

Socialist Republic of Vietnam

MINISTRY OF LABOR, INVALIDS AND SOCIAL AFFAIRS

DEPARTMENT OF CHILD AFFAIRS

Socialist Republic of Vietnam

Project for Strengthening the Operation of Hotline for
Counseling and Supporting Trafficked Survivors

Project Completion Report

February 2022

Japan International Cooperation Agency (JICA)

Implemented by Joint Venture of
ICONS Inc.
and
INGÉROSEC Corporation

GP
JR
22-049

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Abbreviations

ASEAN	Association of South East Asian Nations
BGC	Border Guard Command
C02	Criminal Police Department
C42	Police Staff Department
C45	General Department of Police for Criminal Violation
CCCS	Center for Counseling and Communication Services
CM4TIP	Project on Capacity Development on Assisting Victims of Trafficking in the Greater Mekong Sub-Regional Countries
COMMIT	Coordinated Mekong Ministerial Initiative Against Trafficking
CTN	Counter Trafficking Network
DCA	Department of Child Affaire
DOLAB	Department of Overseas Labor
DOLISA	Department of Labor Invalids and Social Affairs
DSA	Department of Social Affairs
DSVP	Department of Social Vice Protection
IAWT	Inter-Agency Working Team
IOM	International Organization for Migration
JCC	Joint Coordinating Committee
JICA	Japan International Cooperation Agency
KCCP	Knowledge Co-Creation Programme
M/M	Minutes of Meetings
MND	Ministry of National Defense
MOLISA	Ministry of Labor Invalids and Social Affairs
MPS	Ministry of Public Security
NPA	National Plan of Action
NGO	Non-Governmental Organization
ODA	Official Development Assistance
PDM	Project Design Matrix
PMU	Project Management Unit
PO	Plan of Operations
RCC	Regional Call Center
SOM	Senior Officer Meeting
TIP	Trafficking in Persons
UN-ACT	United Nations Action for Cooperation Against Trafficking in Persons
UNODC	United Nations Office on Drugs and Crime
UNICEF	United Nations Children's Fund
VAT	Value Added Tax
VND	Vietnam Dong
VWU	Vietnam Women's Union

Project Completion Report

Project Title : Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

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Title: Project Director

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 17 January 2022

I. Basic Information of the Project

1. Country

The Socialist Republic of Vietnam

2. Title of the Project

Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

3. Duration of the Project (Planned and Actual)

The initial project period: From November 2018 to November 2021

Actual: From November 2018 to March 2022

4. Background (from Record of Discussions(R/D))

Trafficking in persons (hereinafter referred to as "TIP") has become a serious issue in Vietnam because of the widening economic gap between urban and rural areas since the introduction of a market economy and the economic development that followed, as well as increased domestic and international movement of people. According to the "Trafficking in Persons Report 2016" released by the U.S. Department of State, the number of TIP victims in Vietnam during 2006–2015 was 3,186 (920 men and 2,266 women) with the 1,253 cases and 3,510 perpetrators. The number of female victims is much more than male victims, and about 200 to 300 in each year.

To address this issue, JICA implemented the "Project for the Establishment of Anti-Trafficking in Persons Hotline" (hereinafter referred to as "Phase 1") from 2012 to 2016. This project expanded the National Child Helpline operated in Hanoi, An Giang and Ha Giang Provinces to include a function of hotline service for preventing and supporting TIP victims, and established

the implementation structure of the hotline.

Phase 1 coordinated the inter-ministerial cooperation and developed Joint Plan of Operation of the Anti-Trafficking in Persons Hotline (hereinafter “the Anti-TIP Hotline”) for the period from 2015 to 2020 among the Department of Child Care and Protection - Ministry of Labor Invalids and Social Affairs (MOLISA, on behalf of the implementing institution), Department of Criminal Police – Directorate of Police Against Crime – Ministry of Public Security, Department of Drug and Crime Prevention – High Command of Border Guard – Ministry of National Defense, Committee of Policy and Legislation – Vietnam’s Women Union. The Joint Plan described the inter-ministerial cooperation structure for the Anti-TIP Hotline, referral services and communication activities for prevention and awareness raising.

The modus operandi of perpetrators of TIP has, however, become much more complicated and difficult to identify. It is known that perpetrators of TIP have formed domestic and international networks and lure people into domestic trafficking markets and/or foreign countries through coercion, deception, and sexual violence. In China, one of the principal foreign destinations, a considerable number of trafficking cases are brought there for the purpose of sexual exploitation and forced marriage; the identified victims tend to be from ethnic minorities in the northern region. Other victims are also found in parts of the central region bordering Lao and the south near Cambodia. Therefore, there is a pressing need to further strengthen Anti-TIP measures in these regions, as well as in other areas within Vietnam where prevention and protection activities are necessary.

In these circumstances, the Government of Vietnam requested the Government of Japan for the technical cooperation project, entitled the “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors” (hereinafter referred to as the “Project”), which aims to establish and strengthen the operation of a nationwide Anti-TIP Hotline and build effective collaboration networks among the relevant institutions in each of the three designated regions. To establish the nationwide system, the Anti-TIP Hotline, which became operational with assistance from JICA through Phase 1, introduced three Regional Call Centers, namely: the Operation Center in Hanoi (covering 28 provinces/municipalities in the northern region); the Regional Call Center in Da Nang City (covering 16 provinces/municipalities in the central region); and the Regional Call Center in An Giang (covering 19 provinces/municipalities in the southern region).

5. Overall Goal and Project Purpose

Overall Goal:

Appropriate referral of TIP survivors and risk individuals is promoted at the regional level.

Project Purpose:

Anti-TIP Hotline operation is strengthened at the regional level.

6. Implementing Agency

Department of Child Affairs (DCA), Ministry of Labour, Invalids and Social Affairs (MOLISA)

II. Results of the Project

1. Results of the Project

1-1 Input by the Japanese side (Planned and Actual)

Please see, Annex 1

(1) Total amount of input from Japan :

Planned 295 million Japanese Yen

Actual 295 million Japanese Yen

(2) Dispatch of Experts :

Planned 3 persons:

- Chief advisor/Inter-agency coordination/ Training Management/ Communication activities

- Project coordinator/Anti-Trafficking in Persons/Gender, and

- IT/ Procurement of equipment)

Actual 4 persons¹

- Chief advisor/Inter-agency coordination/ Training Management①/ Anti-Trafficking in Persons/ Gender,

- Project coordinator/ Anti-Trafficking in Persons/ Gender,

- IT/ Procurement of equipment/ Communication activities①, and

- Project coordinator/ Training Management②/ Communication activities②

(3) Reception of trainees in Japan :

Planned 0 person

Actual 0 person

(Knowledge Co-Creation Programme by JICA Tokyo was organized in collaboration with the Project.)

(4) Procurement of Equipment and System :

Planned 12.5 million Japanese Yen

Actual 22.3 million Japanese Yen

1-2 Input by the Vietnamese side (Planned and Actual)

¹ Project coordinator/ Anti-Trafficking in Persons/ Gender was replaced with Project coordinator/ Training Management②/ Communication activities②, and the job descriptions of three experts were adjusted.

(1) Assignment of personnel (Planned and Actual)

- Establishment of Project Management Unit (PMU). (Please see Annex 1-2.)

(2) Provision of Project Office Space, basic facilities, and electricity (Planned and Actual)

- Arrangement of office space with office furniture for JICA experts and local staffs.

(3) Others

Planned Input

- Preparation of the Project Document for Phase-2 to be submitted to MOLISA's leaders for their approval.
- Preparation for a state budget for the Project.
- Participation in proposing activities of the Anti-TIP Hotline in National Plan of Action to Counter Human Trafficking Year 2019, 2020 and 2021.
- Prepare regular reports on implementation of the Project to MOLISA and relevant governmental agencies.
- Combine activities of the Project, especially activities utilizing state budget with activities of DCA and other projects.

Actual Input

- DCA prepared Project Document for Phase-2 and submitted to MOLISA's leaders for their approval. Project Document was approved in December 2019 by reflecting comments from relevant institutions such as Ministry of Finance and Ministry of Planning and Investment.
- DCA prepared a state budget for the operation of the Anti-TIP Hotline 4.6 billion in 2018, 5.0 billion VND in 2019, 5.2 billion VND in 2020 and 5.1 billion VND in 2021².
- DCA allocated a state budget for the Project 500 million VND respectively in 2019, 2020 and 2021.
- DCA participated in proposing activities of the Anti-TIP Hotline in National Plan of Action to Counter Human Trafficking Year 2019 (Issued in January 2019), 2020 and 2021.
- DCA invited a number of the press based in Hanoi to cover the Kick-off / JCC meeting held on 14th Dec. 2018 at Hanoi Club Hotel (32 press attended).

1-3 Activities (Planned and Actual)

The activities planned and implemented are shown in the below table.

² Salary, insurance for employees, collaborators, telephone fee, office in 3 regions, inspection and supervision expenses, staff recruitment expenses, training on some general contents, communication on Zalo.

Activities	
Planned	Actual
Output 0: Conduct baseline and endline survey	
0-1 Develop baseline and endline survey plan (indicators, targets, methods)	<ul style="list-style-type: none"> • Baseline survey plan (indicators, targets, methods & schedule) and TOR for potential research contractors was developed; it was then publicly announced on MOLISA webpage and Counter Trafficking Network (CTN) mailing list on 1st Feb. 2019. • Four applications were submitted and the selection of a research contractor was made based on the assessment made jointly by DCA officials and JICA experts. • Endline survey plan (indicators, targets, methods & schedule) and TOR for potential research contractors was developed; it was then publicly announced on MOLISA webpage and CTN mailing list on 13th May, 2021. • One application was submitted and evaluated by DCA officials and JICA experts.
0-2 Conduct baseline survey and compile the results	<ul style="list-style-type: none"> • Baseline survey was implemented in April and May 2019 and the report was completed with the necessary information and recommendations to define the indicators of Project Purpose and Outputs in November 2019.
0-3 Conduct endline survey and compile the results	<ul style="list-style-type: none"> • Endline survey was implemented from September to November 2021 and the report was completed with necessary information and recommendations to summarize the project's outputs in February 2022.
Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	
1-1 Hold Project kick-off meeting at the central level	<ul style="list-style-type: none"> • Kick-off meeting / Joint Coordinating Committee (JCC) was held at Hanoi Club Hotel on 14th Dec. 2018; it was attended by officials from MOLISA, Ministry of Public Security (MPS), Border Guard Command of Ministry of National Defense (MND-BGC), Vietnam Women's Union (VWU) and DOLISA as well as members of international organizations and the press (Total of 84 persons incl. 32 press attended).
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	<ul style="list-style-type: none"> • IAWT Technical Meeting (17th Jan. 2019) 18 participants attended from DCA, Dept. of Social Vices Prevention (DSVP), Dept. of Social Assistance (DSA), MPS, MND-BGC and VWU and a representative of JICA Vietnam office. The Project plan was discussed and some plans to cooperate with relevant agencies were proposed. • IAWT Meeting (11th April, 2019) 19 participants attended from DCA, DSVP, DSA, MPS, BGC and VWU and a representative of JICA Vietnam office. IAWT Annual Plan 2019 was approved and the Baseline survey plan was shared. • Joint Coordinating Committee (JCC) with IAWT (4th July, 2019) 21 participants attended from DCA, DSVP, DSA, MPS, BGC and VWU and a

	<p>representative of JICA Vietnam office. Project's target indicators were approved. Activities for World/National Anti-TIP Day on 30th July 2019 were discussed.</p> <ul style="list-style-type: none"> • IAWT Meeting (20th Jan. 2020) 13 participants attended from DCA, DSVP, MPS and BGC. IAWT Annual Plan 2020 was approved and recommendations to integrate the Anti-TIP Hotline into policy documents were discussed. • IAWT Technical Meeting (29th Dec. 2020) 15 participants attended from DCA, MPS, BGC and VWU and discussed on incorporation of the Anti-TIP Hotline in National Plan of Action for Anti-TIP (NPA: 2021-2025), Joint Plan 2021-2025 and IAWT Annual Plan 2021. • IAWT Technical Meeting (22nd April, 2021) 14 participants attended from DCA, DSVP, MPS, BGC and VWU and discussed on the revision of the Joint Plan (2021-2025) and project schedule with the extension of the project period until 18th March 2021. • IAWT Technical Meeting and Joint Plan Signing Ceremony (6th Oct, 2021) 22 participants attended from DCA, MPS, BGC, VWU and JICA Vietnam Office to sign the Joint Plan (2021-2025). • The Project developed recommendations through IAWT and reflected the Anti-TIP Hotline activities in the Annual Plan 2019, 2020 and 2021 of NPA (2016-2020) and NPA (2021-2025) and MOLISA Implementation Plan (2021-2025) (Victim Support Plan). • Conduct survey of Implementation of National Plan of Action (2016-2020) Survey was conducted with VWU to evaluate the communication activities and extract lessons learned for the better implementation of NPA (2021-2025) with questionnaire, in-depth interview and meetings in Thai Nguyen and Lang Son in Oct. and Nov. 2021. • Develop training materials for staff of IAWT agencies Training material for BGC frontline officers were developed and 470 copies were distributed nationwide in 2021.
<p>1-3 Conduct seminar for DOLISA Focal Points on referral mechanism</p>	<ul style="list-style-type: none"> • DOLISA Focal Point seminars were held as follows: <ul style="list-style-type: none"> - In 2019, two times of seminar were held. The first one was on 27th-28th June, 2019 in An Giang with 61 participants and the second one on 12th-13th December 2019 in Hanoi with 38 participants. The situation of TIP in Vietnam and roles and mission of DOLISA Focal Point for connecting network of the Anti-TIP Hotline were presented and discussed. - In 2020, one time of seminar was held on 29th -30th October 2020 in Hanoi and 42 DOLISA Focal Points and 9 Hotline counselors were participated with relevant

	<p>agencies. The latest situation of TIP in Vietnam and the issue and prevention activities of online sexual exploitation were presented and discussed.</p> <ul style="list-style-type: none"> - In 2021, one time of seminar was held on 2nd December 2021 in Hanoi and 63 DOLISA Focal Points, 4 Hotline counselors and 6 staff of Social Work Action Group were participated with relevant agencies. The NPA (2021-2025) and support TIP victims under NPA (2021-2025), current situation of the Anti-TIP Hotline and achievement of the Project were presented and discussed. 																																																																																																											
<p>1-4 Update E-directory with referral information from relevant agencies</p>	<ul style="list-style-type: none"> • DCA collected the referral information from four relevant agencies and NGOs totally 13,680 from central to commune level. The collected information was installed in the newly procured system and updated in daily work of counselors when a contact person was changed. The detail of the contacts is as follows: <table border="1" data-bbox="480 797 1445 1167"> <thead> <tr> <th rowspan="2">No.</th> <th rowspan="2">Agencies</th> <th rowspan="2">No. of collected contacts</th> <th colspan="8">Level/ Type of unit</th> </tr> <tr> <th>Centre</th> <th>Province</th> <th>District/ City</th> <th>Commune/ ward</th> <th>Border station</th> <th>Social work center</th> <th>Social Assistance Establishment</th> <th>Special facilities/ Shelter</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>MOLISA</td> <td>11,935</td> <td></td> <td>63</td> <td>712</td> <td>11,160</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>VWU</td> <td>439</td> <td></td> <td>37</td> <td>402</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>BGC</td> <td>184</td> <td></td> <td>51</td> <td></td> <td></td> <td>133</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>DSA</td> <td>197</td> <td></td> <td>63</td> <td></td> <td></td> <td></td> <td>42</td> <td>92</td> <td></td> </tr> <tr> <td>5</td> <td>DSVP</td> <td>69</td> <td></td> <td>63</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>6</td> </tr> <tr> <td>6</td> <td>MPS</td> <td>775</td> <td>10</td> <td>63</td> <td>702</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>NGO</td> <td>81</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>TOTAL</td> <td>13,680</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	No.	Agencies	No. of collected contacts	Level/ Type of unit								Centre	Province	District/ City	Commune/ ward	Border station	Social work center	Social Assistance Establishment	Special facilities/ Shelter	1	MOLISA	11,935		63	712	11,160					2	VWU	439		37	402						3	BGC	184		51			133				4	DSA	197		63				42	92		5	DSVP	69		63						6	6	MPS	775	10	63	702						7	NGO	81										TOTAL	13,680								
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<p>1-5 Revise Joint Plan³</p>	<ul style="list-style-type: none"> • The Project supported DSVP to conduct the evaluation of the implementation of Decree Stipulating in Detail A Number of Articles of the Anti-Human Trafficking Law (Decree No. 09/2013/ND-CP)⁴ in the past 5 years (2013-2019) in four provinces: Yen Bai, Lao Cai, An Giang and Tay Ninh from August to October 2019 by inputting comments on the survey plan and questionnaires, and accompanying the field survey in Lao Cai. • The Project also supported holding Review Conference on the implementation of Decree No. 09/2013/ND-CP on 29th November 2019 in Ho Chi Minh City. Totally 82 participants from central ministries, provinces and NGOs/INGOs participated in the conference, and the evaluation results were shared and ideas for revision of Decree No. 09 were discussed. • The Project also supported hiring three external experts to draft the new decree to replace Decree No. 09. 																																																																																																											

³ Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

⁴ Decree No. 09 describes specific measures to support TIP victims. The Project supports the revision of this decree to be useful for the survivors to be reintegrated to their society and to include the Anti-TIP Hotline to reinforce the collaboration among four relevant agencies in addition to the Joint Plan, which is a kind of Memorandum of Understanding among four relevant agencies.

	<ul style="list-style-type: none"> • The Project supported DSVP to hold Consultation Workshop to discuss on the new decree replacing Decree No. 09 with the co-chair of Deputy Director of DSVP, Mr. Kobayashi, Senior Representative of JICA Vietnam Office and Chief of Mission of IOM on 15th October 2020 with 112 participants from central ministries, provinces and NGOs/INGOs. The new decree was submitted to the Government in December 2020 and will be approved after the revision of the Anti-TIP Law which is now being revised. • Joint Plan (2016-2020) was reviewed and revised to be the Joint Plan (2021-2025) among four relevant agencies including MOLISA, MPS, MND-BGC and VWU. Based on the implementation in the past years, the description of the inter-agency coordination in the provinces was detailed and the purpose to achieve NPA was added. The revised Joint Plan was discussed in IAWT Technical Meeting on 22nd April 2021 and signed among Police Colonel Tô Cao Lanh (Deputy Director General of MPS), Colonel Phan Thăng Long (Deputy Director General of BGC), Ms. Nguyễn Thị Minh Hương (Head of Information-Education-Communication Department, VWU) and Mr. Dang Hoa Nam (Director General of DCA) on 6th Oct. 2021.
<p>1-6 Hold experience sharing with neighboring countries</p>	<ul style="list-style-type: none"> • 9th Mekong Regional Workshop (CM4TIP), held in Bangkok in January 2019, was attended by 8 persons from Vietnam (incl. officials/counselor from DCA, Center for Counseling and Communication Service (CCCS), DSVP, MPS, MND-BGC as well as personnel from NGO and JICA expert). Experiences on anti-TIP policies and activities in Vietnam were presented and shared. • The Project supported two participants (Mr. Tran Van Thao, DCA and Mr. Vu Phan Dua, MPS) to participate in JICA’s Knowledge Co-Creation Program on “Promotion of Networking among ASEAN Countries on Anti-Trafficking in Persons” from 23rd October 2019 to 8th November 2019 in Japan. • Senior Officer Meeting (SOM) of Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT) was held on 16th December 2020 and the Project participated as an observer. • JICA Tokyo organized online Knowledge Co-creation Program “Refreshment Program on Promotion of Networking among ASEAN Countries on Anti-Trafficking in Persons for ex-participants” on 28th-29th January 2021 and Ms. Le Thi Thao and Ms. Nguyen Thi Thu Thuy of CCCS, DCA participated. The Project supported to develop their Country Report, developed presentation material of the Project and Anti-TIP measures in Vietnam and participated as an observer. • JICA Tokyo organized online Knowledge Co-creation Program “Promotion of Networking Among ASEAN Countries on Anti-Trafficking In Persons”, and the Project supported 2 shift leaders of Da Nang (Mr. Nguyen Tan Hai Trieu) and An Giang RCC

	(Ms. Do Anh Thu) to prepare and participate in the training from October 2021 to January 2022.
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized	
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	<ul style="list-style-type: none"> • The Project reviewed existing Operational Guidelines and points to be improved with counselors and DCA. • The Project supported revising Operational Guidelines with hiring two experts and the revised Operational Guidelines were approved by DCA in August 2019.
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers	<ul style="list-style-type: none"> • The Project supported to procure the Anti-TIP Hotline equipment and upgrade database management software in RCCs (Hanoi, Da Nang and An Giang) in June 2020 in accordance with the request by DCA. • As the Project received an additional request, the Project installed the following system on May, 2021. <ul style="list-style-type: none"> - Call Center Quality Management System (QMS) - Network Monitoring Software - Interactive Voice Response (IVR) Software • The details of the equipment and software procured under the Project are attached as Annex 1-3. List of equipment procured under the Project
2-3 Train counselors for Anti-TIP Hotline	<ul style="list-style-type: none"> • In Total, 12 times of training were organized for 315 Hotline counselors of three RCCs and social workers of Social Work/Protection Centers in the country. (Refer Annex 1-4. List of Training) Prior to the training, the Project collected opinions of counselors on their knowledge and understanding by questionnaires. • The topics of the training included five steps of psychological counseling, policies and supporting procedures for trafficked victims, definition and case studies of TIP, A-M-P Model, trafficking assessment, safety assessment and planning, responding to urgent needs and immediate threat cases, procedure and techniques for psychological support for abused children and trafficking in person victims, mental health and case management. In the course of the Project, the Anti-TIP Hotline counselors developed their counseling skills, and the Project laid importance on the practical training such as role plays. • For the continuous capacity development of the Anti-TIP Hotline counselors, the Project supported developing standardized training materials which initiated by the experienced Hotline counselors. • Case book was developed by Dr. Nguyen Thi Hai based on the actual cases picked up from external assessment of the counseling quality.
2-4 Assess quality of	<ul style="list-style-type: none"> • The Project supported external assessment of the counseling quality of all counselors of

