details of cases are different.



Exercise: Extra Practice for Consistency in the Type of Case (30 minutes)

At first, it may be difficult for the CVGEAs to classify the type of case based on the choices listed on the monitoring form. In some instances, different CVGEAs may even want to classify the same case two different ways. *Therefore, it is important for them to reach a common understanding of how to classify cases from the choices given.*

Read the three following short descriptions. For each description, ask the participants to classify the type of case that they would record on their monitoring form. Direct them to choose a response from the list at the bottom of the form. They do not need to fill the rest of the form.

Case Description A: A man in the village is complaining about his neighbor growing crops on his land. His neighbor recently started building a fence around the crops. When the man tried to stop him, his neighbor claimed that the land is actually his. The man wants to stop his neighbor from using his land. Neither man has a “Red Book” that outlines the purposes of the land, its boundaries, and who can use this land.

Case Description B: A woman in the community is having problems with her husband. He comes home from the local bar late at night, often drunk, and starts arguments with her. He tells her that her cooking is bad and that she doesn’t clean the house enough. When she tries to argue with him, he hits her. He also tried to hit their 12-year-old son, but she always stops him. She doesn’t know what to do.

Case Description C: The husband of a local woman recently passed away. He had a pension through his job that should be transferred to her upon his death. However, when she went to the employer to get the pension transferred to her name, they wanted the death certificate of her husband, which she did not have. She needs help to secure the pension.

Discussion: Fill Out Forms Immediately After the Client Visit or Event (5 minutes)

Explain to the participants that it is easy to forget details from a client visit or sensitization event if they are not written down immediately. This is especially true when they see more than one client or if one client gives them more than one case before they fill out the form, since they might confuse the two cases. When a CVGEA is doing one activity, s/he may be completely focused on it. However, when s/he starts a second activity, s/he may forget the details of the first, even after only a short time. A CVGEA must fill out the monitoring forms as quickly as possible after the event is finished.

Exercise: Filling out Forms Immediately after Visit or Event (5 minutes)

This is a small memory exercise to demonstrate that we can easily forget important details in just a short time if they are not recorded.

1. Tell the participants that you are going to say a phone number out loud, but that they are not to write the number down or enter it into their mobiles.
2. Say the phone number out loud one time. Make sure no one is recording it.
3. Ask the group to repeat the phone number back to you. Make sure no one is recording it.
4. Now tell the participants that you are going to tell them another phone number out loud and that they may not write or enter this number either. Choose a phone number that is not similar to the first one you gave them.
5. Say the second number out loud. Make sure no one is recording it.
6. Ask the group to repeat the second phone number back to you. Make sure no one is recording it.
7. Now ask them to repeat back the first phone number. This will be more difficult because people have been concentrating on remembering the second number and did not have the first one written down.

The Monthly Client Visit Log

Background: Monthly Client Visit Log

Because the CVGEAs will keep the Client Visit Forms as a record of their cases, they also need a way to report information about their client visits to their organization. The Monthly Client Visit Log can be used to report information about client visits on a monthly basis.

Discussion: Summarizing Data with the Monthly Client Visit Log (30 minutes)

The Monthly Client Visit Log requests much of the same type of information as the Client Visit Form to make it as easy as possible to transfer the data from one form to another. Each row corresponds to a client who was visited during the month. To transfer the information from the Client Visit Form to the Monthly Client Visit Log, the CVGEA needs to go back through their Client Visit Forms and set aside the ones that have an entry under “Visit Information” that occurred during that month. Then, they will enter the name of that client, demographic information, and type of case from the top of the Client Visit Form and fill in the “Visit Information” that corresponds to the meeting that occurred during the month in the Monthly Client Visit Log. If they visited with the same client more than once in a month, they will write the “Type of Case,” “Action Taken,” and “Outcome” information for every visit on multiple lines in the same “Client Name” row, regardless of whether or not the client was visited multiple times for the same case. The client name and demographic information, along with “How heard of CVGEA” and “Comments,” will be the same for those lines. The “Total Visits in Month” column is completed when the CVGEA has tabulated all visits from the same “Client Name” visit.