<p>counseling service through internal and external evaluations</p>	<p>two RCCs (Da Nang and An Giang) in 2020. Dr. Tran Thi Minh Duc and Dr. Nguyen Thi Hai conducted the assessment of 50 cases from Dec 2018 to April 2020 and produced effective report. The high improvement in the quality of counseling was observed among all counselors. On the other hand, there were still some rooms to be improved, especially the skill to identify clients' problems and questioning skills, so the results were utilized in the next training.</p> <ul style="list-style-type: none"> • The Project supported external assessment of the counseling quality of all counselors of two RCCs (Da Nang and An Giang) and two new counselors in Hanoi in 2021. Dr. Tran Thi Minh Duc and Dr. Nguyen Thi Hai conducted the assessment of 60 cases from May 2020 to May 2021 and produced effective report to improve the quality of counseling. The number of TIP counselling cases was increased from 11 in the previous period (Dec. 2018 to Apr. 2020) to 20 cases in this period (May 2020 to May 2021). The number of TIP referral cases was increased from 10 in the previous period to 29 cases in this period. The increase of TIP cases in 2 RCCs indicates that the capacity of 2 RCCs of Da Nang and An Giang to work on TIP cases as well as the awareness of the Anti-TIP Hotline in the central and southern regions were increased. On the other hand, there were still some points to be improved, such as listening skills and questioning skills to grasp problems and needs of clients more precisely, so the results were utilized in the next training. • The contents of internal evaluation, DCA organize monthly were as follows: <ul style="list-style-type: none"> - Monthly evaluation based on the individual record of all cases of counseling, intervention, referral and counseling quality with checking whether there is any claim or not, reviewing referral cases by the Head and the Deputy head of the Anti-TIP Hotline and rating counselors including shift leaders. - Regular meetings for shift leaders to give their comments on members and typical cases. etc. - As the internal evaluation mechanism of CCCS, a team takes responsibility for case recordings. Every month, the team reviews cases' progress to report leaders to remind counselors about case recording or follow-up.
<p>2-5 Analyze counseling information and develop bi-annual report</p>	<ul style="list-style-type: none"> • Bi-annual report and annual report were prepared by CCCS regularly based on the analysis of information from call center. The bi-annual report and annual report were shared to the relevant agencies in IAWT meetings and sent to agencies of the government and Party, DOLISA of 63 provinces and cities and Social Work Centers/Social Protection Centers nationwide.
<p>Output 3: Public awareness of Anti-TIP Hotline is raised nationwide</p>	
<p>3-1 Develop comprehensive plan for</p>	<ul style="list-style-type: none"> • At the beginning of the Project, a comprehensive plan for communication activities was developed in consultation with DCA. The Project also consulted with MPS, BGC and

communication activities	<p>VWU to develop a plan to support IAWT members in their communication activities.</p> <ul style="list-style-type: none"> • Considering the changes in the social situation of Vietnam, such as the impact of COVID-19, the strategy and method of communication activities were regularly discussed using the opportunity of IAWT meetings and modified the plan to meet the social situation in Vietnam. 																																																							
<p>3-2 Develop communication materials and products</p>	<ul style="list-style-type: none"> • The Project produced two types of leaflets and cards visit (Information card) in English and Vietnamese. These were distributed at the border gates and at various Anti-TIP events, as well as used in communication activities conducted by relevant agencies. In addition, standees (Portable signboard) was prepared and used at events. One standee has been set up and leaflets and cards visit were displayed at the JICA Vietnam office (Hanoi and Ho-Chi-Minh). • T-shirts, pens, and hand fans were distributed at events and to support the communication activities of relevant agencies. • Banners and semi-permanent boards were provided to key areas of TIP. Banners have been displayed in places where many people gather, and semi-permanent boards were installed mainly in border areas. • Magazines containing information and articles on the Anti-TIP Hotline were purchased and displayed at various events, such as Anti-TIP Day in Lang Son and Nghe An. These copies were distributed to those who want to keep them. • As for communication activities at Anti-TIP Day, the Project developed caps, T-shirts, and standee to support MPS in 2019 and 2020. Since the scale of the event was limited in 2021 due to COVID-19, the Project supported MPS to produce and broadcast TV programs to raise awareness of wider range of people. • The Project has developed and distributed these communication materials in three years. <table border="1" data-bbox="480 1435 1434 1977"> <thead> <tr> <th colspan="2" rowspan="2">Items</th> <th colspan="3">Number (pcs/copies)</th> <th rowspan="2">Main distribution area/target</th> </tr> <tr> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1</td> <td>Leaflet (VN)</td> <td>288,500</td> <td>9,000</td> <td></td> <td>Distributed at various communication activities</td> </tr> <tr> <td>Leaflet (EN)</td> <td>2,000</td> <td>1,000</td> <td></td> <td>Distributed at various communication activities</td> </tr> <tr> <td rowspan="2">2</td> <td>Card Visit (VN)</td> <td>15,000</td> <td>4,000</td> <td></td> <td>Distributed at various communication activities</td> </tr> <tr> <td>Card Visit (EN)</td> <td>20,000</td> <td>1,000</td> <td></td> <td>Distributed at various communication activities</td> </tr> <tr> <td>3</td> <td>T-shirt</td> <td>910</td> <td></td> <td>1,000</td> <td>Distributed at various communication activities</td> </tr> <tr> <td>4</td> <td>Pen</td> <td>5,000</td> <td></td> <td>500</td> <td>Distributed at various communication activities</td> </tr> <tr> <td>5</td> <td>Calendar</td> <td>107,200</td> <td>107,904</td> <td>100,000</td> <td>Communes and agencies in key provinces</td> </tr> <tr> <td>6</td> <td>Hand fan</td> <td></td> <td>1,800</td> <td></td> <td>Schools in Hanoi, Da Nang An Giang</td> </tr> </tbody> </table>	Items		Number (pcs/copies)			Main distribution area/target	2019	2020	2021	1	Leaflet (VN)	288,500	9,000		Distributed at various communication activities	Leaflet (EN)	2,000	1,000		Distributed at various communication activities	2	Card Visit (VN)	15,000	4,000		Distributed at various communication activities	Card Visit (EN)	20,000	1,000		Distributed at various communication activities	3	T-shirt	910		1,000	Distributed at various communication activities	4	Pen	5,000		500	Distributed at various communication activities	5	Calendar	107,200	107,904	100,000	Communes and agencies in key provinces	6	Hand fan		1,800		Schools in Hanoi, Da Nang An Giang
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	7	Standee	8	4		Display at events
	8	Semipermanent Board	230			Border areas and border gates at 19 provinces
	9	Banner	100	105	500	Mainly mountain areas and border areas
	10	Magazine of labor and society	100	150		Distributed at events
	11	Magazine of family and children	100			Distributed at events
	12	Cap (Event support)	600			Word/National Anti-TIP Day
		T-shirt (Event support)	600	800		Word/National Anti-TIP Day
		Standee (Event support)	10			Word/National Anti-TIP Day
	13	Mask			10,000	Distributed through Social Work Centers

<p>3-3 Implement communication activities (media, brochures, calendars etc.)</p>	<ul style="list-style-type: none"> Articles and advertisements about the Anti-TIP Hotline were posted in two different magazines (Magazine of Labor and Society, Magazine of Family and Children) and in the weekend edition of newspaper (Nhan Dang). Regarding the communication through internet, articles and advertisements were posted on the website of the Magazine of labor and Society, and articles on the websites of MOLISA and Dan Tri (internet news sites). The numbers of articles posted are shown in the table below. Three new video clips were produced, one introducing the functions of the Anti-TIP Hotline, one documenting the Anti-TIP Hotline, and one on the theme of surrogate mothers. In addition, 3 video clips produced in Phase 1 were edited and renewed with updated information. To communicate to the ethnic minorities, audio visual materials in ethnic minority languages were produced and broadcasted on radio and TV. Animation film was also developed to raise awareness of ethnic minorities. Regarding the Animation film, the project developed not only Vietnamese and English subtitled versions, but also dubbed versions in the ethnic minority languages (H'mong, Khmer, Ede, and Tay) Handbook was developed for use by communicators and leaders of VWU in grassroots-level communication activities and regular community meetings. The Project supported events of MPS at the World/National Anti-TIP Day in Lang son in 2019 and Nghe An in 2020. Due to the impact of COVID-19, the Project supported MPS through producing TV programs and broadcasting on ANTV. 																																							
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2. Achievements of the Project

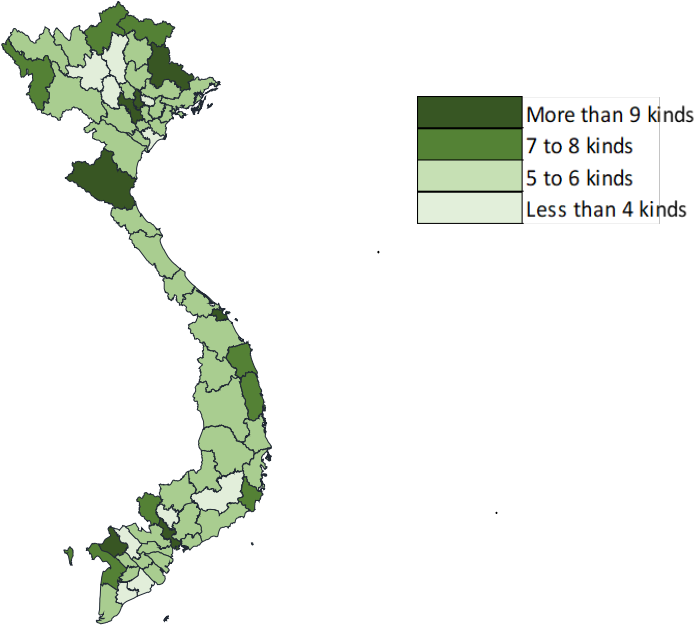
2-1 Outputs and indicators (Target values and actual values achieved at completion)

Based upon the Work Plan, the project activities have been carried out. The outputs target values and its achievements in this term are described below table.

Indicators	Achievements
Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	
1-1 IAWT meetings are held quarterly (Almost achieved)	<ul style="list-style-type: none"> IAWT meetings were held almost quarterly, 3 times in 2019, 2 times in 2020 and 2 times in 2021. Social distance under COVID-19 in 2020 and 2021 made holding IAWT meetings difficult, but the members of IAWT kept good communication utilizing conferences and meetings on NPA.
1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT. (Achieved)	<ul style="list-style-type: none"> The major proposed recommendations by the Project on the Anti-TIP Hotline activities were incorporated in the annual plan 2019, 2020 and 2021 of NPA (2016-2020) and NPA (2021-2025) and its MOLISA Implementation Plan.
1-3 Focal Points from all provinces and cities attend (Achieved)	<ul style="list-style-type: none"> Seminars were held in 2019, 2020 and 2021. Focal Points of all 63 provinces and cities participated in the seminar on procedure of TIP referral mechanism.
1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory. (Achieved)	<ul style="list-style-type: none"> The information of referral agencies from central to commune levels of all 63 provinces were collected, installed in newly upgraded system and updated regularly.
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized	
2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved (Achieved)	<ul style="list-style-type: none"> Operational Guidelines for the Anti-TIP Hotline for RCC were revised and approved by DCA.
2-2 99% of cases of Category (2) counseling ⁵ are completed and 65% cases of Category (3) referral are	<ul style="list-style-type: none"> Percentage of completed cases of Category (2) counseling was 100% in three years; 2019, 2020 and 2021. Percentage of completed cases of Category (3) referral was 71.4%

⁵ The Anti-TIP Hotline classifies the incoming calls into three categories: (1) information provision (calls which ask for information), (2) counseling and (3) referral (calls which require intervention and connection to other relevant agencies for searching and rescue).

<p>completed respectively. (Partly achieved)</p>	<p>(Achieved) in 2019, 64.4% (Not yet achieved) in 2020 and 62.86% (Not yet achieved) in 2021.</p> <ul style="list-style-type: none"> • Although this target was not achieved in 2020, the Anti-TIP Hotline made great effort considering the difficult situation of referral under immigration restrictions by COVID-19. Under immigration restrictions, referral and coordination with government agencies and police in other countries took time and prolonged.
<p>2-3 Bi-annual report is submitted with issues and lessons learned based on analysis (Achieved)</p>	<ul style="list-style-type: none"> • Bi-annual report and annual report were prepared by CCCS regularly based on the analysis of information from call center. The bi-annual report and annual report were shared to the relevant agencies in IAWT meetings and sent to agencies of the government and Party, DOLISA of 63 provinces and cities and Social Work Centers/Social Protection Centers nationwide.
<p>Output 3: Public awareness of Anti-TIP Hotline is raised nationwide</p>	
<p>3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. (Achieved)</p>	<ul style="list-style-type: none"> • 22 kinds of communication activities namely, 1) Leaflet, 2) Card visit, 3) T-shirts, 4) Pen, 5) Calendar, 6) Handy fan, 7) Standee, 8) Semi-permanent board at boarder gates, 9) Banners, 10) Magazine /Labour & Society, 11) Magazine /Family & Children, 12) E-Newspaper /Dan Tri, 13) E-Newspaper /Nhan Dan, 14) MOLISA website, 15) Radio message, 16) Video clips for TV spot, 17) Animation video clip, 18) Handbook, 19) Event support for World/National Anti-TIP Day, 20) Reportage of the activities of VWU, 21) Reportage of the Project and 22) Mask.
<p>3-2 All provinces and cities are covered by communication activities (Achieved)</p>	<ul style="list-style-type: none"> • All provinces and cities have been covered by communication activities. Specifically, TV and Radio messages were broadcasted in 63 provinces nationwide and the banners were distributed to 54 provinces. Besides, various communication materials were distributed in key provinces/ cities. • The map below shows how many different kind of PR activities were carried out by each province.

	 <p style="text-align: center;">• (Map developed by the Project)</p>																					
<p>3-3 50% people know as average of three research-sample regions. (Achieved)</p>	<ul style="list-style-type: none"> • 51% people know as average of three research-sample regions in 2021, increased from 12.3% of Baseline Survey in 2019. Compared to the Baseline Survey, the level of people’s awareness of the Anti-TIP Hotline increased the most in Ha Tinh (2019 is 11%; 2021 is 85%), followed by Tay Ninh (2019 is 3%; in 2019. 2021 is 41%). While in Cao Bang, the level of people’s awareness about the Anti-TIP Hotline increased slowly (23% in 2019; 27% in 2021). * Compared to the Baseline Survey in 2019, the rate that the people knew the Anti-TIP Hotline through “Information by Government officials and communal/village/hamlet communication” was increasing. It was analyzed that the effort by the Government officials and communal/village/hamlet rose the rate. • The table below shows the results comparison “How those who knew about the Anti-TIP Hotline” in Baseline and Endline survey <table border="1" data-bbox="635 1653 1428 1818"> <thead> <tr> <th></th> <th>Official Info.</th> <th>Media</th> <th>SNS</th> <th>Products</th> <th>Friends / relatives</th> <th>School</th> </tr> </thead> <tbody> <tr> <td>BL</td> <td>45.95%</td> <td>86.2%</td> <td>45.95%</td> <td>5.41%</td> <td>18.9%</td> <td>5.41%</td> </tr> <tr> <td>EL</td> <td>54.2%</td> <td>75.2%</td> <td>42.5%</td> <td>6.5%</td> <td>9.8%</td> <td>10.5%</td> </tr> </tbody> </table> <p>BL: Baseline Survey, EL: Endline Survey, Official Info.: Government officials and communal/village/hamlet communication Products: Communication products (pens, T-shirts, hand fan,...)</p>		Official Info.	Media	SNS	Products	Friends / relatives	School	BL	45.95%	86.2%	45.95%	5.41%	18.9%	5.41%	EL	54.2%	75.2%	42.5%	6.5%	9.8%	10.5%
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	<ul style="list-style-type: none"> • Among those who know about the Anti-TIP Hotline in the three research-sample regions, 57.5% know about the service “Information provision on TIP prevention, migration, labor export and employment”, 52.3% know about the service “Consulting, legal support for victims of human trafficking”, 48.3% know about the service “Psychological counseling”; 32% know about the service “Receiving and classifying information” and 26.1% know about the service “Referring to other receiving places/ Searching for victims or missing persons”.
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2-2 Project Purpose and indicators (Target values and actual values achieved at completion)

Based upon the Work Plan, the project activities have been carried out. The project purpose and its achievements in indicators are described below table.

Indicators	Achievements
Project Purpose	
1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations)	Achieved <ul style="list-style-type: none"> • The Anti-TIP Hotline was reflected in the NPA (2021-2025) and the final draft of the revised Decree No. 09.
2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.	Not yet achieved <ul style="list-style-type: none"> • The total number of TIP related calls in three RCCs was 2,010 in 2018, 2,520 in 2019, 2,826 in 2020 and 3,808 in 2021. In 2021, the number of TIP related calls in each regional call center reached 2,841 in Hanoi, 197 in Da Nang and 770 in An Giang respectively.
3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	Not yet achieved <ul style="list-style-type: none"> • The number of referral calls in three RCCs was 30 in 2018, 35 in 2019, 59 in 2020 and 35 in 2021. In 2021, The number of referrals from each regional call center to relevant agencies in each province and city reach 19 in Hanoi, 6 in Da Nang and 10 in An Giang respectively.

3. History of PDM Modification

3-1. Based on the approval at the Kick-off meeting and the first JCC held on 14th December 2018, alterations of PDM0 were made and these modifications reflected in PDM1 are follows:

- Based on the first dispatch day of the JICA Experts to Vietnam, the Project period is altered

as from November 2018 to November 2021.

- Owing to rename of C45 (General Department of Police for Criminal Violation) into C02 (Criminal Police Department).

3-2. Based on the approval at JCC held on 4th July 2019, target values of the indicators were decided and reflected in PDM2 as follows:

- Overall Goal indicator 1: The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.

The target value was set based on the Anti-TIP Hotline statistics of number of referral calls (26 in 2014, 72 in 2015, 80 in 2016, 85 in 2017 and 30 in 2018).

- Overall Goal indicator 2: 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.

The target value was set based on the results of the Baseline Survey in 2019 (40%).

- Project Purpose indicator 2: The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

The target value was set based on the Anti-TIP Hotline statistics (2014 - 2018) . The number of total calls to three call centers were as following table.

Year	2014	2015	2016	2017	2018
No. of calls	1,028	3,225	3,616	3,387	2,010

- Project Purpose indicator 3: The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

The target value was set based on the same data for the Overall Goal indicator 1.

- Output indicator 1-4: The referral agencies of all 63 provinces are registered in the expanded E-directory.

The target value was set based on the vision that E-directory should have information of all 63 provinces. In the previous E-directory, there were some un-updated contact points. Therefore, E-directory had not fully cover all 63 provinces.

- Output indicator 2-2: 99% of cases of the total of Category (2) counseling and 65% cases of Category (3) referral are completed respectively.

The target was set based on the information from and discussion with DCA.

- Output indicator 3-1: 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.

The target was set based on the information from and discussion with DCA.

- Output indicator 3-3: 50% people know Anti-TIP Hotline as average of three research-

sample regions.

The target value was set based on the results of the Baseline Survey in 2019 (12.3%).

3-3. Based on the approval at JCC held on 18th August 2021, project period was extended and the modification reflected in PDM3 are as follows:

- Project Period was changed from November 2018 - November 2021 (3 years) to November 2018 - March 2022 (3 years and 4 months)

4. Others

4-1 Results of Environmental and Social Considerations (if applicable)

N/A

4-2 Results of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

Majority of the Victims of Trafficking are women (about 70%), and especially about 90% of the victims of sexual exploitation are women and girls in the world⁶. In Vietnam, 112 victims out of total 121 victims were women in 2020 including 32 child victims⁷. Thus, this project itself intends to contribute women's empowerment and gender equity of Vietnamese society. The Project was implemented with considerations on gender and contributed gender sensitivity.

In terms of callers to the Anti-TIP Hotline, the Anti-TIP Hotline provided services to 975 females in 2019, 1,122 females in 2020 and 1,443 females in 2021, totally 3,540 females in three years. It accounts for 38.7% of all callers. The callers to the Anti-TIP Hotline include not only the clients themselves, but also families/friends/people who notice TIP cases. Therefore, it is highly probable that the Anti-TIP Hotline served more females than 3,540 in three years. In referral cases, the Anti-TIP Hotline provided services to 28 female cases in 2019; 71 female cases in 2020 and 35 female cases in 2021, totally 134 female cases in three years. The detail is shown in the below table.

Table 1. Number and percentage of female callers to the Anti-TIP Hotline

Item/Year	2019	2020	2021	Total
Number of total female callers	975	1,122	1,443	3,540
Percentage of female callers (%)	38.7	39.7	37.9	38.7
Number of referred female victims	28	71	35	134
Percentage of referred female victims (%)	80	83.5	83.3	82.7

Source: DCA, MOLISA, "Annual Anti-TIP Hotline Report in 2019, 2020 and 2021"

⁶ UNODC, "Global Report on Trafficking in Persons 2018"

⁷ The U.S. Department of State, "Trafficking in Persons Report 2021"

In addition, the Project contributed to capacity development of female counselors through a series of trainings. Regarding the counselors of the Anti-TIP Hotline, the Anti-TIP Hotline has both female and male counselors in all 3 RCCs, but the majority is female counselors. For example, the Project organized training for the counselors with considerations on gender equality, including the counseling for the sexually abused victims. TIP victims and sexually abused victims include male victims. In the training for the counselors, the necessity for the Anti-TIP Hotline to care the feeling of clients was instructed in the consideration that some sexually abused male victims rather hope to avoid male counselors.

Regarding the consideration on the ethnic minority people, the Project supported communication activities in ethnic minority languages and supported training for language collaborators. Those activities are expected to contribute the awareness raising of the ethnic minority people about TIP issues and the Anti-TIP Hotline as well as the capacity development of the Anti-TIP Hotline to provide counseling and referral services to ethnic minority people who may not be good at Kinh language, the official language of Vietnam.

Regarding the number of calls from ethnic minority people, the Anti-TIP Hotline provided referral to 3 victims of ethnic minorities (accounting for 8.6%) and 32 victims of Kinh ethnic group (accounting for 91.4%) in 2019; 14 victims of ethnic minorities (accounting for 16.5%) and 71 victims of the Kinh ethnic group (accounting for 83.5%) in 2020 and 14 victims of ethnic minorities (16.7%) and 70 victims of Kinh people (83.3%) in 2021. Although the observed period is limited to 3 years, the number of ethnic minority callers have slightly increased.

III. Results of Joint Review

1. Results of Review based on DAC Evaluation Criteria

1-1. Relevance

The relevance of the Project is considered to be high (4⁸) from the following reasons.

(1) Relevance to Vietnamese development plan, and policy

The Vietnamese government established a Law on the Prevention of and Combat against Human Trafficking (hereinafter referred to as “the Anti-TIP Law”) in 2011 which was the part of the outputs planned in the National Plan for the Anti-TIP (2011-2015). In addition to it, the “National Plan of Action on Counter Human Trafficking” was formulated in July 2004 and the “National Anti-Trafficking Program Steering Committee (130 Steering Committee)” was established as an implementing agency. It has now been

⁸ In the section “1. Results of Review based on DAC Evaluation Criteria”, the Project is rated 4: High, 3: Relatively high, 2: Moderate, 1: Low

renamed the “138 Steering Committee” which is headed by the deputy prime minister. At present, the fourth “National Plan of Action on Counter Human Trafficking (2021–2025)” has been implemented. The strengthening and upgrading the Anti-TIP Hotline are involved in the National Plan of Action (2021-2025), and it is confirmed that the Project is consistent with the national plans.

Moreover, the Project is in line with the goals of Anti-TIP policies stipulated in the National Strategy for Gender Equality (2011–2020), “Children’s Law” and “Objective Program on Developing a Social Support System (2016–2020)”. Furthermore, activities of the Project are in line with the Prime Minister’s Decision No. 830/QD-TTg Approving the Program on “protection of and support for children to interact in a healthy and creative manner in the cyber environment in the 2021-2025 period”.

(2) Relevance to needs of the target group

In Vietnam, the number of TIP cases has been increasing in the mid-term although decreasing in a short-term in recent years. In 2006-2015, the number of TIP cases was 1,253, the number of perpetrators was 3,510 and the number of victims was 3,186. In the period of 2016-2019, the number of TIP cases was 1,162, the number of perpetrators was 1,546 and the number of victims was 2,814⁹. The major destination is China, and other destinations include Malaysia, Singapore, Thailand, Cambodia, Laos, Myanmar, Colombia and European countries¹⁰. In official statistics, the total number of potential victims in 2015 was reported to be approximately 1,000¹¹. In fact, there are many victims who are not officially certified. In addition, the Modus Operandi of perpetrators become much more complicated and difficult to identify. The objectives of the Project are consistent with support needs for the potential victims and victims who receive support from the counterpart and the relevant institutions.

By establishing RCCs, the following benefits were expected:

- To collect more detailed information on Anti-TIP cases better reflecting the actual situations of the places of origins of the victims to meet the regional language and cultural needs of the people better;
- To provide referral more promptly to relevant agencies compared with the referral done through three RCCs, in case callers need service urgently;
- To provide counseling services and communication activities with local

⁹ Presentation by MPS in NPA Workshop held on 30th June 2020.

¹⁰ Presentation by MPS in DOLISA Focal Point Seminar on 12th December 2019.

¹¹ Country Policy and Information Note Vietnam: Victims of trafficking, UK Home Office 2016
[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/571076/CPIN - Vietnam - Trafficking - v2.0 November 2016 .pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/571076/CPIN_-_Vietnam_-_Trafficking_-_v2.0_November_2016_.pdf)

languages by each RCC covering each of the provinces (Northern, Central, and Southern)

In the implementation of the Project, the needs of ultimate target group (TIP survivors) were collected in the evaluation of the implementation of Decree No. 09 and widely shared as the evaluation report in the Review Conference in November 2019 and Consultation Workshop in June 2020. The handbook for BGC officers was developed based on request from BGC as well as a recommendation from the evaluation based on the needs of TIP survivors.

According to the results of Endline Survey, the needs of the Anti-TIP Hotline among the surveyed people are consistent with the functions of the Anti-TIP Hotline. It also confirmed the relevance with the needs of target people.

(3) Relevance to needs of the target area

The Project targets all 63 provinces and cities in Vietnam, focusing RCCs in Hanoi, Da Nang and An Giang. As for Hanoi and An Giang, the Anti-TIP Hotline function has been established respectively through the Phase 1, continue to become the RCCs of Northern region and Southern region. As for Da Nang, since social welfare programs targeting many other provinces had been carried out by DOLISA with MOLISA's finance as well as collaborative relations among the relevant agencies have already been built through an existing National Child Helpline, Da Nang is assumed to be highly appropriate for becoming the RCC covering the Central region of Vietnam.

Setting the Project's target area as 63 provinces/cities is necessary to provide nationwide services with maintaining the consistency with other national hotlines such as police, fire and ambulance. In addition, TIP victims could be found across the nation, although there are so-called hotspot areas shearing border with the neighboring countries. Thus, it was confirmed in the Detail Planning of the Project that establishing the collaborative network for protection and community reintegration of TIP victims nationwide is necessary.

Thus, the target areas of the Project is relevant.

(4) Appropriateness of the project plan and approach

To raise the awareness of general public on the Anti-TIP Hotline as well as to establish the collaborative network among provinces in the country, the Project implemented activities such as DOLISA Focal Point seminars and communication activities in the country.

1-2. Coherence

The coherence of the Project is considered to be high (4).

(1) Coherence with Japanese ODA policies

The Japanese Government signed the Palermo Protocol in 2000 and formed the Inter-Ministerial Liaison Committee Combat Trafficking in Persons in 2004. Moreover, Japanese Government formulated "Action Plan to Combat Trafficking in Persons" and has promoted comprehensive measures integrated into the government policies. Action Plan to Combat Trafficking in Persons has been formulated and revised every five years, and in "Action Plan to Combat Trafficking in Persons in 2014", the Japanese Government stated to "provide supports to Southeast Asian countries through Official Development Assistance (ODA) in such fields as education about trafficking in persons, care for victims, improvement of vocational ability, and improvement of law enforcement ability."

In addition, the Japanese ODA policy for Vietnam (November 2017) focuses on supports for social security and safety net for vulnerability such as disabled, Human Trafficking. The Project is classified in this "Social security and safety net program"¹². Thus, the contents of the Project are consistent with Japanese ODA policy.

(2) Cooperation with other Japanese and international programs within the international framework

The Project also jointly organize workshops with United Nations Office on Drugs and Crime (UNODC) and the International Organization for Migration (IOM) for the revision of Decree No. 09 and continuously input the experiences of inter-agency coordination for the discussion of National Referral Mechanism led by UN-ACT through workshops. Furthermore, the Project exchanged information with the project "Human Trafficking Prevention for Women and Girls in Dien Bien province", conducted by World Vision Japan under the scheme of Japan NGO Grant Cooperation funded by Japanese Embassy in Vietnam.

Thus, the Project is coherent with Japanese ODA policies and cooperated with other organizations outside JICA within the international framework. Therefore, the coherence of the Project is considered to be high.

1-3. Effectiveness

¹² Japan's ODA: Rolling Plan for the Socialist Republic of Vietnam

The effectiveness of the Project is considered to be relatively high (3) due to the effects of COVID-19 from the following reasons.

(1) Prospect of Project Purpose achievement

The Project Purpose is expected to be achieved in terms of Indicator 1 (the Anti-TIP Hotline is reflected in policy documents) as described above. On the other hand, the Project Purpose is unlikely to be achieved in terms of Indicator 2 (number of in-coming calls) and 3 (number of referral calls). The number of in-coming calls to the Anti-TIP Hotline was steadily increased from 2,010 in 2018 to 2,520 in 2019, 2,826 in 2020 and 3,808 in 2021. However, the increase became smaller in 2020 and 2021.

Regarding the number of calls to each RCC, Indicator 2 of the Project Purpose stipulates the number of calls to each RCC as 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. Indicator 3 stipulates the number of referral calls as 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively. The detail of the number of calls to each RCC is as below.

Table 2. The number of calls to each regional call center

Year	RCC	2020 (Number)	2020 (%)	2021 (Number)	2021 (%)	Target Number in 2021
Information provision	Hanoi	1,878	78.64	2,462	73.67	-
	Da Nang	175	7.33	176	5.27	-
	An Giang	335	14.03	704	21.07	-
	Total	2,388	100.00	3,342	100.00	-
Counseling	Hanoi	323	85.22	360	83.53	-
	Da Nang	21	5.54	15	3.48	-
	An Giang	35	9.23	56	12.99	-
	Total	379	100.00	431	100.00	-
Referral	Hanoi	37	62.71	19	54.29	51
	Da Nang	4	6.78	6	17.14	18
	An Giang	18	30.51	10	28.57	23
	Total	59	100	35	100.00	92
Total	Hanoi	2,238	79.19	2,841	74.61	2,425
	Da Nang	200	7.08	197	5.17	900
	An Giang	388	13.73	770	20.22	1,125
	Total	2,826	100	3,808	100.00	4,500

Source: DCA, MOLISA

Although the indicators have not been achieved yet, each RCC plays important roles, and especially Hanoi Operation Center receive largest percentage of calls. Regarding counseling, Hanoi Operation Center received calls more than 80% of total counseling calls and plays critically important roles. Regarding referral, An Giang and Da Nang RCCs also plays important roles. In 2019, when the new system was not procured yet, the detailed data classified into each RCC were not available, but according to the record of Hotline, Da Nang RCC received 32 referral calls and An Giang RCC received 3 referral calls and those 2 RCCs received all referral calls in 2019. The percentage of An Giang and Da Nang RCCs received increased accounting for 30.51% of referral calls in 2020 and 45.71% in 2021. Therefore, all 3 RCCs play important roles and the number of referral calls depends on the actual TIP cases and can be fluctuated.

Regarding the reason behind the slow increase of the number of calls to the Anti-TIP Hotline, main reason is considered to be the decrease of number of TIP cases in 2020 and 2021 with the restriction of the cross-border movement under COVID-19. The relationship between number of calls and the period of social distance is described in the following chart.

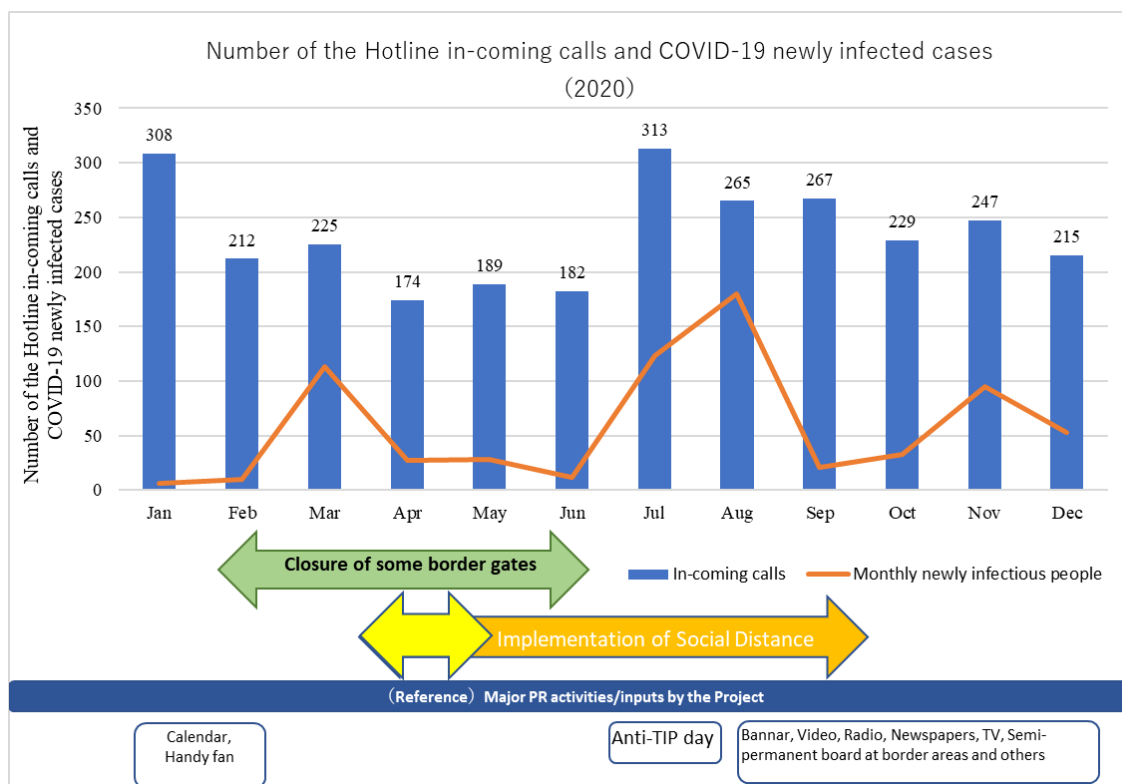


Chart 1. Number of the Anti-TIP Hotline in -coming calls and COVID-19 infection

cases and period of social distance implementation

Remark: The yellow bar in the chart shows implementation of social distance in Vietnam, and the orange car shows implementation of social distance in high-risk areas such as Hanoi City, Da Nang City and Quang Nam province.

Source: The number of calls is from DCA, MOLISA. The period of social distancing is based on the information from the Japanese Embassy in Vietnam¹³. The number of newly infected cases is from Our World in Data¹⁴.

In addition, in 2020, the National Child Helpline which the Anti-TIP Hotline shares the counselors, equipment and systems received calls inquiring the support policy for the people who were negatively affected by COVID-19. The number of total calls from January to September 2020 increased to 585,460 calls, increased by 161,884 calls compared to the same period of 2019. The number of counseling calls of the National Child Helpline was decreased by 626 calls. Therefore, there is a possibility that telephone lines were over its capacity during that period¹⁵.

Furthermore, the number of TIP cases, victims and perpetrators were decreased from 2018 to 2020. The details are shown in the below Table

Table 3. The number of TIP cases, victims and perpetrators from 2018 to 2020

Year	2018	2019	2020
Number of TIP cases	211	175	110
Number of perpetrators	276	229	144
Number of TIP victims	490	300	112

Source: Department of State, United States of America, Trafficking In Persons Report 2019, 2020 and 2021

¹³ https://www.vn.emb-japan.go.jp/itpr_ja/corona_information.html
(Accessible as of 16th January 2022.)

¹⁴ https://ourworldindata.org/explorers/coronavirus-data-explorer?zoomToSelection=true&hideControls=true&Interval=New+per+day&Relative+to+Population=false&Align+outbreaks=false&country=OWID_WRL~VNM&Metric=Confirmed+cases
(Accessible as of 16th January 2022.)

¹⁵ DCA, presented on 30 October 2020 in DOLISA Focal Point Seminar. The reception of the calls inquiring support policy for the persons who negatively affected by COVID-19 is based on the Resolution No. 42/NQ-CP dated April 9, 2020 of the Government and Decision No. 15/2020/QĐ-TTg dated April 24, 2020 of the Prime Minister on the implementation of policies to support people with difficulties due to the COVID-19 pandemic. Resolution No. 68/NQ-CP dated July 1, 2021 on a number of policies to support employees and employers with difficulties due to the COVID-19 pandemic.

Therefore, the Project Purpose is unlikely to be achieved in terms of Indicator 2 (number of in-coming calls) and 3 (number of referral calls), largely due to COVID-19 in 2020 and 2021, and overall trend in decrease of TIP cases in Vietnam.

(2) Relation between the Project Purpose and Outputs

To achieve the Project Purpose, the following Outputs are set out in the PDM;

- Referral / information sharing mechanisms are strengthened through cooperation among the relevant agencies at the central and provincial levels.
- The Anti-TIP Hotline at RCCs in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized.
- Public awareness of the Anti-TIP Hotline is raised nationwide.

By implementing the activities mentioned in PDM, the function of the RCCs is expected to be strengthened, and it will be possible that the Anti-TIP Hotline operation provides service at the regional level. In addition, access to the Anti-TIP Hotline will be easier for the victims through the public awareness of it. Thus, these 3 Outputs have clear-cut causal relation with the Project Purpose.

(3) Relation between activities and Outputs and satisfaction of the Anti-TIP Hotline users

According to the results of the Endline Survey, regarding the expectation of the function of the Anti-TIP Hotline services, the proportion of answers "Don't know" was halved compared to this rate of the Baseline Survey in 2019 (40.7% in 2019 and 20.7% in 2021). This reinforces the perception that people's understanding of the Anti-TIP Hotline in 2021 is better than in 2019 and confirm that the communication activities, such as direct communication activities by the Government officials and mass organizations, mass media, social networks (YouTube, Zalo, Facebook etc.) and loudspeakers contributed the achievement of Output 3.

According to the results of Baseline Survey in 2019 and Endline Survey in 2021, among 300 surveyed general people, 1 person (accounting for 0.3%) had used or knew someone who used the Anti-TIP Hotline in Baseline in 2019. The number of people who used the Anti-TIP Hotline or know someone who used the Anti-TIP Hotline in 2021 increased to 50 people (accounting for 16.7%). Among those 50 people, 68% of users rated the service as "Easy to access"; 48% rated "The quality of information, counseling and support is helpful", 40% rated "The counselors are helpful and professional"; 28% rated "Timely support and intervention". Four percent (2 people) did not answer.

1-4. Efficiency

The effectiveness of the Project is considered to be relatively high (3) from the following reasons.

(1) Project management

DCA had already had the capacities of the counselors and the National Child Helpline system as of the commencement of the Project. In addition to these assets, the Project (Phase 2) upgraded the Anti-TIP Hotline system in Hanoi and An Giang and counseling capacities acquired by the National Child Helpline in Hanoi and Da Nang. By utilizing these assets build through the Phase 1 and the National Child Helpline, the Project was managed efficiently and effectively.

(2) Efficiency of Inputs to the Project

Inputs to the Project were almost appropriate in its amount, quality and timing. Especially, the stable allocation of the counterparts greatly contributed to the efficient project management.

Total amount of input from Japan was 295 million yen and the same as planned. (within 100%.)

During the Project period of 3 years and 4 months, four Project experts including Chief advisor/Inter-agency coordination/ Training Management①/ Anti-Trafficking in Persons/ Gender, Project coordinator/ Anti-Trafficking in Persons/ Gender, IT/ Procurement of equipment/ Communication activities ①, and Project coordinator/ Training Management②/ Communication activities② were dispatched efficiently by shuttle.

In revision of the Decree No. 09, workshops were jointly organized with UNODC and IOM efficiently.

Regarding the equipment procurement for upgrading the Anti-TIP Hotline, it took a few months to obtain the approval of VAT exemption, as the project document for the Project had not been approved until December 2019. Therefore, there was a certain delay to proceed the procurement of the equipment and system of the Anti-TIP Hotline. However, experience to procure the system and equipment in Phase 1 has increased efficiency of the procurement procedure in the Project.

In the training for Hotline counselors and DOLISA Focal Point seminars, DCA partly borne the honorarium for the lecturers and allowances for the part of participants from Social Work Centers.

In addition, the Project implemented the communication activities in cooperation with relevant agencies, NGOs and international organizations, and relevant agencies and

NGOs utilized the communication materials which produced under the Project for communication activities at the commune level.

(3) Project period extension

Project period was extended from the plan (3 years) to the actual (3 years and 4 months), 111% of the plan.

The reason was the pandemic of COVID-19. In Vietnam, strict social distancing was implemented from January to February, April to May and June to September in 2021. As a result, some activities which were planned to be organized face to face, such as training for the Anti-TIP Hotline counselors, DOLISA Focal Point seminar and the Endline Survey had to be postponed to organize after late September 2021. Therefore, the Project period was extended to March 2022.

1-5. Impact

The following positive impacts of the Project is expected, and negative impact is not confirmed. Therefore, the impacts of the Project are expected to relatively high (3).

(1) Prospect of Overall Goal achievement

Although the indicator of the Overall Goal has not been achieved yet, the prospect to achieve Overall Goal in terms of Indicator 1 (number of referral calls) is relatively high. The number of referral calls steadily increased from 30 in 2018, 35 in 2019 to 59 in 2020. Although the number of referral calls did not increase in 2021 as expected due to pandemic influence, the prospect to achieve 100 referral calls in 2024 is high if the pandemic was phased out and domestic and international travel would be free again as earlier. In addition, it is broadcasted by medias that unemployment rate in Vietnam is rising due to the pandemic. According to the results of external assessment of counseling quality and Endline Survey, the Anti-TIP Hotline counselors correctly understand the roles and responsibilities of each relevant agency and how to refer, which lead to the appropriate and smooth referral to relevant agencies.

In terms of Indicator 2 (80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from RCC), it has not been achieved yet as of Endline Survey, but the prospect to achieve is relatively high because the percentage of the reviewers who rated "Good" in satisfaction level was increased from 40% in the Baseline Survey in 2019 to 58.3% in the Endline Survey in 2021.

Therefore, the prospect to achieve Overall Goal is relatively high.

(2) Expansion of the project outputs

The target areas of the Project are all 63 provinces and cities of the country. Therefore, impact on the geographical expansion is not expected. However, there is a positive impact on the strengthening of National Child Helpline system which shares the equipment and counselors, through the upgrading the Anti-TIP Hotline system as the both systems were integrated, training for the Anti-TIP Hotline counselors and DOLISA Focal Points, and external quality assessment.

In addition, the Project invited social workers of Social Work Centers in total of 31 provinces, counselors of Ha Giang Connecting Unit, therapists of Therapy Center belongs to DCA and counselors of Peace House of VWU to the training for counselors. The improvement of counseling quality in those institutions is therefore expected.

(3) Other positive impact

The members of the Project team and officials of the relevant agencies and NGO attended the 9th Mekong Regional Workshop held in Bangkok in January 2019, and Knowledge Co-Creation Programme (KCCP) organized by JICA Tokyo from 2019 to 2021. In the workshop and KCCPs, the project experiences were shared with members of other participants and institutions working for Anti-TIP in the neighboring countries. In addition, the Project has attended and presented the activities in workshops (hosted by other international organizations such as UN-ACT). Furthermore, the Embassy of Japan in Vietnam supported construction of Protection Center under Grant Assistance for Grassroots Human Security Projects in collaboration with technical assistance, These activities are expected to have a synergic effect for further strengthening the structure of the Anti-TIP measures beyond the borders.

1-6. Sustainability

The sustainability of the Project is considered to be high (4) from the following reasons.

(1) Policy Aspects

The Anti-TIP Hotline is consistent with the Anti-TIP Law (2011) and included in the fourth NPA (2021-2025). MOLISA is the member of “138 Steering Committee” of NPA and responsible for prevention, protection and community reintegration of TIP victims. In addition, the Project supported revision¹⁶ of the Decree No. 09 to prescribe the Anti-TIP Hotline in the new Decree replacing Decree No. 09 to secure the policy sustainability to ensure the human resource deployment and budget allocation for the sustainable Hotline operation and maintenance. The new Decree replacing Decree No. 09 will be

¹⁶ The major revisions of the Decree No. 09 were to make the support for TIP victims more eligible, continuous.

officially approved after the revision of the Anti-TIP Law. Sustainability on the policy aspects is high since the Anti-TIP Hotline is clearly prescribed in the NPA (2021-2025) and the final draft of the new Decree replacing Decree No. 09.

(2) Institutional and Financial Aspects

DCA has operated and managed National Child Helpline and the Anti-TIP Hotline appropriately after the completion of Phase 1. DCA has experience with high ownership to manage and maintain the Anti-TIP Hotline and deployed and recruited necessary number of the counselors including the RCCs in Da Nang and An Giang.

Regarding the number of Hotline counselors, although some Hotline counselors feel that the number of counselors is insufficient under the increased work load when there is maternity leave, sick leave, and vacation leave, all three RCCs have the system of “collaborators” who are social workers belonging to Social Work Centers and support the work of the Anti-TIP Hotline as part-time workers. In addition, in order to support the ethnic minority clients, the Anti-TIP Hotline has “language collaborators”. The Project provided counseling training for those collaborators as well.

Regarding the financial aspects, as of February 2022, the budget to operate and maintain Hotline system, (including hire and IT consultant for both the Anti-TIP Hotline and National Child Helpline) has been allocated appropriately. DCA has intention to sustain the operation and maintenance of the Anti-TIP Hotline even after the completion of the Project. The budget for some amount of communication activities and training are secured in 2021. The budget allocated to the operation of Hotline 111 (both National Child Helpline and the Anti-TIP Hotline) from 2018 to 2021 were slightly increased. Thus, it is expected that the appropriate amount of budget allocation for the Anti-TIP Hotline operation will continue steadily. The details are shown in the following table.

Table 4. Allocated budget for the operation of the Hotline 111 by MOLISA¹⁷

	Year	2018	2019	2020	2021
Call center	Hanoi	3,200,000,000	3,500,000,000	3,700,000,000	3,500,000,000
	Da Nang	700,000,000	750,000,000	750,000,000	800,000,000
	An Giang	700,000,000	750,000,000	750,000,000	800,000,000
	Total	4,600,000,000	5,000,000,000	5,200,000,000	5,100,000,000

Source: DCA, MOLISA

¹⁷ The budget includes expenses for salary, insurance for employees, collaborators, telephone, office in 3 regions, inspection and supervision expenses, staff recruitment expenses, training on some general contents, communication on Zalo. Since the Anti-TIP Hotline and National Child Helpline share the counselors and systems, expenses especially for the Anti-TIP Hotline cannot be calculated.

(3) Technical Aspects

The Project organized training for DOLISA Focal Points and the Anti-TIP Hotline counselors on counseling and usage of the newly procured equipment and systems.

Regarding the Anti-TIP Hotline counselors, their capacities have steadily developed through the cycle of external assessment of the counseling quality and training based on the results of the assessment. The quality of counseling in general, especially of shift leaders is satisfactory in November 2021. In addition, DCA monthly checks the records of counseling of all counselors as internal evaluation and hold periodical meeting to share the typical cases. Furthermore, shift leaders give advices to other counselors in daily works. The Project revised Operational Guidelines and developed standardized training materials compiled by the experienced counselors. DCA prepares training plan and conduct professional training courses for counselors (about 2-3 courses). In addition, DCA regularly coordinates with international organizations, NGOs in enhancing capacity of counselors and collaborators of the Anti-TIP Hotline. These measures ensure the technical sustainability for the future turnover of counselors.

Regarding the Anti-TIP Hotline system, the initial trainings were implemented and the manuals were shared among the participants.

In addition, various communication activities have been programmed and implemented by DCA itself, other than the activities under the Project. Therefore, DCA already has sufficient skill to implement the communication activities.

Regarding DOLISA Focal Points, it is confirmed in the DOLISA Focal Point seminar every year that their capacities have developed by raising their awareness and sense of responsibilities and acquiring experiences on combating TIP and responding TIP victims.

Therefore, technical sustainability is high.

2. Key Factors Affecting Implementation and Outcomes

2-1. Utilization of the accumulation from Phase 1

The Project has been implemented using assets (such as counterpart of the Project, equipment, cooperation structure with relevant agencies and so on) build through the Phase 1, and the Project was managed very smoothly since the commencement of the Project.

Especially in collaboration with the relevant agencies, the members of IAWT also participated in the national consultation workshops to discuss NPA and collaborate to integrate the Anti-TIP Hotline in NPA. The members of IAWT were selected based on the experiences of Phase 1, and the utilization of the accumulated experiences contributed to the achievement of the Outputs of the Project.

2-2. High commitment and ownership of the counterpart

DCA has showed high commitment and ownership to operate and manage the Anti-TIP Hotline and proposed and implemented ideas very positively. That led to the high achievement of the outputs of the Project.

3. Evaluation on the results of the Project Risk Management

3-1. Important assumptions

Important assumptions mentioned in the PDM are as follows and were fulfilled throughout the project.

(1) For achieving the Project Purpose:

- 1) Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained.
- 2) The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated.

(2) For achieving the overall goal:

The government policy and implementation structure on Anti-TIP are not changed significantly.

3-2. Utilization of the lessons learned from similar projects

As is written in the above section “2-1. Utilization of the accumulation from Phase 1”, lessons learned from Phase 1 to the Project were utilized and contributed smooth implementation of activities and achievement of the outputs of the Project.

3-3. Outbreak of COVID-19

Since March 2020, implementation of the Project activities was seriously affected by the outbreak of COVID-19, which caused delay of some activities which led to the extension of the project period for 4 months. However, the Project has implemented the activities as much as possible by high commitment of DCA and remote management by JICA Experts. IAWT Meetings, workshops to discuss revision of Decree No. 09, training for the Anti-TIP Hotline counselors and DOLISA Focal Points were implemented, utilizing the online meeting system. JICA Experts participated in the consultation workshops on NPA to integrate the activities of the Anti-TIP Hotline in NPA. Communication activities were coordinated by remote management.

4. Lessons Learnt

4-1. Importance of creating the opportunities to listen to the voice of survivors

It is important to create the opportunities to listen to the voice of TIP survivors in the project to prevent and combat TIP with the understanding that contacting TIP survivors needs due care and consideration.

The counselors of the Anti-TIP Hotline daily receive the calls from TIP survivors and high-risk individuals who may be the TIP victims. On the other hand, the opportunities to directly face TIP survivors are limited. It is recognized that there is a certain difficulty in the telephone counseling compared to the direct counseling because counselors cannot get information from face and attitude etc. of the clients.

In the circumstances, the newly added task of direct support and intervention in emergency case improves the experiences of the Anti-TIP Hotline counselors, even though the number is still limited. In addition, the Project promoted exchanging experiences and lessons learned through the training for the Anti-TIP Hotline counselors by inviting social workers and counselors who conduct direct counseling with TIP survivors from Social Work Center/Child Protection Center, Therapy Center of DCA and Peace House of VWU, and contributed to cultivate a better understanding of the counselors about TIP survivors.