1. Briefly revisit the different information categories on the Monthly Client Visit Log. They are all contained on the Client Visit Form, so you need not go into much depth. Refer to the explana-

tions in the Client Visit Form section of the training for clarification of what should be included in each box.

2. Explain again that for the columns “Type of Case,” “Action Taken,” and “Outcome,” they should choose from the categories at the bottom of the form. These are the same categories that are found at the bottom of the Client Visit Form, so copying what they had written in that form will work.
3. Discuss the logistics of completing the form with the CVGEAs. They should fill out the form according to the guidelines above and using the list of potential responses when applicable. They should collect all of the Client Visit Forms that have a visit during the month in question, then fill out the information about the visit in the Monthly Client Visit Log exactly as it appears on the Client Visit Form. The organization/union/mass organization or local implementing partner should establish a time with the CVGEAs each month to collect these forms.

Exercise: Practice Transferring Information from CLIENT VISIT FORM to MONTHLY CLIENT VISIT LOG (30 minutes)

Split the participants into groups of two or three. Have the groups work together to fill out the Monthly Client Visit Log using the filled out Client Visit Forms that were completed in the above exercises. Because all the exercises use dates within the month, they should have a number of lines to fill out. After they have filled out their Monthly Client Visit Log, discuss what should be written in each box. You can do this by printing out or drawing a large version of a blank form to hang on the board in the front of the room. Have a volunteer fill out the box as they have done on their form and discuss with the rest of the CVGEAs. If you cannot print out or draw a large version of the form, you can go around the room and have the participants tell you what they have written in each of the boxes.

MONTHLY CLIENT VISIT LOG

CVGEA's Name:	Month:
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Client Name	Village, Commune, Province	Sex	Age	Marital Status	Education	Occupation	Type of case <i>(Specify if "other")</i>	Action Taken <i>(Specify if appropriate)</i>	Outcome <i>(Specify if appropriate)</i>	How heard of CVGEA	Comments	Total visits in month
		M										
		F										
		M										
		F										
		M										
		F										
		M										
		F										

Marital Status: Married – Legal (Civil); Married – Customary; Married – Religious; Single (Never Married); Widow/Widower; Cohabiting; Divorced/Separated

Type of Case: Land boundary dispute; Eviction by landlord; Eviction by partner; Land grabbing; Fraudulent sale/claim to land; Sale of land without consent; Trespass; Other property dispute; Inheritance; Writing a will; Obtaining land certificate; Obtaining birth/death certificate; Obtaining marriage certificate; Marital problem; Domestic violence; Child abuse/neglect; Custody; Murder; Defilement; Debt; Theft; Property damage; Assault/violence; Drug/alcohol abuse; Other (specify)

Action Taken: Gave legal advice (specify); Return visit only; Referred; Other (specify)

How Heard of CVGEA: Community loudspeaker/public announcement system; Friend/family; Local leader; Village/group meeting; Other (specify)

Outcome: Referred cases: (specify to whom, which agency/institution. Examples: Police, Elders in the community, Legal aid club, District level court, etc.); Scheduled return visit with client; Scheduled meeting with other party; Scheduled meeting with local (commune, province) leader; Scheduled meeting with other leader; Resolved – In favor of client; Resolved – Against client; (# of people) wrote wills. Ongoing – no additional visits planned; Other (specify)

The Community Sensitization Log

Background: Community Sensitization Log

In addition to client visits, the CVGEAs also hold community sensitization events to teach the community about the law and its applications. The form below could be used to collect monitoring information about community sensitization events. Each column corresponds to a different type of information that the organization/union/mass organization wants the CVGEAs to collect. This form is designed to record all community sensitization events that occur in a given month. The CVGEAs should fill out one row for each event.

Like the Client Visit Forms, the Community Sensitization Log has categories at the bottom of the form that the CVGEAs will select from to fill out some of the columns.