In addition, the series of in-depth interviews conducted with TIP survivors during the evaluation of the implementation of Decree No. 09 contributed to effectively reflecting the real voice of TIP survivors in the revision of the Decree.

4-2. Importance of collaboration among relevant agencies and Inter-Agency Working Team at provincial level

Preventing and combating TIP requires the collaboration with many relevant agencies. In Vietnam, the collaboration with MOLISA, MPS, BGC, VWU, international organizations and NGOs is indispensable for the operation of the Anti-TIP Hotline. The selection of the appropriate positions and personnel of those relevant agencies is critically important for the assistance of the Anti-TIP measures. The revision process of Decree No. 09 was smoothly proceeded with the collaboration with those relevant agencies and organizations. In addition, the Project collaborate with NGOs to collect questionnaires to the TIP survivors to intake their opinions in revision of Decree No. 09. In the communication activities, the Project efficiently organized activities with BGC, VWU and NGOs who conduct communication activities at community level in the situation that the opportunities for the Project to go to communities was very limited.

In addition, Inter-Agency Working Team at provincial level in An Giang and Da Nang promoted smooth referral and support of TIP victims. An Giang and Da Nang set-up Inter-Agency Working Team and organized activities as follows: (i) share information on TIP prevention and control and the operation of the Anti-TIP Hotline; (ii) organize meetings of the Inter-Agency Working Team on a regular basis (monthly, quarterly, annually); and (iii) coordinate

in organizing conferences, training courses, training courses on human trafficking prevention and Hotline with the participation of Inter-Agency Working Team members. An Giang organized those Inter-Agency activities based on the Decision of Provincial People's Committee. In the circumstances that many relevant organizations such as MPS and international organizations point out the importance of inter-agency coordination at provincial level, Inter-Agency Working Team is recommended to promote to other provinces.

4-3. Communication activities in ethnic minority languages

Among the victims from 2016 to 2020, Kinh ethnic group accounted for 35.5% and other ethnic groups accounted for 64.2%¹⁸. For effective communication activities, it is important to disseminate the necessary information to the intended target groups. In Vietnam, the ethnic minorities are particularly vulnerable to TIP crime partly because they have limited access to information related TIP due to language barrier, therefore communication activities were conducted using the ethnic minority languages, such as language of H'mong, Ede, Tay and Khmer. Specifically, the Project produced and broadcasted TV commercials (video clips), animated films, and radio messages in ethnic minority languages. According to the original plan, the TV spots and animation film were to be subtitled in the ethnic minority languages. However, since some of the ethnic minorities cannot read these words, dubbed versions were produced to reach out the message to these targets. In addition, by broadcasting TV commercials in ethnic minority languages on ethnic minority channel of VTV (Vietnam Television), the Project sent out messages that would reach the target groups.

4-4. Importance of the hands-on activities between DCA and JICA experts

With the high commitment, ownership and experiences of DCA to manage the Anti-TIP Hotline related activities, the Project could make achievements described above even while JICA Experts were not dispatched due to COVID-19 restriction. On the other hands, it was very difficult for JICA Experts to grasp the "real situation and atmosphere" of DCA and the hot spot areas of Anti-TIP as JICA Experts had to implement the activities in Japan with on-line system. It was quite difficult for JICA Experts to have face to face exchange with DCA and Hotline counselors, and jointly contribute additional quality improvement or additional new activities under COVID-19. If it was possible to implement the activities with hands-on, the Project might have made more various fruits.

¹⁸ MOLISA (2020), Report on results of 05 years of implementation of the Project "Receiving, verifying, protecting and supporting trafficked persons" for the period 2016-2020.

5. Performance

Throughout the project period, DCA has showed high commitment and ownership to operate and manage the Anti-TIP Hotline and proposed and implemented ideas very positively. Expert team also built the good relationship with DCA throughout the project period and responded the needs of the Anti-TIP activities in collaboration with DCA and other relevant agencies. This good collaboration enabled smooth and appropriate project implementation even in the pandemic of COVID-19 with remote project management.

IV. For the Achievement of Overall Goals after the Project Completion

1. Prospects to achieve Overall Goal

As is described in the section 1-4. (1) Prospect of Overall Goal achievement, the prospect to achieve Overall Goal is relatively high.

Indicator 1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.

The number of TIP survivors and risk individuals referred to relevant agencies has not achieved the target yet. Although there was an influence due to the restriction of the cross-border movement under COVID-19, the number of referred TIP survivors and risk individuals have increased. According to the results of external assessment of counseling quality and Endline Survey, the Anti-TIP Hotline counselors correctly understand the roles and responsibilities of each relevant agencies and how to refer which leads to the smooth referral to relevant agencies.

Indicator 2. 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.

The results of the Endline Survey shows that 58.3% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from RCC and the percentage of the reviewers who rated “Good” increased 18.3% from Baseline Survey in 2019. Therefore, the prospect to achieve Overall Goal is relatively high.

2. Plan of Operation and Implementation Structure of the Vietnamese side to achieve Overall Goal

2-1. Plan of Operation

DCA has a plan to operate the Anti-TIP Hotline to achieve the Overall Goal.

DCA already operates the Anti-TIP Hotline including hiring and recruiting counselors by the

Government budget. DCA prepares training plan and conduct professional training courses for counselors (about 2-3 courses). In addition, DCA regularly coordinates with international organizations, NGOs in enhancing capacity of counselors and collaborators of the Anti-TIP Hotline.

2-2. Implementation Structure of the Vietnamese side

Implementation Structure of the Vietnamese side is as stipulated in R/D, and some detail information is added as follows:

(1) Project Team

- 1) Project Director: Director General of DCA, MOLISA
- 2) Project Manager: Director of Center for Counseling and Communication Services, DCA, MOLISA
- 3) Assistant Project Manager: Vice Director of Center for Counseling and Communication Services, DCA, MOLISA
- 4) Personnel from DCA, MOLISA

(2) Other members from Vietnamese side (Departments in charge are added.)

- 1) Representatives from Office (since 2021) and Division 5 of Ministry of Public Security
- 2) Representatives from Division of Anti-TIP of Ministry of National Defense- Border Guard Command
- 3) Representatives from Department of Information, Education and Communication of Vietnam Women's Union
- 4) Representatives from Department of Social Vices Prevention, MOLISA
- 5) Representatives from Department of Social Assistance, MOLISA

3. Recommendations for the Vietnamese side

3-1. Continuous implementation of external assessment

In the Project, external assessment of the counseling quality was effectively implemented and the assessment results were immediately used in the training for counselors. It is recommended that DCA continues external assessment once a year periodically to improve the counseling quality continuously.

3-2. Effective implementation of the communication activities

JICA Expert recommends to utilize the “capital¹⁹” of other relevant agencies to implement the communication activities effectively such as;

¹⁹ “Capital” here stands for Any factors to conduct communication activities including their connection, human resource, communication method, etc.

- DCA may ask NGOs and embassies of other countries to distribute the communication materials because they have various channels to distribute the information and materials on Anti-TIP.
- DCA may have workshops to raise awareness of human trafficking in cooperation with NGOs, because they have their project sites. Through the collaboration, with them in their project site, it became possible to grasp real situation surrounding human trafficking in Vietnam.

4. Monitoring Plan from the end of the Project to Ex-post Evaluation

DCA implements internal evaluation monthly; prepares biannual and annual reports and other reports requested by MOLISA and other governmental agencies. Therefore, it is expected that the operation of the Anti-TIP Hotline and quality of counseling are monitored regularly.

JICA plans to conduct Ex-post Evaluation in 2025.

ANNEX 1: Results of the Project

Annex 1-1. List of Dispatched Experts

Annex 1-2. List of Counterparts

Annex 1-3. List of Training

Annex 1-4. List of Equipment Procured under the Project

Annex 1-5. Basic information of the Hotline counselors and the change in the contents of counseling and people's situation perceived by counselors after COVID-19

ANNEX 2: List of Products Produced by the Project (Report, Manuals, Handbooks, etc.)

ANNEX 3: PDM (All versions of PDM)

ANNEX 4: R/D, M/M, Minutes of JCC (copy) (*)

ANNEX 5: Monitoring Sheet (copy) (*)

Separate Volume: Copy of Products Produced by the Project

Annex 1-1. List of Dispatched Experts

No.	Name of experts	In charge	2018		2019		2020		2021		2022		Total	
			Vietnam	Japan	Vietnam	Japan	Vietnam	Japan	Vietnam	Japan	Vietnam	Japan	Vietnam	Japan
1	Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person / Gender	0.50	0.10	6.01	0.50	0.53	6.45	0.00	5.88	1.10	0.50	8.14	13.43
2	Atsushi SANO	Project Coordinator/ Anti-Trafficking in Person / Gender	0.37	0.00	2.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00	0.00
3	Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	0.90	0.00	4.97	0.00	0.37	3.00	0.73	1.90	1.00	0.20	7.97	5.10
4	Teppey OKANO	Project Coordinator/ Training management 2/ Communication activities 2	0.00	0.00	3.87	0.00	0.53	5.05	0.00	5.20	1.30	0.10	5.70	10.35
Total			1.77	0.10	17.48	0.50	1.43	14.50	0.73	12.98	3.40	0.80	24.80	28.88

Annex 1-2-1 List of Counterparts

	Ministry / Organization	Department	Name of Counterparts	Position	Position for the Project
1	Ministry of Labor, Invalids and Social Affairs (MOLISA)	Department of Child Affairs (DCA)	Mr. Đặng Hoa Nam	Director General	Chairman of Steering Committee
2	MOLISA	DCA	Mr. Vũ Văn Dũng	Director of CCCS	Director of Project Management Unit (PMU)
3	MOLISA	DCA	Mr. Nguyễn Công Hiệu	Deputy Director of CCCS	Deputy Director of PMU
4	MOLISA	DCA	Ms. Nguyễn Thuận Hải	Head of Operation Center 111	Member
5	MOLISA	DCA	Ms. Đỗ Thúy Hằng	Head of Planning Department -DCA	Member
6	MOLISA	DCA	Ms. Lê Thanh Hải	Staff of general administrative office - CCCS	Member
7	MOLISA	DCA	Ms. Lê Thị Thảo	Counselor Shift leader - Operation Center 111	Member
8	MOLISA	DCA	Đặng Thị Thu	Chief Accountant of CCCS	Member
9	Cục Cảnh sát Hình sự - Bộ Công an/ C02 - Ministry of Public Security (MPS)		Police Colonel Tô Cao Lanh	Phó Cục trưởng/ Deputy Director General	Relevant Agencies (Signer of the Joint Plan)
10	Cục Cảnh sát Hình sự - Bộ Công an/ C02 - MPS	Phòng 5/ Division 05	Mr. Đoàn Thế Vinh	Trưởng phòng/ Head of Division	Relevant Agencies
11	Cục Cảnh sát Hình sự - Bộ Công an/ C02 - MPS	Phòng 5/ Division 05	Mr. Vũ Phần Đua	Chuyên viên/ Officer	Relevant Agencies (Participants of KCCP)
12	Cục Phòng chống ma túy & tội phạm - BTL BDBP/ Border Guard Command (BGC)- Ministry of National Defence (MND)		Colonel Phan Thăng Long	Phó Cục trưởng/ Deputy Director General	Relevant Agencies (Signer of the Joint Plan)
13	Cục Phòng chống ma túy & tội phạm - BTL BDBP/ BG - MND	Phòng Phòng chống mua bán người/ Division of Anti-TIP	Colonel Phạm Long Biên	Trưởng phòng/ Head of Division	Relevant Agencies
14	Cục Phòng chống ma túy & tội phạm - BTL BDBP/ BG - MND	Phòng Phòng chống mua bán người/ Division of Anti-TIP	Lieutenant Colonel/Trung tá Vũ Thế Phần	Deputy Head of Division	Relevant Agencies
15	Cục Phòng chống ma túy & tội phạm - BTL BDBP/ BG - MND	Phòng Phòng chống mua bán người/ Division of Anti-TIP	Lieutenant Colonel/Trung tá Lê Quang Nguyên		Relevant Agencies
16	Hội Liên hiệp Phụ nữ Việt Nam/ Vietnam Women's Union (VWU)		Ms. Nguyễn Thị Minh Hương	Vice Chairperson	Relevant Agencies (Signer of the Joint Plan)
17	Hội Liên hiệp Phụ nữ Việt Nam/ VWU	Ban Tuyên giáo/ Information - Education - Communication Dept.	Ms. Phạm Hương Giang	Phó trưởng ban/ Deputy Head	Relevant Agencies
18	Hội Liên hiệp Phụ nữ Việt Nam/ VWU	Ban Tuyên giáo/ Information - Education - Communication Dept.	Ms. Nguyễn Thị Huyền	Chuyên viên/ Officer	Relevant Agencies
19	Hội Liên hiệp Phụ nữ Việt Nam/ VWU	Ban Tuyên giáo/ Information - Education - Communication Dept.	Ms. Nguyễn Thị Thu Hương	Chuyên viên/ Officer	Relevant Agencies
20	Cục Phòng chống Tệ nạn Xã hội - Bộ LĐTBXH/ MOLISA	Department of Social Vices Prevention (DSVP)	Ms. Nguyễn Thị Mai Anh	Phó Trưởng phòng/ Deputy Head of Division	Relevant Agencies
21	Cục Phòng chống Tệ nạn Xã hội - Bộ LĐTBXH/ MOLISA	DSVP	Ms. Hoàng Thị Hương	Chuyên viên/ Officer	Relevant Agencies
22	Cục Phòng chống Tệ nạn Xã hội - Bộ LĐTBXH/ MOLISA	Cục Bảo trợ xã hội/ Dept. of Social Assistance (DSA)	Mr. Trần Cảnh Tùng	Trưởng phòng/ Head of Division	Relevant Agencies
23	Ministry of Public Security	V01 (Office of the MPS)	Lieutenant Colonel/Trung tá Nguyễn Thị Thủy	Cán bộ phòng 5/Officer of Division 5	Relevant Agencies

Annex 1-2-2 List of Participants of Knowledge Co-Creation Program

	Ministry / Organization	Department	Name of Counterparts	Position
1	MOLISA	DCA	Mr. Trần Văn Thao	Chuyên viên/ Senior Officer
2	Cục Cảnh sát Hình sự - Bộ Công an/ C02 - MPS	Phòng 5/ Division 05	Mr. Vũ Phần Đua	Chuyên viên/ Officer
3	MOLISA	DCA	Ms. Lê Thị Thảo	Counselor Shift leader - Operation Center 111
4	MOLISA	DCA	Ms. Nguyễn Thụy Thị Thu	Counselor Shift leader - Operation Center 111
5	MOLISA	DCA	Mr. Nguyễn Tân Hải Triêu	Counselor Shift leader - Da Nang Regional Call Center
6	MOLISA	DCA	Ms. Do Anh Thu	Counselor Shift leader - An Giang Regional Call Center

Annex 1-3 List of Equipment Procured under the Project

No	List of Goods	Origin/Model/Manufacturer	Unit	Place of installation			Total Quantity	Unit price (VND)	Amount (VND)	Date of Procurement
				Hanoi	Da Nang	An Giang				
1 Server Hardwares and Softwares for Anti-TIP Hotline 111										
1.1	Máy chủ SuperMicro SC813MF2TQC-505CB/X10DRL-i có cấu hình: Processor: 1x BDW-EP 10C E5-2630V4 2.2G 25M 8GT QPI RAM: 16GB DDR4-2666 2Rx4 LP ECC RDIMM HDD: 3x WD 1TB - SATA (6Gb/s) 7200 RPM, Cache 128MB (Gold) Network controller: Intel® i210 GbE LAN, 2 ports PSU: 1U 500W Multi-output power supply w/ PMBus, 80Plus Platinum Form factor: Rack 1U	USA/SC813MF2TQC-505CB/SuperMicro	set	0	1	1	2	68,912,500	137,825,000	23-Jun-20
1.2	Operating System Software: Microsoft Windows Server 2016 Standard	Mỹ/MS Server 2016 Standard/Microsoft	set	0	1	1	2	19,762,500	39,525,000	23-Jun-20
1.3	Database Server Software: Microsoft SQL Server 2016 Standard (1 Server + 5 Device CAL)	Mỹ/MS SQL Server 2016 Standard/Microsoft	set	0	1	1	2	51,150,000	102,300,000	23-Jun-20
2 Networking Devices for Anti-TIP Hotline 111										
2.1	WAN DEVIDE: Dray Tek Vigor 2960	Đài Loan/Vigor 2960/DrayTek	set	1	1	1	3	29,062,500	87,187,500	23-Jun-20
2.2	LAN switch: HPE Aruba 2530-24-PoE	China/Aruba 2530-24-PoE/HPE	set	1	1	1	3	34,875,000	104,625,000	23-Jun-20
3 Telephone System										
3.1	IP softswitch : Unify OpenScape Business S với 30 SIP trunks/10 IP users/ (Networking licenses).	Germany/OpenScape Bussiness S/Unify	set	1	1	1	3	69,750,000	209,250,000	23-Jun-20
3.2	IP phone: Unify OpenScape Desk Phone 40 SIP	Germany/Unify OpenScape Desk Phone 40 SIP/Unify	set	5	2	2	9	6,975,000	62,775,000	23-Jun-20
3.3	Headset: Sennheiser model SC230ED	China/SC230ED/Sennheiser	set	5	2	2	9	2,790,000	25,110,000	23-Jun-20
4 Agent Workstations for Anti-TIP Hotline 111										
4.1	HP ProOne 400 G4 Non Touch AIO, Core i5-8500T(2.10 GHz,9MB),4GB RAM DDR4,1TB HDD,DVDRW,Intel UHD Graphics,23.8" FHD,Webcam,Wlan ac +BT,HDMI Port,USB Keyboard & Mouse,FreeDos,1Y WTY_5CP44PA	China/HP ProOne 400 G4/HPE	set	5	2	2	9	19,297,500	173,677,500	23-Jun-20
5 Contact Center and Anti-TIP Hotline 111										
5.1	Social Media Module: routing and logging for social media contacts (1 connection to Facebook and upto 5 active users)	Việt Nam/Anti TIP/IVG	set	1	1	1	3	76,725,000	230,175,000	23-Jun-20
5.2	Email Module: routing and logging for email contacts (1 email account and upto active 5 users)	Việt Nam/Anti TIP/IVG	set	1	1	1	3	39,525,000	118,575,000	23-Jun-20
5.3	Contact Management Module for 2 users	Việt Nam/Anti TIP/IVG	set	1	1	1	3	46,500,000	139,500,000	23-Jun-20
5.4	Case Management Module for 2 users	Việt Nam/Anti TIP/IVG	set	1	1	1	3	69,750,000	209,250,000	23-Jun-20
6 UPS for Anti-TIP Hotline 111										
6.1	UPS : APC Smart -UPS 5000VA SUA5000RM15U	Philippine/SUA5000R MISU/APC	set	1	0	0	1	51,150,000	51,150,000	23-Jun-20
7 CallCenter Quality Management System (QMS) for Anti-TIP Hotline 111										
7.1	QMS base software with SQL database, web-based user interface, running on Windows server		lot	1	0	0	1	80,682,000	80,682,000	19-May-21
7.2	Agent license (per named user)		pc	10	10	10	30	3,688,320	110,649,600	19-May-21
7.3	Supervisor license (monitoring, evaluation and reporting)		pc	1	1	1	3	18,441,600	55,324,800	19-May-21
7.4	Speech recognition with AI engine for Vietnamese language		lot	1	0	0	1	161,364,000	161,364,000	19-May-21
7.5	Call data collector per site		lot	1	1	1	3	57,630,000	172,890,000	19-May-21
7.6	Voice recording per active agent		lot	5	5	5	15	5,071,440	76,071,600	19-May-21
7.7	Screen recording per active agent		lot	5	5	5	15	5,071,440	76,071,600	19-May-21
8 Network Monitoring Software for Anti-TIP Hotline 111										
8.1	Network monitoring software base with SQL database, web-based user interface, running on Windows server		lot	1	0	0	1	69,156,000	69,156,000	19-May-21
8.2	Interface to telephone systems (SNMP based)		lot	1	1	1	3	25,357,200	76,071,600	19-May-21
8.3	Interface to server hardware (SNMP based)		lot	3	3	3	9	11,526,000	103,734,000	19-May-21
8.4	Interface to network devices (switches/ routers)		lot	5	5	5	15	5,763,000	86,445,000	19-May-21
8.5	Interface to workstations/printers		lot	5	5	5	15	5,763,000	86,445,000	19-May-21
8.6	Interface to UPS equipment		lot	1	1	1	3	5,071,440	15,214,320	19-May-21
8.7	Interface to Video conference equipment		lot	1	1	1	3	6,915,600	20,746,800	19-May-21
8.8	Interface to network cameras		lot	1	1	1	3	5,763,000	17,289,000	19-May-21
8.9	Interface to thermometer/humidity sensors		lot	1	1	1	3	5,763,000	17,289,000	19-May-21
8.10	Interface to SMS server (for alerting)		lot	1	0	0	1	23,052,000	23,052,000	19-May-21
8.11	Interface to STMP email server (for alerting)		lot	1	0	0	1	23,052,000	23,052,000	19-May-21
9 Auxiliary Equipment for Anti-TIP Hotline 111										
9.1	4K IP Camera, IR Night Vision, ONVIF support, 12VDC or PoE	IR Night Vision, ONVIF support, 12VDC or PoE	set	1	1	1	3	6,846,444	20,539,332	19-May-21
9.2	IP Temperature/Humidity Sensor		set	1	1	1	3	7,607,160	22,821,480	19-May-21
9.3	3-outlet remote power switch		set	1	1	1	3	5,578,584	16,735,752	19-May-21
10 Interactive Voice Response(IVR)Software for Anti-TIP Hotline 111										
10.1	Interactive Voice Response (IVR) base software with CTI interface to Unify OpenScape Business Telephone System		lot	1	1	1	3	103,734,000	311,202,000	19-May-21
10.2	Speech recognition for Vietnamese language		lot	1	1	1	3	175,195,200	525,585,600	19-May-21
10.3	Script editor for Anti-TIP IVR		lot	1	0	0	1	96,818,400	96,818,400	19-May-21
11 Others (Equipment for the Project Office)										
11.1	Laptop PC	Dell Inspection 5370-i3	set	1	0	0	1	15,600,000	15,600,000	23-Nov-18
11.2	Office software	Microsoft Office Home & Business2016	set	1	0	0	1	4,200,000	4,200,000	23-Nov-18

11.3.	Anti-virus software	Kaspersky Internet Security	set	1	0	0	1	350,000	350,000	23-Nov-18
11.4.	Laptop PC	Dell Inspection 5370-i3	set	1	0	0	1	14,520,000	14,520,000	24-Nov-18
11.5.	Office software	Microsoft Office Home & Business2016	set	1	0	0	1	4,400,000	4,400,000	24-Nov-18
11.6.	Anti-virus software	Kaspersky Internet Security	set	1	0	0	1	380,000	380,000	24-Nov-18
11.7.	Work for Tender Document		set	1	0	0	1	51,000,000	51,000,000	19-Apr-19
11.8.	White board	F12M082127200	set	1	0	0	1	530,000	530,000	09-Jul-19
11.9.	Multifunction photocopier	Photocopy Ricoh MP2852	set	1	0	0	1	20,790,000	20,790,000	09-Jul-19

Annex 1-4 List of training for Hotline counselors, collaborators and social workers

	Main contents	Period	No. of Days	Trainers	Trainees	No. of Participants	Place
1	Psychological counseling, policies and supporting procedures for trafficked victims	10 - 12 Jul, 2019	3	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities, DSVP, MPS, DCA	Language collaborators, Hotline Counselors and NGO staff	20	Hanoi
2	Psychological counseling Definition and case studies of TIP	15 - 18 Jul, 2019	4	Dr. Tran Thi Minh Duc, National University of Vietnam	Hotline Counselors and Social Work Center staff	33	Hanoi
		19 - 20 Jul, 2019	2	Hagar International	(Only Hotline Counselors)	(17)	Hanoi
3	Definition of TIP, A-M-P Model, trafficking assessment, safety assessment and planning, responding to urgent needs and immediate threat cases	5 - 6 Aug, 2019	2	Polaris US (Ms. Vanessa Chauhan and Ms. Korin Arkin)	Hotline Counselors and NGO staff	21	Hanoi
		8 - 9 Aug, 2019	2			17	Hanoi
4	Ethics code for counselors, safe use of internet	24 Sep, 2019	1	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities,	(Only Hotline Counselors)	(19)	Hanoi
	Psychological counseling for sexually abused victims	25 - 28 Sep, 2019	4		Hotline Counselors and Social Work Center staff	48	Hanoi
5	Psychological counseling for sexually abused victims	12 - 15 Nov, 2019	4	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	Hotline Counselors and Social Work Center staff	28	Quy Nhon
6	Definition, tricks, motives and effect of TIP, definition and identification of victim, supporting policy for victims, procedure for receipt, verification and protection for victims, counseling procedure, counseling skills and practical training	2 - 7 Dec, 2019	6	Ms. Nguyen Hai Anh Ms. Le Thi Mai Quyen (Shift leader)	Newly hired Hotline Counselors	4	Hanoi
7	Procedure and techniques for psychological support for abused children and trafficking in person victims	9 - 10, 21 - 22, Oct, 2020	4	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	Hotline Counselors, language collaborators, staff of Therapy Center	15	Hanoi
8	Procedure and techniques for psychological support for abused children and trafficking in person victims (from Step 3 to 5)	10-13 Nov. 2020	4	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	Hotline Counselors and Social Work Center staff	22	Can Tho
9	Procedure and techniques for psychological support for abused children and trafficking in person victims (from Step 3 to 5)	24-27 Nov. 2020	4	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	Hotline Counselors and Social Work Center staff	21	Hai Phong
10	Identifying client problems through error correction practices in counseling cases	27 Sep. - 1 Oct. 2021	5	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	An Giang and Da Nang Hotline Counselors, new and experienced Counselors in Hanoi, collaborators	32	Online
11	Case management and supervision	3, 4, 18 Dec. 2021 and 24, 25 Jan. 2022	5	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities	Shift leaders	11	Online
12	Mental health and theory of therapy	6-10 Dec. 2021	5	Dr. Tran Thi Minh Duc, University of Social Sciences and Humanities.	Hotline Counselors, collaborators, staff of Therapy Center	21	Online
		13-17 Dec. 2021	5	Ms. Doan Thi Huong		22	Online
	Total number of trainees					315	

Annex 1-5. Basic information of the Hotline counselors and changes of the contents of counseling through COVID-19 pandemic

1. Working experiences as Hotline counselors

Duration of working as Hotline counselors are as follows.

Three counselors have worked for the Hotline since the beginning of the National Child Helpline.

The average duration is 91.96 months (7 years and 8 months), and the median is 42 months (3 years and 6 months).

No.	Duration of working as a Hotline counselor	Number of counselors
1	17 years	3
2	14 years	1
3	13 years and 9 months	1
4	13 years	1
5	12 years	3
6	9 years	1
7	8 years and 7 months	1
8	7 years and 7 months	1
9	3 years and 6 months	12
10	2 years and 2 months	2
Total		26

2. Academic backgrounds of the Hotline counselors

The Hotline counselors have academic background of psychology, social work, pedagogy and law.

Three counselors have master degrees in social work, two counselors have master degree in psychology and the remaining counselors have bachelor degrees.

No.	Academic background	Number of counselors
1	Master of social work	3
2	Master of psychology	2

3	Bachelor of social work	8
4	Bachelor of psychology	5
5	Bachelor of law	5
6	Bachelor of psychology/pedagogy	2
7	Bachelor of pedagogy of literature	1
Total		26

3. Changes of the contents of counseling through COVID-19 pandemic

Through the COVID-19 pandemic in 2020 and 2021, the Hotline counselors perceived the change in the contents of counseling and people's situation. The observed changes are as follows:

- The verification and rescue process for victims of trafficking abroad is more difficult and prolonged, some victims couldn't wait to escape and could not be contacted, or some victims accepted to stay without being rescued.
- The number of cases of violence against children increased after the COVID-19 epidemic, children were beaten by their parents while learning online because they were slow to learn lessons. Most of the abused cases are children whose parents are separated, divorced. Many people urgently called the Call Center to ask the authorities to take appropriate forms of handling against the perpetrators of violence against children.
- The number of calls for information related to the pandemic prevention and support policies for people especially children infected with COVID has increased significantly.
- After COVID-19, the number of counseling calls has increased and there are more issues that children and care givers need to support. Details are as follows:
 - For children: Children have a lot of time at home, so they want to learn knowledge related to children; During the isolation period, children need help with relationships, mental health, pressure when they cannot go out; Children need guidance on safe internet use because they study online and use the internet a lot.
 - For care givers: how to support children during the pandemic; support children infected with Covid, being quarantined. Caring skills, psychologically support, how to behave with children or control children's usage of internet. Support on effective living, online learning.
- Children have talked more about physical and mental abuse behaviors from their care takers, family members and request for our support. Children have talked a lot about anxiety, mental stress when the pandemic occurs as well as depression, feeling trapped because of the lack of collective activities and fun when they have to stay at home a lot.
- Counseling contents of the Hotline have changed. The Hotline has received many incoming calls about health problems, the issue of children having to be separated from the family when a parent or relative is infected with Covid, the child has no relatives to take care of or their loved one was

infected or died due to the Covid-19. Referral cases related to Anti-TIP faced many difficulties in verifying information about victims when they are abroad, difficulties in rescuing victims and bringing victims back to Vietnam due to border closures and flight delays.

- Due to the Covid-19, many people lost their jobs, so they are interested in supporting policies on covid support packages, and especially about health, and the situation of children and mothers with their children in quarantine venues. Many people are concerned about their children's online study when their children cannot go to school. They are worried if this type of learning is effective and their children could get knowledge.
- There have been many changes in the content of counseling since the pandemic, the number of calls to Hotline is higher, especially calls related to children violence account for the majority. In addition, problems related to children being abused and threatened in the online environment when studying online are also very common.

End

Annex 2 List of Products Produced by the Project

No.	Items	Target
Output 0		
0-1	Baseline survey report	The Project
0-2	Endline survey report	The Project
Output 1		
1-1	Draft of Decree replacing Decree No. 09/2013/ND-CP	DSVP, TIP victims
1-2	Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2021 to 2025	DCA, MPS, BGC and VWU and their local branches
1-3	Survey report on the implementation of National Plan of Action (2016-2020) by VWU	VWU members, relevant agencies
1-4	Handbook for Border Guard Frontline Officers	Border Guard frontline officers
1-5	Handbook for Vietnam Women's Union Communicators and Lecturers	VWU Communicators and Lecturers
1-6	Donor mapping	The Project, JICA
Output 2		
2-1	Operational Guidelines	Hotline counselors
2-2	Standardized training material for Hotline counselors	Hotline counselors
2-3	Case book	Hotline counselors and DOLISA Focal Points
2-4	Report of external assessment by Dr. Tran Thi Minh Duc (2020)	Hotline counselors and the Project
2-5	Report of external assessment by Dr. Dr. Nguyen Thi Hai (2020)	Hotline counselors and the Project
2-6	Report of external assessment by Dr. Tran Thi Minh Duc (2021)	Hotline counselors and the Project
2-7	Report of external assessment by Dr. Dr. Nguyen Thi Hai (2021)	Hotline counselors and the Project
2-8	Annual Anti-TIP Hotline Report 2018	Hotline counselors, relevant agencies and the Project
2-9	Annual Anti-TIP Hotline Report 2019	Hotline counselors, relevant agencies and the Project
2-10	Annual Anti-TIP Hotline Report 2020	Hotline counselors, relevant agencies and the Project
2-11	Annual Anti-TIP Hotline Report 2021	Hotline counselors, relevant agencies and the Project
Output 3		
3-1	Leaflet (Vietnamese and English)	General public, communities and relevant agencies
3-2	Card visit (Vietnamese and English)	General public, communities and relevant agencies
3-3	T-shirt and Cap	Social work centers, event attendees and MPS
3-4	Ballpoint pen	Social work centers, event attendees and relevant agencies
3-5	Calendar for the year 2020, 2021 and 2022	Communes and relevant agencies in 63 provinces
3-6	Hand fan	Elementally school students in Hanoi, Da Nang An Giang
3-7	Standee (Portable signboard)	Event attendees and relevant agencies
3-8	Semi permanent board	General public in border area and border gates
3-9	Banner	General public in mountain areas and border areas
3-10	Mask	Social work centers, event attendees and relevant agencies
3-11	Video clips (3 new clips and revised 3 existing clips)	General public, related organizations and communities
3-12	Animation Film (Vietnamese, English and 4 ethnic minority languages)	General public, related organizations and communities
3-13	Documentary film of the Project implementation	General public, related organizations and communities
3-14	Reportage on the implementation of National Plan of Action (2016-2020) by VWU	General public, communities and VWU

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 1

14-Dec-18

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
<p>Overall Goal Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. XX% increase in the number of TIP survivors and risk individuals referred to relevant agencies 2. XX% increase in satisfaction level of relevant agencies which receive referrals from regional call</p>	<p>1. Referral records in regional call centers 2. Baseline and Endline survey</p>	
<p>Project Purpose Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. XX% increase in the number of TIP related calls in each regional call center 3. XX% increase in the number of referrals from each regional call center to relevant agencies in each province and city</p>	<p>1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA</p>	<p>The Government policy and implementation structure on Anti-TIP are not changed significantly</p>
<p>Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP^{*1} is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 XX% increase in the number of referral agencies in E-directory 2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 XX% increase in counseling skills and knowledge of counselors 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p>	<p>1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory 2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>
<p>Output 3: Public awareness of Anti-TIP Hotline is raised nationwide</p>	<p>3-1 More than XX communication materials and products are distributed 3-2 All provinces and cities are covered by communication activities 3-3 XX% increase in the number of people who knows Anti-TIP Hotline</p>	<p>3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys</p>	

Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-1 Hold Project kick-off meeting at the central level			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism			
1-4 Update E-directory with referral information from relevant agencies			
1-5 Revise Joint Plan*²			
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 2

4-Jul-19

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
<p>Overall Goal</p> <p>Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.</p> <p>2. 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.</p>	<p>1. Referral records in regional call centers</p> <p>2. Baseline and Endline survey</p>	
<p>Project Purpose</p> <p>Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations)</p> <p>2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.</p> <p>3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.</p>	<p>1. Issued policy documents</p> <p>2. Bi-annual report of DCA</p> <p>3. Bi-annual report of DCA</p>	<p>The Government policy and implementation structure on Anti-TIP are not changed significantly</p>
<p>Outputs</p> <p>Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels</p> <p>Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>1-1 IAWT meetings are held quarterly</p> <p>1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP^{**1} is compiled by IAWT</p> <p>1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism</p> <p>1-4 The referral agencies of all 63 provinces are registered in the expanded E-directory.</p> <p>2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved</p> <p>2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively.</p> <p>2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p>	<p>1-1 IAWT meeting record</p> <p>1-2 Recommendation document</p> <p>1-3 Seminar record</p> <p>1-4 E-directory</p> <p>2-1 Approval documents</p> <p>2-2 Counselling quality assessment</p> <p>2-3 Bi-annual report of DCA</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained</p> <p>The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>

Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	<p>3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.</p> <p>3-2 All provinces and cities are covered by communication activities</p> <p>3-3 50% people know Anti-TIP Hotline as average of three research-sample regions.</p>	<p>3-1 Distribution record of project</p> <p>3-2 Communication activity record of project</p> <p>3-3 Baseline and Endline surveys</p>	
Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts	1. Counterpart Personnel	
1-1 Hold Project kick-off meeting at the central level	- Chief advisor/Anti-Trafficking in Persons	- Project Director	
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	- Communication activity	- Project Manager	
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	- Project coordinator/Inter-agency coordination	- Assistant Project Manager	
1-4 Update E-directory with referral information from relevant agencies	- Other experts, if necessary	- Other personnel, if necessary	
1-5 Revise Joint Plan*2	2. Training	2. Counselors for the Anti-TIP Hotline	
1-6 Hold experience sharing with neighboring countries	- Training in Japan and/or third countries	3. Focal Points in each province and city	
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	3. Provision of equipment	4. Facilities and Equipment	
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers	Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	- Project office with furniture and facilities	
2-3 Train counselors for Anti-TIP Hotline	4. Local expenses necessary for the implementation of the project activities	5. Local costs	
2-4 Assess quality of counseling service through internal and external evaluations		Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
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3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - March 2022 (3 years and 4 months)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 3

18-Aug-21

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
<p>Overall Goal Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024. 2. 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.</p>	<p>1. Referral records in regional call centers 2. Baseline and Endline survey</p>	
<p>Project Purpose Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.</p>	<p>1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA</p>	<p>The Government policy and implementation structure on Anti-TIP are not changed significantly</p>
<p>Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP^{**1} is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces are registered in the expanded E-directory. 2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p>	<p>1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory 2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>

Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know Anti-TIP Hotline as average of three research-sample regions.	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys	
Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-1 Hold Project kick-off meeting at the central level			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism			
1-4 Update E-directory with referral information from relevant agencies			
1-5 Revise Joint Plan*²			
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020 and 2021-2025.

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

ANNEXES 4-5

ANNEX 4: R/D, M/M, Minutes of JCC (copy)

ANNEX 5: Monitoring Sheet (copy)

RECORD OF DISCUSSIONS

FOR

**PROJECT FOR STRENGTHENING THE OPERATION OF
HOTLINE FOR COUNSELING AND SUPPORTING TRAFFICKED
SURVIVORS**

AGREED UPON BETWEEN

MINISTRY OF LABOUR, INVALIDS AND SOCIAL AFFAIRS

OF

THE SOCIALIST REPUBLIC OF VIETNAM

AND

JAPAN INTERNATIONAL COOPERATION AGENCY

Dated 26th July, 2017

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Based on the minutes of meetings on the Detailed Planning Survey for the Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors (hereinafter referred to as “the Project”) signed on April 26, 2017 between Ministry of Labour, Invalids and Social Affairs (hereinafter referred to as “the Counterpart”) of Socialist Republic of Vietnam (hereinafter referred to as “Vietnam”) and the Japan International Cooperation Agency (hereinafter referred to as “JICA”), JICA held a series of discussions with the Counterpart and relevant organizations to develop a detailed plan of the Project.

The purpose of this Record of Discussions (hereinafter referred to as “the R/D”) is to establish a mutual agreement for its implementation by both parties and to agree on the detailed plan of the Project as described in the followings and the Annexes, which will be implemented within the framework of the Agreement on Technical Cooperation signed on October 20, 1998 (hereinafter referred to as “the Agreement”) and the Note Verbales to be exchanged before the signature of the R/D between the Government of Japan and Government of Vietnam.

The Counterpart will be responsible for the implementation of the Project in cooperation with JICA, coordinate with other relevant organizations and ensure that the self-reliant operation of the Project is sustained during and after the implementation period in order to contribute toward social and economic development of the Vietnam.

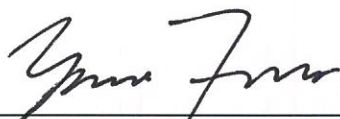
Both parties also agreed that the Project will be implemented in accordance with the “Basic Principles for Technical Cooperation” published in December 2016 (hereinafter referred to as “the BP”), unless other arrangements are agreed in the R/D.

The R/D is delivered at Hanoi, Vietnam as of the day and year first above written. The R/D may be amended by a minutes of meetings between both parties, except the plan of operation to be modified in monitoring sheets. The minutes of meetings will be signed by authorized persons of each side who may be different from the signers of the R/D.

Done in duplicate in English and Vietnamese languages, both are equally authentic. In case of any divergence of interpretation, the English text will prevail.

For

JAPAN INTERNATIONAL
COOPERATION AGENCY



Mr. Yasuo Fujita
Chief Representative
JICA Vietnam Office

For

MINISTRY OF LABOUR, INVALIDS
AND SOCIAL AFFAIRS



Ms. Đào Hồng Lan
Vice Minister

- Annex 1 Main Points Discussed
- Annex 2 Project Design Matrix (PDM)
- Annex 3 Plan of Operation (PO)
- Annex 4 Implementation Structure
- Annex 5 List of Proposed Members of Joint Coordinating Committee
- Annex 6 Anti-TIP Hotline System for "Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors"

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MAIN POINTS DISCUSSED

1. Environmental and Social Considerations
With regard to the Section 10.1 of the BP, the Project is likely to have minimal adverse impact on the environment and society under the 'JICA Guidelines for Environmental and Social Considerations (April 2010)'.
2. Allocation of the Counselors for the Anti-TIP Hotline
MOLISA will assign necessary number of counselors for the Anti-TIP Hotline in each regional call center.
3. Appointment of Focal Points
MOLISA will request DOLISA to appoint one staff in all provinces and cities as Focal Point for the Project by the commencement of the Project.
4. Communication Activities
The Project will focus on developing necessary PR materials and products to disseminate the Anti-TIP Hotline number nationwide.

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Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (C42, C45), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti-Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2017 - November 2020 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 1
26/7/2017

Overall Goal	Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Appropriate referral of TIP survivors and risk individuals is promoted at the regional level		1. XX% increase in the number of TIP survivors and risk individuals referred to relevant agencies 2. XX% increase in the number of referrals recognized appropriate by relevant agencies which receive referrals from regional call center in Hanoi, An Giang province and Da Nang city	1. Referral records in regional call centers 2. Baseline and Endline survey	
Project Purpose Anti-TIP Hotline operation is strengthened at the regional level		1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. XX% increase in the number of TIP related calls in each regional call center 3. XX% increase in the number of referral calls from each regional call center to relevant agencies in each province and city	1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA	The Government policy and implementation structure on Anti-TIP are not changed significantly
Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized		1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP ¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 XX% increase in the number of referral agencies in E-directory 2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 XX% increase in counseling skills and knowledge of counselors 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis	1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory 2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA	Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously

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Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 More than XX communication materials and products are distributed 3-2 All provinces and cities are covered by communication activities 3-3 XX% increase in the number of people who knows Anti-TIP Hotline	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys	Pre-Conditions
Activities		Inputs	
		The Japanese Side	The Vietnamese Side
0 Conduct baseline and endline survey	1. Japanese Experts	1. Counterpart Personnel	
1-1 Hold Project kick-off meeting at the central level	- Chief advisor/Anti-Trafficking in Persons Inter-agency coordination	- Project Director	
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	- Communication activity/Gender	- Project Manager	
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	- Project coordinator/Training Planning	- Other personnel, if necessary	
1-4 Update E-directory with referral information from relevant agencies	- Other experts, if necessary	2. Counselors for the Anti-TIP Hotline	
1-5 Revise Joint Plan ^{*2}	2. Training	3. Focal Points in each province and city	
1-6 Hold experience sharing with neighboring countries	- Training in Japan and/or third countries	4. Facilities and Equipment	
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	3. Provision of equipment	- Project office with furniture and facilities	
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers	Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	5. Local costs	
2-3 Train counselors for Anti-TIP Hotline	4. Local expenses necessary for the implementation of the project activities	Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

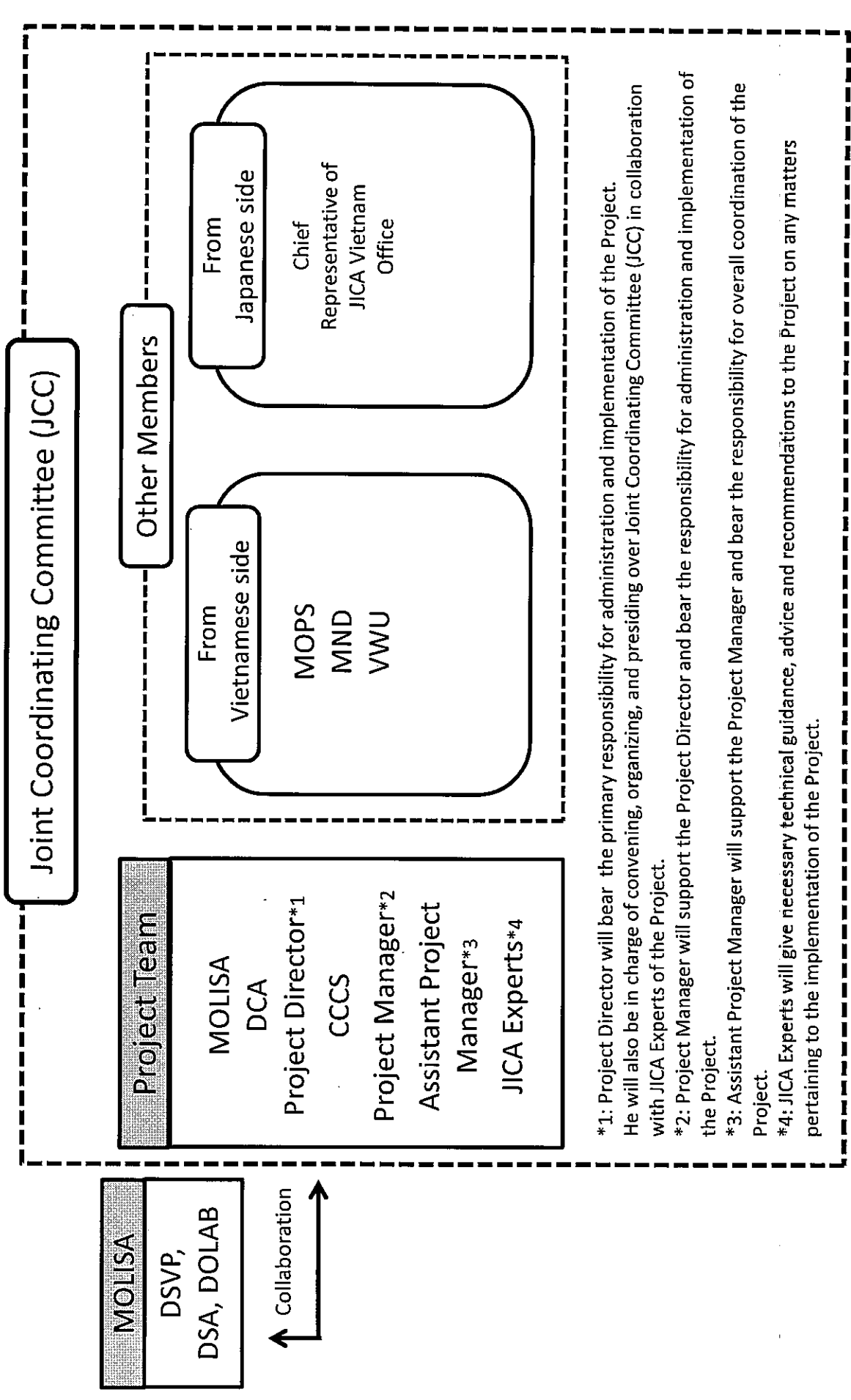
*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

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5. DSA: Dept. of Social Assistance
6. DSVF: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

M

Implementation Structure



CCCS: Center of Counseling and Communication Services, DCA: Dept. of Children Affairs, DOLAB: Dept. of Overseas Labour, DSA: Dept. of Social Assistance, DSVP: Dept. of Social Vices Prevention, MND: Ministry of National Defense, MOLISA: Ministry of Labour, Invalids and Social Affairs, MOPSA: Ministry of Public Security, VWU: Vietnam Women's Union

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**List of Proposed Members of Joint Coordinating Committee
for the Project for Strengthening the Operation of Hotline
for Counseling and Supporting Trafficked Survivors**

1. Functions

The Joint Coordinating Committee will be held at least once a year and whenever the necessity arises, in order to fulfill the following functions:

- (1) To approve the annual plan of operation of the Project;
- (2) To review and exchange opinions on major issues that may arise during the implementation of the Project;
- (3) To discuss any other issue(s) pertinent to the smooth implementation of the Project.