Discussion: Record Community Interactions in the Community Sensitization Log (45 minutes)

1. Have the participants read all of the different “information” categories and explain what they think would go in that box. Below is an explanation of what information should be recorded in each box. As they go through the different types of information, clarify their explanations using the ones in the table.

Information	Description
CVGEA Coordinator Name	<i>Each commune has a CVGEA who has been nominated to take on a coordinating role. That individual will complete this form.</i>
Month	<i>Month during which sensitization activities were executed.</i>
Date	<i>Record the date of the sensitization event.</i>
Duration	<i>Record the length of the sensitization event in minutes. If you do not have a clock, estimate the time to the best of your ability. If your sensitization was part of a larger meeting on a different topic, count just the time that was relevant to <u>your</u> topic.</i>
Village, Commune, Province	<i>Record the village and commune and province where the sensitization event was held.</i>
Topic of Event	<i>Choose from the "Topic of Event" list at the bottom of the form to classify the topic that the sensitization even was about. Record only one topic in the space provided.</i>
Mobilization Method	<i>Choose from the "Mobilization Method" list at the bottom of the form to classify the way that you brought together the audience for your sensitization event. Specify the method if requested by your choice on the list. Record only one method in the space provided.</i>
Specific Training/ Activity	<i>Choose from the "Training/Activity" list at the bottom of the form to indicate how you taught your audience about the topic. Record all trainings or activities that were used in the space provided.</i>
Number of Participants	<i>Record the number of males and females that attended the event. Write the number of males under "M" and the number of females under "F." If it was a large audience, estimate the numbers.</i>
Issues Arising from Participants	<i>Record any issues that arose during the sensitization events, questions asked that you couldn't answer, disruptions, etc.</i>
Lessons CVGEA Learned	<i>Record any lessons learned through the sensitization events, instruction methods that worked well/poorly, locations and times that worked well/poorly, etc.</i>
Handouts Used	<i>Choose from the "Property Rights and Gender in Vietnam Handout Used" list at the bottom of the form to indicate if you used any handouts in preparation for the sensitization event. Record all that applies in the space provided.</i>
Organizations/ Leaders Involved	<i>List the other organizations or leaders that were involved in the sensitization event (if any).</i>
Lead CVGEA Organizer	<i>Name the CVGEA who lead the event.</i>
Supporting CVGEA	<i>Record all CVGEA involved in the event the space provided.</i>

2. Explain that for the columns “Topic of Event,” “Mobilization Method,” “Training/Activity,” and “Handout Used,” there are categories at the bottom of the form that they should use as their description. Ask the participants to read the lists of categories. For consistency, it is very important that they use the words on these lists, so you need to make sure that the CVGEA coordinator understands exactly what is meant by each word.
3. Discuss the logistics of completing the form with the CVGEA coordinators. They should fill out the form according to the guidelines above and using the list of potential responses when applicable. It is important that they fill out this form during the sensitization event or as soon after the event as they can. The organization or local implementing partner should establish a time with the CVGEA coordinators each month to collect these forms.
4. Sometimes CVGEAs may hold their own meetings and events to reach out to the community. Sometimes they may be invited to speak at a meeting or event that someone else is holding, even if only for 15 minutes or so. Both situations should be captured in the Community Sensitization Log. The “Duration” box should contain how long the event dealt with topics relevant to the rights worker.

The CVGEA Workplan

Background: CVGEA Workplan

In order to ensure that the CVGEAs are planning their activities in an appropriate fashion—identifying what topics they will speak about and which groups they will sensitize in advance—the CVGEA coordinators will draft a monthly workplan. This workplan will be drafted in the month *prior* to the month’s activities reported in the workplan. The form below will be used by supporting organizations or the local implementing partner to monitoring/document the CVGEAs work. Each column corresponds to a different type of information that the organization/union/mass organization wants

the CVGEAs to collect. This form is designed to record all community sensitization events that occur in a given month. The CVGEAs should fill out one row for each event.

Discussion: Record the CVGEA Workplan (30 minutes to 1 hour)

1. Have the participants read all of the different “information” categories and explain what they think would go in that box. Below is an explanation of what information should be recorded in each box. As they go through the different types of information, clarify their explanations using the ones in the table.