2 . Composition

(1) Project Team

- 1) Project Director, Director General of Department of Children Affairs, Ministry of Labour, Invalids and Social Affairs
- 2) Project Manager, Director of Center of Counseling and Communication Services, Department of Children Affairs, Ministry of Labour, Invalids and Social Affairs
- 3) Assistant Project Manager, Vice Director of Center of Counseling and Communication Services, Department of Children Affairs, Ministry of Labour, Invalids and Social Affairs
- 4) JICA Experts
- 5) Personnel from the Counterpart
- 6) Others to be agreed by the Counterpart and JICA

(2) Other members from Vietnamese side

- 1) Representative from Ministry of Public Security
- 2) Representative from Ministry of National Defense
- 3) Representative from Vietnam Women's Union
- 4) Other persons that Vietnamese side might consider necessary

(3) Other members from Japanese side:

- 1) Chief Representative of JICA Vietnam Office
- 2) Other persons that Japanese side might consider necessary

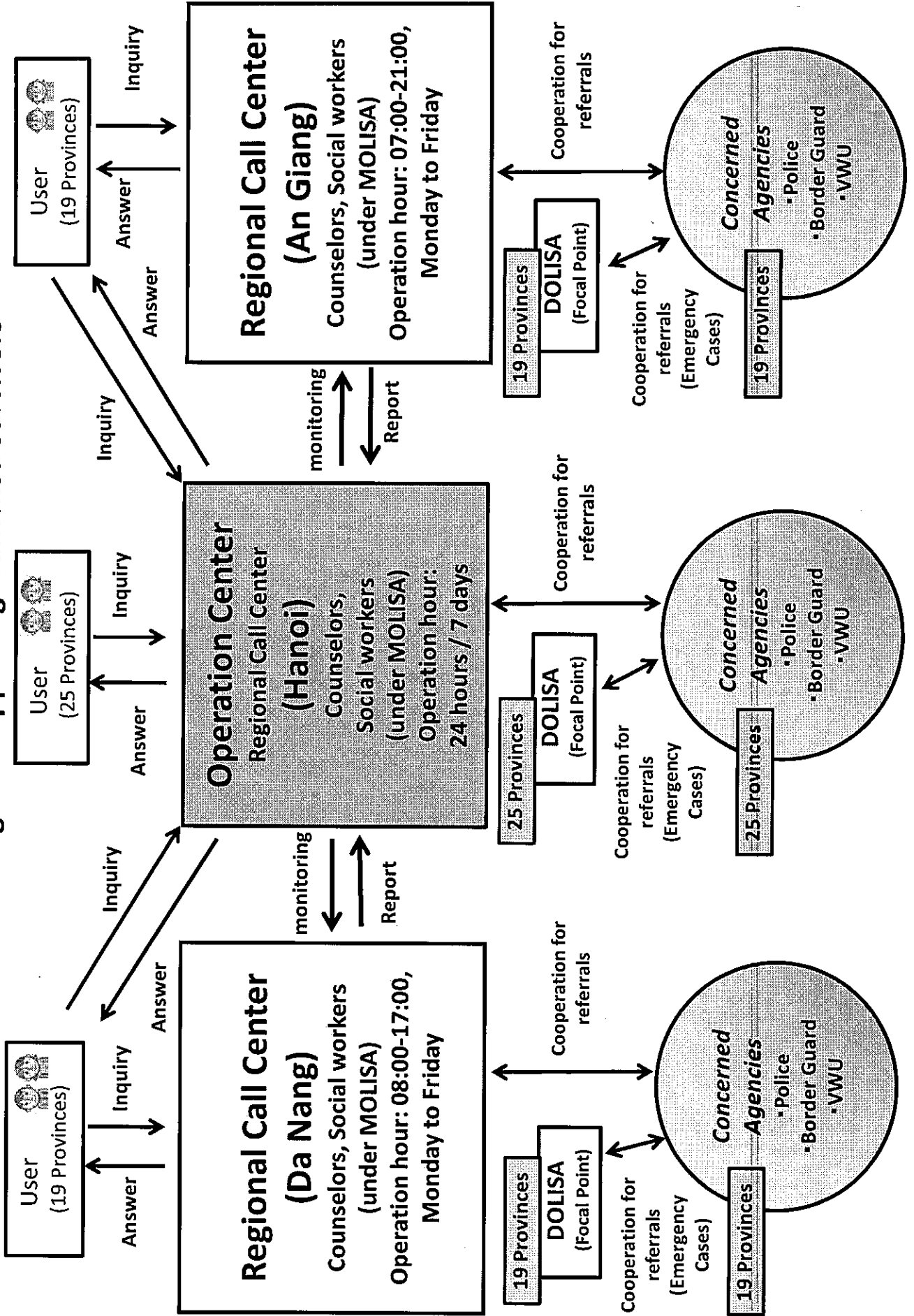
Note:

1. The Project Director will act as Chairperson of Joint Coordinating Committee.
2. Officials of the Embassy of Japan and other personnel invited by the Chairperson may attend the Joint Coordinating Committee meeting as observers.

b

CA

Anti-TIP Hotline System for “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors”



W

**MINUTES OF MEETING ON
THE SECOND JOINT COORDINATING COMMITTEE FOR
“PROJECT FOR STRENGTHENING THE OPERATION OF HOTLINE
FOR COUNSELING AND SUPPORTING TRAFFICKED SURVIVORS
IN SOCIALIST REPUBLIC OF VIETNAM”**

The Second Joint Coordinating Committee (hereinafter referred to as “JCC”) meeting for the “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam” (hereinafter referred to as “the Project”) chaired by Mr. Dang Hoa Nam – Director General, Department of Child Affairs of Ministry of Labour, Invalid and Social Affairs was held on 4th July 2019 for the purpose of discussing the Project activities jointly by Vietnamese and Japanese sides and other relevant issues.

As a result of discussions, all parties concerned agreed to the matters referred to in the document attached hereto.

Hanoi, 4th July 2019



Mr. Dang Hoa Nam
Director General, Department of Child Affairs
Ministry of Labour, Invalid and Social Affairs
Socialist Republic of Vietnam

Ms. Masako IWASHINA
Chief Advisor of the Project

Main Points Discussed

I Approval of the target value of indicators described in the Project Design Matrix (PDM)

Based on the result of the Baseline Survey conducted on April and May 2019, the Project team proposed the target value of the Verifiable Indicators of the Overall Goal, Project Purpose and Outputs described in Project Design Matrix of the Project as Annex A, and were approved by both Vietnamese and Japanese sides in the JCC. The modified PDM (Ver.2) is attached in Annex B.

II Report and discussion on Project and IAWT Annual Plan 2019 and implementation status

The Project team presented the general objectives of the Project, activities planned in 2019 and the implementation status as of June, 2019. The following two points were emphasized;

- (1) The Project will support organizing workshop for sharing experiences and solution for Anti-TIP to China (partially support half day) as agreed as IAWT Annual Plan 2019. For more detail, MPS and DCA will closely communicate, prepare and implement together.
- (2) The Project will support (a) to organize survey and evaluate implementation of Decree No. 09/2013/ND-CP, (b) to organize conference for reviewing 5 years implementing Decree No. 09/2013/ND-CP (2013-2018) and (c) to develop amendments to Decree 09/2013 (Decree Stipulating in Detail a Number of Articles of the Anti-Human Trafficking Law) including Hotline. For more detail, DSVP and DCA will closely communicate, prepare and implement together.

III List of Annexes

- | | |
|---------|---|
| Annex 1 | Modified PDM (Ver.2) |
| Annex 2 | Proposal for setting PDM target indicator |

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors
Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB, MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti-Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 2
4-Jul-19

Overall Goal	Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption
Appropriate referral of TIP survivors and risk individuals is promoted at the regional level		<ol style="list-style-type: none"> The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center. 	<ol style="list-style-type: none"> Referral records in regional call centers Baseline and Endline survey 	
Project Purpose Anti-TIP Hotline operation is strengthened at the regional level		<ol style="list-style-type: none"> Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively. 	<ol style="list-style-type: none"> Issued policy documents Bi-annual report of DCA Bi-annual report of DCA 	The Government policy and implementation structure on Anti-TIP are not changed significantly
Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels		<ol style="list-style-type: none"> 1-1 IAWT meetings are held quarterly 2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP¹ is compiled by IAWT 3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 4 The referral agencies of all 63 provinces is registered in the expanded E-directory. 	<ol style="list-style-type: none"> 1-1 IAWT meeting record 2 Recommendation document 3 Seminar record 4 E-directory 	Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized		<ol style="list-style-type: none"> 2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis 	<ol style="list-style-type: none"> 2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA 	
Output 3: Public awareness of Anti-TIP Hotline is raised nationwide		<ol style="list-style-type: none"> 3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know as average of three research-sample regions. 	<ol style="list-style-type: none"> 3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys 	

Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts	1. Counterpart Personnel	
1-1 Hold Project Kick-off meeting at the central level	- Chief advisor/Anti-Trafficking in Persons	- Project Director	
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	- Communication activity - Project coordinator/inter-agency coordination - Other experts, if necessary	- Project Manager - Assistant Project Manager - Other personnel, if necessary	
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	2. Training	2. Counselors for the Anti-TIP Hotline	
1-4 Update E-directory with referral information from referral agencies	- Training in Japan and/or third countries	3. Focal Points in each province and city	
1-5 Revise Joint Plan ²	3. Provision of equipment	4. Facilities and Equipment	
1-6 Hold experience sharing with neighboring countries	Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	- Project office with furniture and facilities	
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	4. Local expenses necessary for the implementation of the project activities	5. Local costs	
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers		Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Discussion paper for setting PDM target indicator

	Narrative summary	Objectively verifiable indicators (PDM 1)	Information collected in Baseline Survey	Proposed indicators
Overall Goal	Appropriate referral of TIP survivors and risk individuals is promoted at the regional level	<ol style="list-style-type: none"> Number of TIP survivors and risk individuals referred to relevant agencies XX% increase in satisfaction level of relevant agencies which receive referrals from regional call center 	<p>Number of referral cases were 26 in 2014, 72 in 2015, 80 in 2016, 85 in 2017 and 30 in 2018. (according to Annual Report)</p> <p>6/15 reviewers (40%) rated "Good" and 9/15 (60%) refused to evaluate because there was not enough information.</p> <p>(Not related Baseline Survey)</p>	<p>Number of referral cases reach 100 in 2024.</p> <p>80% of reviewers rate "Good".</p>
Project Purpose	Anti-TIP Hotline operation is strengthened at the regional level	<ol style="list-style-type: none"> Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations) Number of TIP related calls in each regional call center 	<p>Hanoi: Da Nang: An Giang: Total: 9,033 (2016: 3,616 2017: 3,387 2018: 2,010)</p>	<p>Same as PDM 1 (already OK)</p> <p>Hanoi: 2,475 in 2021 (6,000 for 3 years) Da Nang: 900 in 2021 (2,000 for 3 y) An Giang: 1,125 in 2021 (3,500 for 3 y) Total: 4,500 in 2021 (Based on the expectation 11,500 for 3 years 2019: 2,500; 2020: 4,500; 2021: 4,500)</p>
Output 1	Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	<ol style="list-style-type: none"> Number of referrals from each regional call center to relevant agencies in each province and city 	<p>Hanoi: Da Nang: 0 An Giang: Total: 195 (2016: 80, 2017: 85, 2018: 30)</p> <p>(1-1, 1-2, 1-3: already OK & not related to Baseline Survey)</p> <p>1-4: The referral agencies of 20 provinces was already registered in E-directory.</p>	<p>Hanoi: 51 in 2021 (120 for 3 years) Da Nang: 18 in 2021 (45 for 3 years) An Giang: 23 in 2021 (65 for 3 years) (Based on the expectation for 3 years: Total: 230)</p> <p>1-1, 1-2, 1-3: Same as PDM 1 (already OK)</p> <p>1-4: The referral agencies of all 63 provinces is registered in the expanded E-directory.</p>
Output 2	Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and	<ol style="list-style-type: none"> Operational Guidelines for Anti-TIP Hotline for regional call center is approved % of cases completed through the 	<p>(2-1, 2-3: already OK and not related to Baseline Survey)</p> <p>2-2: Categories (2) counseling and (3) referral are regarded as cases (460) in</p>	<p>2-1, 2-3: Same as PDM 1 (already OK)</p> <p>2-2: 99% completion for the total of Category (2) counseling and (3) referral. 65% for (3) referral.</p>

	Da Nang (Central provinces) is operationalized	counseling		the current hotline system; of which 446 cases are completed cases (96.96%) at the beginning of the Project. Especially referral, 16 cases (53.33%) are completed cases.	
Output 3	Public awareness of Anti-TTP Hotline is raised nationwide	<p>2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p> <p>3-1 More than XXX communication materials and products are distributed</p> <p>3-2 All provinces and cities are covered by communication activities</p> <p>3-3 XXX% increase in the number of people who knows Anti-TTP Hotline</p>	<p>3-1: Communication activities of 111 as "Anti-TTP Hotline" has not been conducted before the Project.</p> <p>(3-2: already OK)</p> <p>3-3: 12.3% as average of three regions, 23.0% in Cao Bang Province, 11.0% in Ha Tinh and 3.0% in Tay Ninh Province</p>	<p>3-1: 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.</p> <p>3-2: Same as PDM 1 (OK)</p> <p>3-3: 50% people know as average of three research-sample regions.</p>	

**MINUTES OF MEETING ON
THE THIRD JOINT COORDINATING COMMITTEE FOR
“PROJECT FOR STRENGTHENING THE OPERATION OF
HOTLINE FOR COUNSELING AND SUPPORTING TRAFFICKED
SURVIVORS IN SOCIALIST REPUBLIC OF VIETNAM”**

The third Joint Coordination Committee (hereinafter referred to as “JCC”) meeting for the “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam” (hereinafter referred to as “the Project”) chaired by Mr. Dang Hoa Nam – Director General, Department of Child Affairs of Ministry of Labour, Invalids and Social Affairs was held on 18th August, 2021 for the purpose of discussing the Project activities and other relevant issues jointly by Vietnamese and Japanese sides.

As a result of discussions, all parties concerned agreed to the matters referred to in the document attached hereto.

The parties acknowledge and agree that this Minutes of Meetings may be executed by electronic signature, which is considered as an original signature for all purposes and has the same force and effect as an original signature. “Electronic signature” includes faxed versions of an original signature or electronically scanned and transmitted versions (e.g., via pdf) of an original signature.

Hanoi, 18th August 2021

岩品雅子

Ms. IWASHINA Masako
Chief Advisor
JICA Project Team

室岡直道

Mr. MUROOKA Naomichi
Senior Representative
JICA Vietnam Office



Mr. Dang Hoa Nam
Director General, Department of Child
Affairs
Ministry of Labour, Invalids and Social
Affairs
Socialist Republic of Vietnam

The Main Points Discussed

1. The extension of the Project period

1.1. The necessity of the extension of the Project period

Since the outbreak of the COVID-19 in early March 2020, the Project has continued activity implementation with strong commitment of the government of Vietnam and remote management by Japanese experts.

However, due to the situation, the project activities become unable to complete as planned.

In consequence, some related outputs and the project purpose prescribed in Project Design Matrix (PDM) may not be possible to achieve by the completion of the Project.

Therefore, the Department of Child Affairs (hereinafter referred to as "DCA") of Ministry of Labour, Invalids and Social Affairs (hereinafter referred to as "MOLISA") and Japan International Cooperation Agency (hereinafter referred to as "JICA") reaffirmed the necessity to extend the project period until 18th March 2022. In accordance with the extension, PDM and Plan of Operation (PO) will be amended as shown in Annex 1 and 2.

In addition to completion of activities which are delayed, the extension of the Project period will contribute to raise people's awareness about trafficking in persons and services of the Anti-TIP Hotline better, which will strengthen sustainability of operation of the Anti-TIP Hotline.

1.2. Extension procedure:

DCA has consulted Deputy Minister of MOLISA in replying the letter of Senior Representative of JICA Viet Nam Office that MOLISA is in the process of getting comments from relevant ministries for the Project extension.

DCA is preparing application proposal to submit MOLISA for the extension.

2. The achievement of the project purpose and outputs

MOLISA and JICA agreed the project implementation report as shown in PO and described as follows.

Although most of the indicators of project purpose and outputs have been achieved, there are some unachieved indicators.

- a) The achieved status of each output and project purpose indicators are as follows:

No.	Objectively Verifiable Indicators	Current Achievement Status
Project Purpose		
1	Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations)	Anti-TIP Hotline was reflected in National Plan of Action (NPA: 2021~2025) and the final draft of the Decree replacing Decree No. 09.
Outputs		
1-2.	Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT.	The major proposed recommendations by the Project were incorporated in the NPA (2021-2025) and Annual Plan of NPA (2016-2020) of 2019 and 2020.
1-4.	The referral agencies of all 63 provinces are registered in the expanded E-directory.	The information of referral agencies of all 63 provinces were collected and installed in newly upgraded system.
2-1.	Operational Guidelines for Anti-TIP Hotline for regional call center is approved.	Operational Guidelines for Anti-TIP Hotline for regional call center was revised and approved.
2-3.	Bi-annual report is submitted with issues and lessons learned based on analysis.	Submitted regularly and will be monitored in the whole project period.
3-2.	All provinces and cities are covered by communication activities.	All provinces and cities were covered.

b) Unachieved indicators of Project Purpose and Outputs as of 18 August, 2021:

No.	Objectively Verifiable Indicators	Current Achievement Status	Achieved/Unachieved	Reasons and remarks
Project Purpose				
2	The number of TIP related calls in each regional	In the 1 st 6 months of 2021, the Hotline received 1,020	Unachieved until the end of the 1 st 6	This indicator is unlikely to be achieved at the end

	call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.	incoming calls nationwide. Received 2,826 calls in 2020, (increased 306 calls in comparison to that of 2019).	months of 2021.	of the Project, probably due to the decreased number of TIP cases with restriction of cross-border movement under COVID-19 pandemic. The final data will be reported by the end of 2021.
3	The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	In the 1 st 6 months of 2021, the Hotline made 19 referral cases. 59 in 2020 (increased 24 cases in comparison to that of 2019).	Unachieved until the end of the 1 st 6 months of 2021.	This indicator is unlikely to be achieved at the end of the Project, probably due to the decreased number of TIP cases with restriction of cross-border movement under COVID-19 pandemic. The final data will be reported by the end of 2021.
Outputs				
1-1.	IAWT meetings are held quarterly.	One IAWT meeting was organized in April of 2021. It was almost achieved in 2019. In 2020, IAWT meetings were held 2 times in January and December 2020.	Unachieved (Probability is high)	Due to COVID-19. However, the members of IAWT kept good communication utilizing the other conferences and meetings.

1-3.	Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism.	Focal Points of 4 provinces have not participated in the seminar yet, namely, Quang Tri, Quang Ngai, Kon Tum, Hau Giang province.	Unachieved (Probability is high)	Due to COVID-19 and natural disaster in 2020.
2-2.	99% of cases of the Category (2) counseling and 65% cases of Category (3) referral are completed respectively.	100% cases of the Category (2) counseling and 63.1% of the Category (3) referral were completed in the 1 st 6 months of 2021. 100% cases of the Category (2) counseling and 64.4% of the Category (3) referral were completed in 2020. (In 2019, 71.4% of the Category (3) referral were completed.)	Unachieved until the end of the 1 st 6 months of 2021.	Due to COVID-19. The final data will be reported by the end of 2021.
3-1.	20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.	19 kinds of communication activities were done.	Not yet until the end of the 1 st 6 months of 2021. (Probability is high)	There is one remaining kind of communication activity, which is reportage on Anti-TIP in collaboration with DCA (on-going).
3-3.	50% people know Anti-TIP Hotline as average of three research-sample regions.	Will be surveyed at the End-line Survey.		This data will be surveyed at the End-line survey. In order to achieve this, communication

				activities are enhanced.
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Remaining three Indicators (1-3, 2-2. and 3-3) need to be achieved through implementation of project activities, which explains the extension of the project period is required.

3. Activity implementation schedule and additional activities to mitigate the negative effects of COVID-19

In order to produce the unachievable outputs, the Project proposes implementing the activities as the Plan of Operation shown in Annex 4.

The activities and schedule are as follows:

No.	Time	Activities	Organization in charge
1	On-going to Nov. 2021	Develop training materials for staff of IAWT agencies	Border Guard (BGC) and DCA
2	June-Aug. (on-going)	To assess counseling quality	DCA
3	July (On-going)	To implement communication activities for Anti-TIP Day	DCA, MPS and Vietnam Women Union
4	July- Nov. 2021	To implement End-line Survey including the analysis of the effects of COVID-19 on the number of incoming calls to the Hotline	DCA
5	August 2021	To hold Joint Coordination Committee (JCC) Meeting to approve the extension of the project period	JICA, DCA
6	August (On-going)	To complete and sign the revised Joint Plan for the operation of the Hotline for Counseling and Supporting Trafficked Survivors in the period of 2021-2025.	DCA, MPS, BGC and VWU

7	August (On-going)	To develop Casebook and Standardized training material.	DCA
8	Sep-Nov. 2021	To organize seminars for DOLISA focal points who actually work to collect information for the referral and verification.	DCA
9	Sep. and onward	To check conditions of the installed systems and equipment (inc. Da Nang and An Giang)	DCA
10	Late September – November 2021	To organize training for Hotline counselors (Totally 4 times)	DCA
11	Sep-Nov. 2021	To conduct survey of implementation of National Plan of Action (2016-2020)	VWU
12	By 18 December 2021	To submit Completion Report to JICA for approval to finalize in JCC	DCA
13	January 2022	To hold Sharing Experience Workshop of the Project Outputs	DCA
14	Early February 2022	To hold Final JCC to approve Completion Report	DCA
15	Early February 2022	Deadline of Submitting Completion Report in Japanese to JICA for approval, receiving comment from JICA and finalization.	DCA
16	18 March 2022	Completion of the Project	DCA

In order to produce the unachievable outputs, DCA and JICA agreed to implement the additional activities as follows:

No. in PO	Description	Remarks
1-2-8 (newly added)	Conduct survey of implementation of National Plan of Action (2016-2020)	In order to contribute lessons learned from the implementation of NPA (2016-2020) to more effective communication activities in NPA (2021-2025) organized by Vietnam Women's Union (VWU).
1-2-9 (newly added)	Develop training materials for staff of IAWT agencies	In order to improve the reception of the TIP survivors by BGC front line officers.
2-2-1 (no change)	Procure and install equipment in each regional call center	In order to improve the quality of counseling services, the Project additionally supported to upgrade the following Anti-TIP Hotline system: <ul style="list-style-type: none"> - Call Center Quality Management System (QMS) - Network Monitoring Software - Interactive Voice Response (IVR) Software
2-2-2 (no change)	Provide instruction to technicians on operation and maintenance	
3-2-1 (no change)	Develop communication materials and products (brochures, calendars, key holders etc.)	In order to raise the awareness of TIP issues and Anti-TIP Hotline, the Project additionally supported to produce and distribute following materials: <ul style="list-style-type: none"> - Hotline leaflets (Vietnamese & English) - Hotline visit cards (Vietnamese & English) - Handy fans - Standees - Comics - Revision of video clips developed by Phase 1. - Dubbing of VWU's animation film in 4 ethnic minority languages
3-3-1 (no change)	Implement communication activities nationwide through mass media	
3-3-2 (no change)	Distribute communication materials and products to DOLISA and relevant agencies to be utilized for their activities	

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		- Reportage on outstanding results in Anti-TIP work of VWU.
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Considering the situation that Anti-TIP Law is now under revision, Activity 1-5-5 was revised as follow:

(Before) Approve the revised Joint Plan as Circular among concerned ministries

(After) Approve the revised Joint Plan among concerned ministries

4. Report on implementation of activities and operation of the Hotline in the first 6 months of 2021

MOLISA and JICA agreed the report on operation of the Hotline in the first 6 months of 2021.

End

Annex 1 : Record of Discussions (signed on 26th July, 2017)

Annex 2 : Minutes of the Meetings (signed on 4th July, 2019)

Annex 3 : Amended Project Design Matrix

Annex 4 : Amended Plan of Operation

<End>

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2, MND and VWU)

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - March 2022 (3 years and 4 months)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 3
18-Aug-21

Overall Goal	Objectively Verifiable Indicators	Means of Verification	Important Assumption
<p>Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024. 2. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.</p>	<p>1. Referral records in regional call centers 2. Baseline and Endline survey</p>	
<p>Project Purpose Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.</p>	<p>1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA</p>	<p>The Government policy and implementation structure on Anti-TIP are not changed significantly</p>
<p>Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels</p> <p>Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces are registered in the expanded E-directory. 2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis 3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know Anti-TIP Hotline as average of three research-sample regions.</p>	<p>1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory</p> <p>2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA</p> <p>3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained</p> <p>The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>
<p>Output 3: Public awareness of Anti-TIP Hotline is raised nationwide</p>			

Activities	The Japanese Side	The Vietnamese Side	Pre-Conditions
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary	
1-1 Hold Project kick-off meeting at the central level	- Communication activity	2. Counselors for the Anti-TIP Hotline	
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	- Project coordinator/Inter-agency coordination - Other experts, if necessary	3. Focal Points in each province and city	
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	2. Training - Training in Japan and/or third countries	4. Facilities and Equipment - Project office with furniture and facilities	
1-4 Update E-directory with referral information from relevant agencies	3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-5 Revise Joint Plan ^{*2}	4. Local expenses necessary for the implementation of the project activities		
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020 and 2021-2025.

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVF: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

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1-3 Conduct seminar for DOLUSA Focal Points on referral mechanism		Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual	
1-3-1	Develop plans for seminars for DOLUSA Focal Points (contents, schedule, materials, etc.)	Plan														
1-3-2	Hold seminar for DOLUSA Focal Points once a year at each regional call center (for one or two days)	Plan														
	(seminar contents: collaboration between relevant agencies in emergency cases, related policies and case management etc.)	Actual														
1-4 Update E-directory with referral information from relevant agencies		Plan														
1-4-1	Request relevant agencies to identify insufficient information in current E-directory	Actual														
1-4-2	Obtain necessary referral information from relevant agencies (DOLUSA, MOPS, VMU, BGC etc.)	Actual														
1-4-3	Update E-directory	Actual														
1-4-4	Update E-directory regularly by counselors	Actual														
1-5 Revise Joint Plan		Plan														
1-5-1	Revise decree on the Anti-Human Trafficking Law No. 09 (to include Anti-TIP Hotline in the decree)	Actual														
1-5-2	Review the current Joint Plan and identify the points to be revised	Actual														
1-5-3	Revise and share Joint Plan to concerned ministries through workshop	Actual														
1-5-4	Finalize Joint Plan based on the comments from concerned ministries	Actual														
1-5-5	Approve the revised Joint Plan among concerned ministries	Actual														
1-6 Hold experience sharing with neighboring countries		Plan														
1-6-1	Share experiences in the Mekong Regional Workshop at Bangkok held by JICA	Actual														
1-6-2	Share experiences in Senior Officer Meeting (SOM) of the Coordinated Mekong Ministerial Initiative Against Trafficking (COMMINT)	Actual														
1-6-3	Share experiences in training in Japan held by JICA	Actual														
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized																
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)		Plan														
2-1-1	Review existing operational guidelines and identify points to be improved (including assessment methods of counseling and revising agencies through workshops)	Actual														
2-1-2	Draft revised operational guidelines and share it with relevant agencies through workshops	Actual														
2-1-3	Request relevant agencies including IAWV for comments and finalize the operational guidelines	Actual														
2-1-4	Approve operational guidelines for regional call centers by DCA	Actual														
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers		Plan														
2-2-1	Procure and install equipment in each regional call center	Actual														
2-2-2	Provide instruction to technicians on operation and maintenance	Actual														
2-3 Train counselors for Anti-TIP Hotline		Plan														
2-3-1	Develop training plan (contents, schedule, materials etc.) for Anti-TIP Hotline counselors in regional call centers based on the existing counselor training guidelines	Actual														
2-3-2	Train counselors for Anti-TIP Hotline in regional call centers on counseling skills	Actual														
2-3-3	Train counselors for Anti-TIP Hotline on case management	Actual														

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Activity	Plan	Actual	1st Year				2nd Year				3rd Year				4th Year		
			I	II	III	IV	I	II	III	IV	I	II	III	IV	I	II	
2-3-4 Develop case books based on the experiences of counselors and share them with DOLISA Focal Points																	
2-4 Assess quality of counseling service through internal and external evaluations																	
2-4-1 Assess counseling skills of counselors for Anti-TIP Hotline by DCA staff based on the revised operational guidelines (internal evaluation)																	
2-4-2 Assess counseling skills of counselors for Anti-TIP Hotline by external evaluator based on the revised operational guidelines (external evaluation)																	
2-4-3 Compile assessment results and give feedback to counselors and reflect the results in training contents (2-3-1)																	
2-5 Analyze counseling information and develop bi-annual report																	
2-5-1 Decide contents to be included in bi-annual report (counseling contents, referred agencies, the number of calls, referral follow-up, source of information on Anti-TIP Hotline and difficulties/lessons learned/good practices etc.)																	
2-5-2 Compile monthly reports from each regional call center and analyze the information and data																	
2-5-3 Develop bi-annual report and share it with relevant agencies																	
Output 3: Public awareness of Anti-TIP Hotline is raised nationwide																	
3-1 Develop comprehensive plan for communication activities																	
3-1-1 Review current communication activities and materials of each relevant agency as well as current TIP hotspots, and identify effective communication methods																	
3-1-2 Develop communication activity plan (methods, targets and schedule etc.)																	
3-1-3 Share the communication activity plan with relevant agencies																	
3-2 Develop communication materials and products																	
3-2-1 Develop communication materials and products (brochures, calendars, key holders etc.)																	
3-2-2 Review and revise current communication materials and products (brochures, calendars, key holders etc.)																	
3-3 Implement communication activities (media, brochures, calendars etc.)																	
3-3-1 Implement communication activities nationwide through mass media																	
3-3-2 Distribute communication materials and products to DOLISA and relevant agencies to be utilized for their activities																	
Monitoring Plan																	
Monitoring																	
Joint Coordinating Committee																	
Finalize the Plan of Operation																	
Approval of the Annual Plan of Operation																	
Submission of Monitoring Sheet																	
Ex-Post Monitoring																	

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**MINUTES OF MEETING ON
THE FOURTH JOINT COORDINATING COMMITTEE FOR
“PROJECT FOR STRENGTHENING THE OPERATION OF
HOTLINE FOR COUNSELING AND SUPPORTING TRAFFICKED
SURVIVORS IN SOCIALIST REPUBLIC OF VIETNAM”**

The fourth Joint Coordination Committee (hereinafter referred to as “JCC”) meeting for the “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam” (hereinafter referred to as “the Project”) chaired by Mr. Dang Hoa Nam – Director General, Department of Child Affairs (hereinafter referred to as “DCA”) of Ministry of Labour, Invalids and Social Affairs (hereinafter referred to as “MOLISA”) was held on 14th February, 2022 for the purpose of discussing the Project activities and other relevant issues jointly by Vietnamese and Japanese sides.

As a result of discussions, all parties concerned agreed to the matters referred to in the document attached hereto.

The parties acknowledge and agree that this Minutes of Meetings may be executed by electronic signature, which is considered as an original signature for all purposes and has the same force and effect as an original signature. “Electronic signature” includes faxed versions of an original signature or electronically scanned and transmitted versions (e.g., via pdf) of an original signature.

Hanoi, 14th February 2022



Ms. IWASHINA Masako
Chief Advisor
JICA Project Team



Mr. MUROOKA Naomichi
Senior Representative
JICA Vietnam Office



Mr. Dang Hoa Nam
Director General, Department of Child
Affairs
Ministry of Labour, Invalids and Social
Affairs
Socialist Republic of Vietnam

The Main Points Discussed

1. The approval of the Project Completion Report

All parties agreed to approve the Project Completion Report which was presented by the Project Team.

The achievement status of each output and project purpose indicators mentioned in the Project Design Matrix (PDM) are as follows:

a) The achievement of output indicators

No.	Objectively Verifiable Indicators	Current Achievement Status
1-1.	Inter-Agency Working Team (IAWT) meetings are held quarterly	(Almost achieved) IAWT meetings were held periodically, 3 times in 2019, 2 times in 2020 and 2 times in 2021. Social distance under COVID-19 in 2020 and 2021 made holding IAWT meetings difficult, but the members of IAWT kept good communication utilizing online conferences and meetings on NPA.
1-2.	Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT.	(Achieved) The major proposed recommendations by the Project on Anti-TIP Hotline activities were incorporated in the annual plan 2019 2020 and 2021 of NPA (2016-2020) and MOLISA Implementation Plan (Victim Support Plan) of NPA (2021-2025).
1-3.	Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism.	(Achieved) Seminars were held in 2019, 2020 and 2021. Focal Points of all 63 provinces and cities participated in the seminar on procedure of TIP referral mechanism.
1-4.	The referral agencies of all 63 provinces are registered in the expanded E-directory.	(Achieved) The information of referral agencies from central to commune levels of all 63



		provinces was collected, installed in newly upgraded system and updated regularly.
2-1.	Operational Guidelines for Anti-TIP Hotline for regional call center is approved	(Achieved) Operational Guidelines for Anti-TIP Hotline for regional call center were revised and approved by DCA.
2-2.	99% of cases of Category (2) counseling ¹ are completed and 65% cases of Category (3) referral are completed respectively.	(Partly achieved) <ul style="list-style-type: none"> · Percentage of completed cases of Category (2) counseling was 100% in 2019, 2020 and 2021. · Percentage of completed cases of Category (3) referral was 71.4% (Achieved) in 2019, 64.4% (Not yet achieved) in 2020 and 62.86% (Not yet achieved) in 2021. <p>Although this target was not achieved in 2020 and 2021, the Anti-TIP Hotline made great effort considering the difficult situation of referral under immigration restrictions by COVID-19. Under immigration restrictions, referral and coordination with government agencies and police in other countries took time and prolonged.</p>
2-3.	Bi-annual report is submitted with issues and lessons learned based on analysis.	(Achieved) Bi-annual report and annual report were prepared by the Center for Counseling and Communication Service (CCCS) regularly based on the analysis of information from call centers. The bi-annual report and annual report were shared to the relevant agencies in IAWT meetings and sent to agencies of the government and Party, DOLISA of 63 provinces and cities and

¹ The Anti-TIP Hotline classifies the incoming calls into three categories: (1) information provision (calls which ask for information), (2) counseling and (3) referral (calls which require intervention and connection to other relevant agencies for searching and rescue).

		Social Work Centers/Social Protection Centers nationwide.
3-1.	20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.	(Achieved) 22 kinds of activities for communication activities were done by MOLISA and the relevant institutions.
3-2.	All provinces and cities are covered by communication activities.	(Achieved) All provinces and cities were covered.
3-3.	50% people know Anti-TIP Hotline as average of three research-sample regions.	(Achieved) 51% people know as average of three research-sample regions in 2021, increased from 12.3% of Baseline Survey in 2019.

b) Achievement of project purpose indicators

No.	Objectively Verifiable Indicators	Current Achievement Status
Project Purpose		
1	Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations)	(Achieved) Anti-TIP Hotline was reflected in National Plan of Action (NPA: 2021-2025) and the final draft of the Decree replacing Decree No. 09.
2	The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.	(Not yet achieved) The total number of TIP related calls in three RCCs was 2,010 in 2018, 2,520 in 2019, 2,826 in 2020 and 3,808 in 2021. In 2021, the number of TIP related calls in each regional call center reached 2,841 in Hanoi, 197 in Da Nang and 770 in An Giang respectively. The indicator was not achieved at the end of the Project, mainly due to the decreased number of TIP cases with restriction of cross-border movement under COVID-19 pandemic.

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3	The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	(Not yet achieved) The number of referral calls in three RCCs was 30 in 2018, 35 in 2019, 59 in 2020 and 35 in 2021. In 2021, The number of referrals from each regional call center to relevant agencies in each province and city reach 19 in Hanoi, 6 in Da Nang and 10 in An Giang respectively. The indicator was not achieved at the end of the Project, mainly due to the decreased number of TIP cases with restriction of cross-border movement under COVID-19 pandemic.
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2. Prospect of Overall Goal Achievement

Indicator 1: The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.

The prospect to achieve Overall Goal in terms of Indicator 1 is relatively high. The number of referral calls steadily increased from 30 in 2018, 35 in 2019 to 59 in 2020. Although the number of referral calls did not increase in 2021 as expected, but the influence of COVID-19 is considered to be big, and the prospect to achieve 100 referral calls in 2024 is high. According to the results of external assessment of counseling quality and Endline Survey, the Anti-TIP Hotline counselors correctly understand the roles and responsibilities of each relevant agency and how to refer, which lead to the appropriate and smooth referral to relevant agencies.

Indicator 2: 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.

The prospect to achieve Overall Goal in terms of Indicator 2 is relatively high. The percentage of the reviewers who rated "Good" in satisfaction level has not been achieved yet, but was increased from 40% in the Baseline Survey in 2019 to 58.3% in the Endline Survey in 2021.

Therefore, the prospect to achieve Overall Goal is relatively high.

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3. Recommendations for the Vietnamese Government for the further development of the Anti-TIP Hotline to achieve the Project Purpose and Overall Goals

Although most of the indicators of the project purpose and outputs have been achieved, there are some unachieved indicators. In addition, indicator 1 of the project purpose (Anti-TIP Hotline is reflected in policy documents [national plan, policies and regulations]) was partly achieved because the revised Decree No. 09/2013/ND-CP was not officially approved yet.

Therefore, for the further development of the Anti-TIP Hotline to achieve the project purpose and overall goals, recommendations for the Vietnamese Government are as follows:

3-1. Follow-up the discussion of revising the Anti-TIP Law and new Decree replacing Decree No. 09/2013/ND-CP

Although the Project supported many activities to revise Decree No. 09, the official approval of the final draft of the new Decree will be waited until the revision of the Anti-TIP Law.

Thus, it is recommended that MOLISA will make the best effort to utilize the final draft supported by the Project in the revision of the Anti-TIP Law and approval of new Decree replacing Decree No. 09/2013/ND-CP to ensure the Anti-TIP Hotline will be included in the new Decree.

3-2. Encourage all provinces and cities to establish IAWT of their provinces/cities

As reported in the Endline Survey Report, the Anti-TIP Hotline counselors sometimes encounter difficulties in referrals to the provinces which do not have IAWT in their provinces/cities. On the other hand, the provinces which have IAWT, such as An Giang and Lao Cai have smooth coordination among relevant agencies and referrals are functioning well as reported in the several meetings held by DSVP.

It is recommended that DCA will collaborate with DSVP to share the good practice of An Giang for the better implementation of referral and encourage the establishment of IAWT in all provinces/cities.

3-3. Continuous implementation of external assessment

In the Project, external assessment of the counseling quality was effectively implemented and the assessment results were immediately used in the training

for counselors. It is recommended that DCA continues external assessment once a year periodically to enhance the counseling quality continuously.

3-4. Effective implementation of the communication activities

It is recommended to utilize the “capital”² of other relevant agencies to implement the communication activities, including awareness raising activity, effectively such as;

- DCA may ask NGOs and embassies of other countries to distribute the communication materials, such as leaflets and cards visit for the Anti-TIP Hotline, because they have various channels to distribute the information and materials on Anti-TIP.
- DCA may have workshops to raise awareness of human trafficking in cooperation with NGOs, because they have their project sites. Through the collaboration, with them in their project site, it became possible to grasp real situation surrounding human trafficking in Vietnam.

4. The operation and management of the Anti-TIP Hotline after the Project completed

DCA has already operated the Anti-TIP Hotline with the government budget. DCA will continuously improve the quality of the service of and strengthen the Anti-TIP Hotline as follows:

- Integrate the Anti-TIP Hotline in a new Decree replacing Decree No. 09 following the revision of the Anti-TIP Law,
- Follow-up IAWT and Joint Plan to enhance the good inter-agency coordination,
- Maintain the equipment and system in good condition,
- Organize training (2-3 times in a year) and supervision of Hotline counselors by both the government budget and the support from international organizations and NGOs,
- Organize communication activities integrating into other communication activities such as international organizations and NGOs.

² “Capital” here stands for Any factors to conduct communication activities including their connection, human resource, communication method, etc.

Annex 1 : Project Completion Report

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TO CR of JICA Vietnam OFFICE

PROJECT MONITORING SHEET

Project Title : Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Version of the Sheet: Ver.02 (Term: Jan. 2019 – June. 2019)

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 08 July 2019

I. Summary

1. Progress

1-1 Progress of Inputs

The following project experts were dispatched in the described period of days.

Name of experts	In charge	Period of dispatch	Input Man-Month (Jan.-Jun)
Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person 2 / Gender 2	8-27 Jan. 19 Feb.-16 Mar. 8-28 Apr. 23 Jun.- (15 Aug.)	2.46
Atsushi SANO	Project Coordinator/ Anti-Trafficking in Person 1 / Gender 1	6-27 Jan. 22 Feb.-16 Mar. 8 Apr.-11 May	2.63
Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	6-27 Jan. 8 Apr.-9 May 9 Jun.- (2 Aug.)	2.50
Tepei OKANO	Project Coordinator / Training management 2/ Communication activities 2	23 Jun.- (15 Aug.)	0.27

1-2 Progress of Activities

(1) Activities related to Output 0

(1)-1 Baseline Survey

The Project conducted the baseline survey as following procedure.

- January 2019

The Project designed the methodology of the baseline survey. In accordance with the methodology, the Project developed the TOR (Terms of Reference) to select consultants for the baseline survey.

- February 2019

The Project announced the bidding on MOLISA website and mailing list of Counter-Trafficking Network (CTN) to select the consultants.

- March 2019

Four organizations participated in the bidding. As a result of the bidding, ILSSA (Institute of Labour Science and Social Affairs) was selected. As the negotiation with ILSSA was succeeded, the project made contract with ILSSA.

• April - June 2019

In collaboration with ILLSA, the details of the baseline survey was designed and implemented as follows:

[Purpose]

- 1) To get baseline indicators for measuring the outputs derived from the Project
- 2) To set the target values/figures of the indicators of the Project.

[Methodology]

- 1) Interview to key stakeholders
(Hotline counsellors of Regional Call Centers, concerned people of MOLISA (DSVP, DSA, DOLAB), MOPS, MND-BGC and VWU) related to Hotline operation;
- 2) Interview to general public on the recognition/awareness of Hotline among general public
- 3) Data collection from Call Center about Hotline operation including referral cases and referral agencies in E-directory;
- 4) Data collection from relevant institutions about experienced/possible effective communication activities.

[Areas to be surveyed]

Three Call Centers – Hanoi, Da Nang and An Giang

- Cao Bang Province in the North,
- Ha Tinh Province in the Central region
- Tay Ninh Province in the South.

Based on the methodology, the baseline survey was conducted, and the summary of the results as follows.

Summary of the results of the baseline survey

- 1) The number of referral calls to Regional Call Centers in each year (Year 2014-2018)

2014	2015	2016	2017	2018	Total
26	72	80	85	30	293

- 2) Rate of current public awareness of Anti-TIP Hotline: 12.3%
- 3) How those who know Anti-TIP Hotline knew the Hotline

No.	Ways how they knew Anti-TIP Hotline	Percentage (%) for all age group	Percentage (%) especially 40 and under
1	Mass media (radio, newspaper, television, ...)	86.50%	80.00%
2	Social network	45.95%	66.70%
3	Government officials and communal/village/hamlet communication	45.95%	46.70%
4	Friends or relatives	18.90%	26.70%
5	Communication in schools	5.41%	13.30%
6	Leaflets, posters, calendars on Anti-TIP	5.41%	6.67%

Based on the results of the baseline survey, the Project team proposed the target value of the Verifiable Indicators of the Overall Goal, Project Purpose and Outputs described in Project Design Matrix of the Project as Annex 1, and were approved by both Vietnamese and Japanese sides in the JCC held on 4th July 2019. The modified PDM (Ver.2) is attached in Annex 2.

(2) Activities related to Output 1

(2)-1 IAWT(Inter-Agency Working Team) meeting

IAWT meetings have been held as the following table, with participants from DCA, DSVP, DSA-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, Department of Information, Education and Communication- VWU, and JICA Vietnam Office.

Name of the meeting	Date	Main agenda
IAWT Technical Meeting	17 th January, 2019	<ul style="list-style-type: none"> • Objective, outline of the Project • Presentation of the activity plan in 2019 * The detail of the activity plan is shown in Annex 3
IAWT Meeting	11 th April, 2019	<ul style="list-style-type: none"> • Report on Project activities and Hotline Operation activities • Approval of IAWT Annual Plan 2019 • Share the plan of Baseline Survey

(2)-2 DOLISA (Department. of Labour, Invalids and Social Affairs) Focal Point Seminar

The Project held the DOLISA Focal Point Seminar on 27-28th June, 2019 in An Giang with 61 participants from relevant agencies.

The main agenda was as follows.

- Situation of human trafficking in Vietnam (Presented by MPS, BGC, DSVP)

- Introduction and report of the Project activities
- Report on the present situation of the Hotline
- Roles and mission of DOLISA focal point for connecting network of Anti-TIP Hotline

(2)-3 Update E-directory with referral information from relevant agencies

- April – June, 2019

DCA asked to provide the referral information to relevant agencies. After completion of the information provision from the relevant agencies, the Project will start the activities to update E-directory.

(2)-4 Share experiences in the Mekong Regional Workshop at Bangkok held by JICA

Eight participants from MPS, BGC, DSVP, DSA, Blue Dragon and Chief Advisor participated and shared information and experiences in the 9th Mekong Regional Workshop at Bangkok held by JICA CM4TIP Project.

(3) Activities related to Output 2

(3)-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)

- February 2019

Collected comments on the existing Operational Guidelines for Anti-TIP Hotline (2015) from all counselors.

- April 2019

The Project developed points to be revised of the Operational Guidelines and the TOR to select consultants for the revision. According to the TOR, the project made contract of the revision of Operational Guidelines with Ms. Quach Thi Que, Researcher of ILSSA. In accordance of the contract, outline of the revised version was submitted on 30 April.

- May 2019

According to the contract, the first draft of the revised Operational Guideline was submitted in Vietnamese language. The Project translated in English and made comments for the improvement.

- June 2019

The second draft of the revised Operational Guideline was submitted in Vietnamese language. The Project translated in English, made comments for the improvement and finalized it.

(3)-2 Procurement of Equipment upgrading the system

As of July 2019, the following activities have been conducted.

- December 2018:

The Project conducted the site survey to understand the current situation of the system of regional call centers of Hanoi, Da Nang and An Giang.

- January – April 2019:

Based on the result of the site survey, the Project designed specification of the equipment, and developed a bidding document to procure the equipment and to upgrade the system of the Hotline. The Project planned to make contract with a contractor (Name of the contractor: PERSI) which installed the equipment and developed system of Child Helpline, by single bidding.

May – June 2019:

The Project received and evaluated a proposal submitted by PERSI. The contents of the proposal met the requirements described in the bidding documents.

As it is announced by the government of Vietnam that VAT is not exempted for hardware procured under ODA projects, which is not authorized by MPI (Ministry of Planning and Investment). In addition to the announcement, in the regulation of Japanese ODA policy for Vietnam, it is not allowed to expense VAT by Japanese side. As of July 2019, DCA is considering appropriating special budget for VAT. In addition, the Project has been classifying the items in the equipment list which are not required to pay VAT. The Project makes a contract with PERSI after completion of these arrangements.

(4) Activities related to Output 3

(4)-1 Communication activities.

The following table shows the list of material developed under the Project and the activities records.

No.	Date	Material	Where to delivery	Q'ty of delivery	Date of delivery	How to delivery
1	16-Apr	Leaflets VN	MPS	2,100	16-Apr	MPS pick up
2	16-Apr	Card visit VN	MPS	5	16-Apr	MPS pick up
4	18-Apr	Card visit VN	JICA VN	1	17-Apr	Handed to the office
5	19-Apr	Card visit VN	An Giang DOLISA	8	22-Apr	Handed to the office
6	19-Apr	Card visit VN	Tay Ninh District Office	2	24-Apr	Handed to the office
7	19-Apr	Leaflets VN	An Giang DOLISA	2,000	24-Apr	Handed to the office
8	19-Apr	Leaflets VN	Tay Ninh District Office	500	24-Apr	Handed to the office
9	2-May	Card visit VN	Thong Nong District Office	2	2-May	Handed to the office
10	2-May	Leaflets VN	Thong Nong District Office	250	2-May	Handed to the office
11	3-May	Leaflets VN	Da Nang DOLISA	500	3-May	Handed to the office
12	3-May	Card visit VN	Da Nang DOLISA	2	3-May	Handed to the office
13	6-May	Card visit VN	Trung Khanh District Office	2	6-May	Handed to the office
14	6-May	Leaflets VN	Trung Khanh District Office	250	6-May	Handed to the office
15	6-May	Card visit VN	Hai-san (DCA)	1	6-May	Handed to Hotline collaborator
16	17-May	Leaflets VN	Ninh Thuan, Binh Thuan, HCMC	1,000	17-May	MPS pick up
17	17-May	Card visit VN	Ninh Thuan, Binh Thuan, HCMC	6	17-May	MPS pick up
18	21-Jun	World Day against Trafficking in Persons 30/7	*10pcs of Standee	10	25-Jun	For events on Anti-TIP
20	2-Jul	Leaflets VN	JICA VN	20	3-Jul	Handed to the office
21	2-Jul	World Day against Trafficking in Persons 30/7	JICA VN	1		Handed to the office

In addition, the activities under the Project has been posted and broadcasted as following table.

No.	Date	Media	Contents	URL
1	27 June 2019	An Giang TV	DOLISA Focal point seminar in An Giang	http://atv.org.vn/video/thoi-su-trua/thoi-su-trua-28-06-2019-10865.html
2	27 June 2019	MOLISA website	DOLISA Focal point seminar in An Giang	http://www.molisa.gov.vn/vi/Pages/chitiectin.aspx?IDNews=29728
3	04 July 2019	MOLISA website	2nd JCC	http://www.molisa.gov.vn/vi/Pages/chitiectin.aspx?IDNews=29756

1-3 Achievement of Output

Based on the result of the baseline survey, the target value of the Verifiable Indicators of the Output was approved and set in the JCC held on 4th July. The detail is shown as Annex 2. As of July 2019, any indicators of Outputs have not been achieved.

1-4 Achievement of the Project Purpose

Based on the result of the baseline survey, the target value of the Verifiable Indicators of the Output was approved and set in the JCC held on 4th July. The detail is shown as Annex 2. As of July 2019, any indicators of the Project Purpose have not been achieved.

1-5 Changes of Risks and Actions for Mitigation

n/a

1-6 Progress of Actions undertaken by JICA

Calendars of Anti-TIP Hotline (111) for Year 2019 was designed and delivered to the relevant organizations. In addition, JICA Vietnam Office provided space to deliver the materials for PR activities in the office. These supports will be effective PR activities for the Hotline.