Information	Description
CVGEA Coordinator Name	<i>Each commune has a CVGEA who has been nominated to take on a coordinating role. That individual will complete this form.</i>
Month/Year	<i>Month and year during which sensitization activities will occur.</i>
Lead CVGEA Organizer	<i>Name the CVGEA who will serve as the chief organizer of the event.</i>
Commune, Village	<i>Record the village and commune where the sensitization event will be held.</i>
Date of Event	<i>Record the date of the upcoming sensitization event.</i>
Type of Sensitization Event	<i>Choose from the “Type of Event” list at the bottom of the form to indicate how the CVGEAs brought together the audience that they were planning to teach about the particular topic(s). Record only one type of event in the space provided.</i>
Topic Discussed	<i>Choose from the “Topic of Event” list at the bottom of the form to classify the topic that the sensitization even was about. Record only one topic in the space provided.</i>
Target Audience	<i>Choose from the “Target Audience” list at the bottom of the form to indicate who/what groups constituted your audience about the topic.</i>
Supporting CVGEA	<i>Record all CVGEA involved in the event in the space provided.</i>

2. Explain that for the columns “Type of Sensitization Event,” “Topic Discussed,” and “Target Audience,” there are categories at the bottom of the form that they should choose from as the best description. Ask the participants to read the lists of categories. Because it is very important for consistency that they use the words on these lists, you need to make sure that the CVGEA coordinator understands exactly what is meant by each word.
3. Discuss the logistics of completing the form with the CVGEA coordinators. They should fill out the form according to the guidelines above and using the list of potential responses when applicable. It is important that they fill out this form *one month prior to the scheduled sensitizations*. The organization/union/front/ local implementing partner should establish a time with the CVGEA coordinators each month to collect these forms.

CVGEA WORKPLAN

Name of CVGEA Coordinator Completing Form:

Month: Year:

Name of CVGEA lead organizer	Commune	Village	Date of event <i>(include prospective date)</i>	Type of Sensitization Event <i>(e.g., song, drama, lecture)</i>	Topic Discussed	Target Audience <i>(e.g., union, mass organization, community at large)</i>	Name of Supporting CVGEA(s) <i>(that lead organizer will coordinate with, if any)</i>

Topic Discussed (at Event): Marriage laws Human rights; Historical Vietnam Land Law Women's rights; Land Law and amendments; Children's rights; Marriage and property rights; Court system; Landlord and tenant relations; Dispute resolution; New laws and implications; Will writing; Land management institutions; Land certificates; Inheritance and succession laws; Other certificates (specify); Land ownership systems; Other topic (specify)

Type of Sensitization Event: Drama/song; Question and Answer; Lecture; Case stories; Role play; Other (specify)

INTERNATIONAL CENTER FOR RESEARCH ON WOMEN (ICRW)

Headquarters

Washington, D.C. Headquarters
1120 20th St NW
Suite 500 North
Washington, D.C. 20036
tel: 202.797.0007
fax: 202.797.0020
info@icrw.org

Asia Regional Office

C – 59, South Ext, Part II
New Delhi, India - 110049
tel: 91.11.4664.3333
fax: 91.11.2463.5142
info.india@icrw.org

Mumbai Project Office

101-102, 1st Floor, C – Wing, Mangalmurti Complex
Chikwadi, Mankhurd
Mumbai, India – 400043
tel: 91.22.2550.5718 or 5719
info.india@icrw.org

East Africa Regional Office

ABC Place
Waiyaki Way, Westlands
P.O. Box 20792, 00100 GPO
Nairobi, Kenya
tel: 254.20.2632012
info@icrw.org

INSTITUTE FOR SOCIAL DEVELOPMENT STUDIES

Suite 1804, PH Floor, The Garden building
Me Tri road, Tu Liem District
Hanoi, Vietnam
tel: 84.4.37820058
isdsvn@isds.org.vn
website: www.isds.org.vn