1-7 Progress of Actions undertaken by Gov. of the Socialist Republic of Vietnam

- DCA has made good collaboration and coordination with not only the Project but also other support organizations, in order to manage their task, including operations of Call centers for Hotline.
- DCA also made timely efforts to send recommendations to reflect Anti-TIP Hotline in policy documents (Annual plan 2019 of the National Plan of Action to Counter Human Trafficking 2016-2020)
- The office of the DCA and the Project moved in June 2019 (New address: 98 To Ngoc Van Street, Tay Ho District). It took approximately one week to complete the movement. However, there were not any delays for the actives, and the Hotline system has been operated appropriately. In addition, DCA provided enough desks and chairs for the Project office.

1-8 Progress of Environmental and Social Considerations (if applicable)

n/a

1-9 Progress of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

n/a

1-10 Other remarkable/considerable issues related/affect to the project (such as other JICA's projects, activities of counterparts, other donors, private sectors, NGOs etc.)

n/a

2. Delay of Work Schedule and/or Problems (if any)

2-1 Detail

- (1) Activities regarding to procurement of the Hotline equipment have been conducted smoothly, and it is planned to be complete by July. However now the procedure has suspended due to VAT matter described above.
- (2) The Project agreed to postpone Activity 2-4-2 “assess counseling skills of counselors for Anti-TIP Hotline by external evaluator based on the revised operational guidelines (external evaluation)” to December.

2-2 Cause

- (1) DCA has been considering the special budget allocation of VAT for the procurement of the equipment.
- (2) The number of Anti-TIP call have not been many, and no Anti-TIP calls in Regional Call Centers so far, thus it is not efficient to conduct external evaluation at this time.

2-3 Action to be taken

- (1) DCA is discussing in MOLISA to allocate the budget.
- (2) External evaluation of counseling skills of counselors for Anti-TIP Hotline will be conducted in December 2019.

2-4 Roles of Responsible Persons/Organization (JICA, Gov. of the Socialist Republic of Vietnam)

Project team consisting of DCA and JICA Experts.

3. Modification of the Project Implementation Plan

3-1 PO

The Project agreed to postpone Activity 2-4-2 “assess counseling skills of counselors for Anti-TIP Hotline

by external evaluator based on the revised operational guidelines (external evaluation)” to December.

3-2 Other modifications on detailed implementation plan

n/a

4. Preparation of Gov. of the Socialist Republic of Vietnam toward after completion of the Project

II. Project Monitoring Sheet I & II *as Attached*

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 2

4-Jul-19

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption	Achievement	Remarks
Overall Goal Appropriate referral of TIP survivors and risk individuals is promoted at the regional level	1. The number of TIP survivors and risk individuals referred to relevant agency reach 100 in 2024. 2. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.	1. Referral records in regional call centers 2. Baseline and Endline survey		Based on the result of the baseline survey, the target value of the Verifiable Indicators of the Output was approved and set in the JCC	Nothing special
Project Purpose Anti-TIP Hotline operation is strengthened at the regional level	1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA	The Government policy and implementation structure on Anti-TIP are not changed significantly	Based on the result of the baseline survey, the target value of the Verifiable Indicators of the Output was approved and set in the JCC held on 4th July. As of July 2019, any indicators of the Project Purpose have not been achieved.	
Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP ¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory.	1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory	Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated	Based on the result of the baseline survey, the target value of the Verifiable Indicators of the Output was approved and set in the JCC held on 4th July. IAWT meetings have been held quarterly. Recommendation on Anti-TIP Hotline activities were	
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized	2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis	2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA		The Operational Guidelines for Anti-TIP Hotline for regional call center was revised.	
Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know as average of three research-sample regions.	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys		Materials for communication activities were delivered to 6 districts in 6 provinces (Hanoi, Da Nang, An Giang, Cao Bang, Ha Tinh and Tay Ninh).	

Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-1 Hold Project kick-off meeting at the central level			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism			
1-4 Update E-directory with referral information from relevant agencies			
1-5 Revise Joint Plan*2			
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Project Monitoring Sheet II (Revision of Plan of Operation)

Version 2 Annex 5

Dated 12 Mar. 2019

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Inputs		Year	2018												2019												2020												2021												Remarks	Monitoring		
			JFY 2018				JFY 2019				JFY 2020				JFY 2021				JFY 2022				Issue	Solution																														
		Month	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10																
Expert																																																						
Chief advisor / Inter-agency coordination / Training Management 1 / Anti-Trafficking in Persons 2 / Gender 2		Plan																																																				
		Actual																																																				
Project coordinator / Anti-Trafficking in Persons / Gender		Plan																																																				
		Actual																																																				
IT / Procurement of equipment / Communication activities 1		Plan																																																				
		Actual																																																				
Project coordinator / Training Management 2 / Communication activities 2		Plan																																																				
		Actual																																																				
Anti-Trafficking in Persons 1 / Gender 1		Plan																																																				
		Actual																																																				
Equipment																																																						
Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)		Plan																																																				
		Actual																																																				
Training in Japan																																																						
Promotion of Networking among ASEAN Countries on Anti-Trafficking in Persons		Plan																																																				
		Actual																																																				
In-country/Third country Training																																																						
Mekong Regional Workshop		Plan																																																				
		Actual																																																				
Activities		Year	2018												2019												2020												2021												Responsible Organization		Achievements	Issue & Countermeasures
Sub-Activities			JFY 2018				JFY 2019				JFY 2020				JFY 2021				JFY 2022				Main	Sub																														
		Month	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10																
Output 0: Conduct baseline and endline survey																																																						
0-1 Develop baseline and endline survey plan (indicators, targets, methods)		Plan																																								DCA	-											
		Actual																																																				
0-2 Conduct baseline survey and compile the results		Plan																																																				
		Actual																																																				
0-3 Conduct endline survey and compile the results		Plan																																																				
		Actual																																																				
Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels																																																						
1-1 Hold Project kick-off meeting at the central level		Plan																																							DCA	-												
		Actual																																																				
1-1-1 Decide agenda and participants (representatives of relevant agencies, IAWT members, media etc.) of the kick-off meeting		Plan																																																				
		Actual																																																				
1-1-2 Hold kick-off meeting in Hanoi (half day)		Plan																																																				
		Actual																																																				
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations		Plan																																							DCA													
		Actual																																																				
1-2-1 Develop IAWT annual plan of Anti-TIP Hotline operation		Plan																																																				
		Actual																																																				
1-2-2 Hold quarterly IAWT meeting to share actual situation and information among member agencies (participants: one or two representatives from member agencies)		Plan																																																				
		Actual																																																				
1-2-3 Hold workshops for IAWT on TIP related issues (collaboration between relevant agencies, related policies and case management etc.)		Plan																																																				
		Actual																																																				
1-2-4 Develop recommendations to reflect Anti-TIP Hotline in policy documents (annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020)		Plan																																								DCA	MOPS, MND VWU											
		Actual																																																				
1-2-5 Submit the developed recommendations to 138 committee (C02)		Plan																																																				
		Actual																																																				
1-2-6 Develop recommendations to reflect Anti-TIP Hotline in policy documents (the National Plan of Action to Counter Human Trafficking 2021-2025).		Plan																																																				
		Actual																																																				
1-2-7 Submit the developed recommendations to 138 committee (C02)		Plan																																																				
		Actual																																																				

Inputs	Year	2018												2019												2020												2021												Remarks	Issue	Solution
		JFY 2018						JFY2019						JFY2020						JFY2021																																
		11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10															
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism																																																				
1-3-1 Develop plans for seminars for DOLISA Focal Points (contents, schedule, materials etc.)	●	○																																			DCA	-														
1-3-2 Hold seminar for DOLISA Focal Points once a year at each regional call center (for one or two days)	●																																																			
1-4 Update E-directory with referral information from relevant agencies	●	○																																			DCA	MOPS, MND VWU														
1-4-1 Request relevant agencies to identify insufficient information in current E-directory	●	○	●																																																	
1-4-2 Obtain necessary referral information from relevant agencies (DOLISA, MOPS, VWU, BGC etc.)	●																																																			
1-4-3 Update E-directory																																																				
1-4-4 Update E-directory regularly by counselors																																					DCA	MOPS, MND														
1-5 Revise Joint Plan	●	○																																			DSVP	DCA														
1-5-1 Revise decree on the Anti-Human Trafficking law No. 09 (to include Anti-TIP Hotline in the decree)	●	○																																																		
1-5-2 Develop MOLISA circular on Anti-TIP Hotline based on the revised decree No. 09	●																																																			
1-5-3 Revise and approve Joint Plan based on the revised decree no. 9	●																																																			
1-5-4 Finalise Joint Plan based on the comments from concerned ministries	●																																																			
1-5-5 Approve the revised Joint Plan as Circular among concerned ministries	●																																																			
1-6 Hold experience sharing with neighboring countries	●	○	○																																		DCA	MOLISA, MOPS, MND, VWU														
1-6-1 Share experiences in the Mekong Regional Workshop at Bangkok held by JICA	●	○																																																		
1-6-2 Share experiences in Senior Officer Meeting (SOM) of the Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT)	●		○																																																	
1-6-3 Share experiences in training in Japan held by JICA	●		○																																																	
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized																																																				
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	●	○																																		DCA	MOPS, MND VWU	Based on the result of the baseline survey, the target values of the Verifiable Indicators of the Output were approved and set in the JCC held on 4th July. The Operational Guidelines for Anti-TIP Hotline for regional call center was revised.														
2-1-1 Review existing operational guidelines and identify points to be improved (including assessment methods of counseling and revising methods of the guidelines)	●	○																																																		
2-1-2 Draft revised operational guidelines and share it with relevant agencies through workshops	●																																																			
2-1-3 Request relevant agencies including IAWT for comments and finalize the operational guidelines	●																																																			
2-1-4 Approve operational guidelines for regional call centers by DCA	●																																																			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers																																				JICA	DCA															
2-2-1 Procure and install equipment in each regional call center																																																				
2-2-2 Provide instruction to technicians on operation and maintenance																																																				
2-3 Train counselors for Anti-TIP Hotline	●	●	●																																	DCA	MOPS, MND VWU															
2-3-1 Develop training plan (contents, schedule, materials etc.) for Anti-TIP Hotline counselors in regional call centers based on the existing counselor training guidelines	●	●	●																																																	
2-3-2 Train counselors for Anti-TIP Hotline in regional call centers on counseling skills	●																																																			
2-3-3 Train counselors for Anti-TIP Hotline on case management	●																																																			

Inputs	Year	2018		2019												2020												2021												Remarks	Issue	Solution	
		JFY 2018			JFY2019												JFY2020												JFY2021														
		11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10						
2-3-4 Develop case books based on the experiences of counselors and share them with DOLISA Focal Points	Plan																																										
	Actual																																										
2-4 Assess quality of counseling service through internal and external evaluations	Plan																																										
	Actual																																										
2-4-1 Assess counseling skills of counselors for Anti-TIP Hotline by DCA staff based on the revised operational guidelines (internal)	Plan																																										
	Actual																																										
2-4-2 Assess counseling skills of counselors for Anti-TIP Hotline by external evaluator based on the revised operational guidelines (external evaluation)	Plan																																										
	Actual																																										
2-4-3 Compile assessment results and give feedback to counselors and reflect the results in training contents (2-3-1)	Plan																																										
	Actual																																										
2-5 Analyze counseling information and develop bi-annual report	Plan																																										
	Actual																																										
2-5-1 Decide contents to be included in bi-annual report (counseling contents, referred agencies, the number of calls, referral follow-up, source of information on Anti-TIP Hotline and difficulties/lessons)	Plan																																										
	Actual																																										
2-5-2 Compile monthly reports from each regional call center and analyze the information and data	Plan																																										
	Actual																																										
2-5-3 Develop bi-annual report and share it with relevant agencies	Plan																																										
	Actual																																										
Output 3: Public awareness of Anti-TIP Hotline is raised nationwide																																											
3-1 Develop comprehensive plan for communication activities	Plan																																										
	Actual																																										
3-1-1 Review current communication activities and materials of each relevant agency as well as current TIP hotspots, and identify effective communication methods	Plan																																										
	Actual																																										
3-1-2 Develop communication activity plan (methods, targets and schedule etc.)	Plan																																										
	Actual																																										
3-1-3 Share the communication activity plan with relevant agencies	Plan																																										
	Actual																																										
3-2 Develop communication materials and products	Plan																																										
	Actual																																										
3-2-1 Develop communication materials and products (brochures, calendars, key holders etc.)	Plan																																										
	Actual																																										
3-2-2 Review and revise current communication materials and products (brochures, calendars, key holders etc.)	Plan																																										
	Actual																																										
3-3 Implement communication activities (media, brochures, calendars etc.)	Plan																																										
	Actual																																										
3-3-1 Implement communication activities nationwide through mass media	Plan																																										
	Actual																																										
3-3-2 Distribute communication materials and products to DOLISA and relevant agencies to be utilized for their activities	Plan																																										
	Actual																																										
Monitoring Plan																																											
Monitoring	Year	1st Year				2nd Year				3rd Year				Remarks	Issue	Solution																											
		I	II	III	IV	I	II	III	IV	I	II	III	IV																														
Joint Coordinating Committee	Plan	▲			▲	▲				▲																																	
	Actual	▲																																									
Finalize the Plan of Operation	Plan		▲																																								
	Actual		▲																																								
Approval of the Annual Plan of Operation	Plan		▲																																								
	Actual		▲																																								
Submission of Monitoring Sheet	Plan		▲		▲				▲				▲																														
	Actual		▲																																								
Post Monitoring	Plan													3-5 years after the project completion.																													
	Actual																																										

●: taking major responsibilities ○: person in charge of following up the tasks

TO CR of JICA Vietnam OFFICE

PROJECT MONITORING SHEET

Project Title : Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Version of the Sheet: Ver.03 (Term: July 2019 – December 2019)

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 08 January 2020

I. Summary

1. Progress

1-1 Progress of Inputs

The following project experts were dispatched in the described period of days.

Name of experts	In charge	Period of dispatch	Input Man-Month (Jul.-Dec)
Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person 2 / Gender 2	(23 Jun.)-15 Aug. 23 Sep.-18 Oct. 12 Nov.-13 Dec.	3.53
Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	(9 Jun.)-2 Aug. 7 Oct.-15 Nov.	2.47
Teppey OKANO	Project Coordinator / Training management 2/ Communication activities 2	(23 Jun.)-15 Aug. 14 Oct.-13 Dec.	3.60

1-2 Progress of Activities

(1) Activities related to Output 0

(1)-1 Baseline Survey

The Baseline Survey report in Vietnamese was approved in October 2019 and in the one in English was completed in November 2019.

(2) Activities related to Output 1

(2)-1 IAWT (Inter-Agency Working Team) meeting

IAWT meeting has been held as the following table, with participants from DCA, DSVP, DSA-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, Department of Information, Education and Communication- VWU, and JICA Vietnam Office.

Name of the meeting	Date	Main agenda
Joint Coordination Committee (JCC)	4 July, 2019	<ul style="list-style-type: none"> Report on progress of Project activities and Hotline Operation Approval of target indicators of the Project Discussion on the activities for World/National Anti-TIP Day on 30 July 2019.

The Project supported MPS to hold experience exchange workshops for IAWT and other relevant agencies on TIP related issues in Lang Son on 29 July 2019.

The Project also prepared a draft IAWT Annual Plan of 2020 in December 2019.

(2)-2 DOLISA (Department of Labour, Invalids and Social Affairs) Focal Point Seminar

The Project held the DOLISA Focal Point Seminar on 12-13 December 2019 in Hanoi with 38 participants from Division of Child Affairs of DOLISA of 19 provinces and relevant agencies.

The main agenda was as follows.

- Situation of human trafficking in Vietnam (Presented by MPS, BGC, DSVP)
- Introduction and report of the Project activities
- Report on the present situation of the Hotline
- Roles and mission of DOLISA focal point for connecting network of Anti-TIP Hotline

(2)-3 Update E-directory with referral information from relevant agencies

- August – October, 2019

DCA collected the referral information from relevant agencies totally 13,680 from central to commune level. After equipment is procured, the Project will update E-directory in the system.

The detail of the contacts are as follows:

No.	Agencies	No. of collected contacts	Level/ Type of unit							
			Centre	Province	District/ City	Commune/ ward	Border station	Social work center	Social Assistance Establishment	Special facilities/ Shelter
1	MOLISA	11,935		63	712	11,160				
2	VWU	439		37	402					
3	BGC	184		51			133			
4	DSA	197		63				42	92	
5	DSVP	69		63						6
6	MPS	775	10	63	702					
7	NGO	81								
	TOTAL	13,680								

(2)-4 Revise Decree No. 09 on the Anti-Human Trafficking Law

- August – October, 2019

The Project supported DSVP to conduct the evaluation of the implementation of Decree No. 09 in the past 5 years (2013-2019) in four provinces: Yen Bai, Lao Cai, An Giang and Tay Ninh by inputting comments on the survey plan and questionnaires, accompanying the field survey in Lao Cai and hiring two external researchers.

- November 2019

The Project also supported holding Review Conference on the implementation of Decree No. 09 on 29

November 2019. Totally 82 participants from central ministries, provinces and NGOs/INGOs participated in the conference to share their experiences and opinions on Decree No. 09.

The Project will continuously support the process of revising Decree No. 09 and completing the evaluation report.

(2)-5 Hold experience sharing with neighbouring countries

The Project supported two participants from Vietnam (Mr. Tran Van Thao, DCA and Mr. Vu Phan Dua, MPS) to participate in JICA's Knowledge Co-Creation Program on "Promotion of Networking among ASEAN Countries on Anti-Trafficking in Persons" from 23 October 2019 to 8 November 2019.

(3) Activities related to Output 2

(3)-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)

- August 2019

The revised Operational Guidelines were approved by DCA in August 2019.

(3)-2 Procurement of Equipment upgrading the system

As of the end of December 2019, the following activities have been conducted.

- August- December 2019

The Project was authorized by MPI in the end of December 2019. The Project started to prepare for signing the contract with the contractor to supply the equipment (the contractors' firm name: PERSI).

It was confirmed that the proposal submitted by the PERSI on June is valid. The detail schedule of the equipment procurement and the system upgrade will be determined through the negotiation with the contractor and the Project.

(3)-3 Train counselors for Anti-TIP Hotline

The Project organized training for Anti-TIP Hotline counselors, language collaborators, social workers and case managers of Social Work Centers with DCA as follows (totally for 171 participants):

No.	Period	Participants	Trainers	Contents
1	10-12 July 2019	20 Language collaborators	Dr. Tran Thi Minh Duc, National University of Vietnam, DSVP, MPS, DCA	<ul style="list-style-type: none"> – Psychological counseling – Policies and supporting procedures for trafficked victims – Situation of human trafficking in Vietnam – Referral procedure
2	15-20 July 2019	33 Hotline counselors of Hanoi, An Giang,	Dr. Tran Thi Minh Duc, National	<ul style="list-style-type: none"> – Psychological counseling – Definition and case studies of

PM Form 3-1 Monitoring Sheet Summary

		Da Nang and Ha Giang.	University of Vietnam Hagar International	TIP
3	5-6 August and 8-9 August 2019	38 Hotline counselors of Hanoi, An Giang, Da Nang and Ha Giang.	Polaris US (Ms. Vanessa Chauhan and Ms. Korin Arkin)	<ul style="list-style-type: none"> – Definition of TIP, A-M-P Model – Trafficking assessment, Safety assessment, Safety planning – Responding to urgent needs and immediate threat cases.
4	24-28 September 2019	19 Hotline counselors and 29 social workers and case managers of SWC	Dr. Tran Thi Minh Duc, National University of Vietnam Child Fund (Mr. Bui Duy Thanh)	<ul style="list-style-type: none"> – Psychological counseling for sexually abused victims – Ethics code for counselors – Safe use of internet
5	12-15 November 2019	5 Hotline counselors and 23 social workers and case managers of SWC	Dr. Tran Thi Minh Duc, National University of Vietnam	<ul style="list-style-type: none"> – Psychological counseling for sexually abused victims
6	2-7 December 2019	4 newly recruited Hotline counselors	Ms. Nguyen Hai Anh Ms. Le Thi Mai Quyen (Shift leader)	<ul style="list-style-type: none"> – Definition, tricks, motives and effect of TIP. – Definition and identification of victim. – Supporting policy for victims, procedure for receipt, verification and protection for victims. – Counseling procedure, counseling skills and practical training

(4) Activities related to Output 3

(4)-1 Communication activities.

The following table shows the list of material developed under the Project and the activities records.

PM Form 3-1 Monitoring Sheet Summary

Date	Material	Where to delivery	Q'ty of delivery	Date of delivery	How to delivery
9-Jul	Standee				
31-Jul	Standee			31-Jul	
15-Aug	PR for events				
23-Sep	T-shirt				
23-Sep	Pen				
3-Oct	T-shirt	Hieu san (DCA)	5		
3-Oct	T-shirt	DSVP	35	4 Oct	
3-Oct	Pen	DSVP	450	4 Oct	
8-Oct	Pen	BG	200	9 Oct	
8-Oct	T-shirt	BG	20	9 Oct	
	T-shirt	Dzung san	10	9 Oct	
9-Oct	T-shirt	Quang Ninh + Hanoi SW	10	10 Oct	
9-Oct	Pen	Quang Ninh + Hanoi SW	100	10 Oct	
9-Oct	T-shirt	Lao Cai SWC	5	10 Oct	
9-Oct	Pen	Lao Cai SWC	50	10 Oct	
9-Oct	Pen	Hanoi OC	50	9 Oct	
10-Oct	PR for events	JICA HCM		10-Oct	
16-Oct	PR for events	JICA VN		16-Oct	
17-Oct	Pen	Da Nang	60		Ms Thuy - DCA
17-Oct	T-shirt	Da Nang	10		Ms Thuy - DCA
23-Oct	Pen	Save the children deleg	50		Hai san
23-Oct	Pen	Quang Ngai	50		Hieu san
23-Oct	T-shirt	Quang Ngai	50		Hieu san
23-Oct	Pen	Da Nang	500		Hieu san
	Pen	Dzung san	10		
23-Oct	T-shirt	Dzung san	1		
	T-shirt	Ms Thuy DCA	10		communication at sch
	Pen	Ms Thuy DCA	60		communication at sch
	T-shirt	Binh Dinh	5		
	Pen	Binh Dinh	50		
	Standee	BG	2		
	Standee	VWU	2		
	Standee	MPS	2		
13-Nov	T-shirt	30th Annicersery	15		
13-Nov	Pen	30th Annicersery	100		
14-Nov	Pen	30th Annicersery (libra	10		
	Pen	newly recruited counse	5		
12-Dec	Pen	15th anniversary of hot	215		
	Pen	DOLISA focal point ser	50		
4-Dec	T-shirt	SWC	200		
4-Dec	Pen	SWC	2,000		
4-Dec	T-shirt	DN RCC	200		
18-Dec	Pen	DCA - Child Care Divis	50		
19-Dec	T-shirt	CCCS	8		
19-Dec	T-shirt	DCA - communication	15		
	Leaflets VN	AG RCC	300		
23-Dec	T-shirt	Hai san	13		
23-Dec	Pen	Hai san (Government o	150		
	Pen	Hieu san (DCA)	60		

In addition, the activities under the Project has been posted and broadcasted as following table.

Date	Media	Contents	URL	Remarks
21 Jul	TẠP CHÍ GIA ĐÌNH VÀ TRẺ EM	Post an advertisement of Hotline-111	No website	Post on last page
21 Jul	TẠP CHÍ LAO ĐỘNG XÃ HỘI	Post an advertisement of Hotline-111	http://ldxh.vn	Post on 2nd page & Banner on website
30 Jul	VTV1	Interview in the World dat of the Anti-TIP in Lang Son	No website	Ms. Iwashina's interview
31 Jul	VTV4	Interview on Anti-TIP trafficking and Hotline 111	https://www.youtube.com/watch?v=RiqS1-rdMEk&list=PLQ9ujV_whCP3pFjqeV1Cnw_U-ipELYIWRf&index=2&t=0s	Mr. Hieu and the counselor interview (funded by DCA)
12 Oct	MOLISA website	Interview survey on Degree No.09	http://www.molisa.gov.vn/Pages/tintuc/chitiet.aspx?tintucID=220735	

1-3 Achievement of Output

Output 1

1-1 IAWT meetings are held quarterly:

IAWT were held almost quarterly (January, April, July 2019 & Jan. 2020). It will be monitored in the whole project period.

1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT:

Achieved for Annual Plan of 2019 and 2020.

1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism:

Focal Points of 11 provinces have not participated in the seminar yet, namely, Hoa Binh, Lai Chau, Cao Bang, Quang Tri, Quang Ngai, Ninh Thuan, Kon Tum, Dak Lak, Binh Phuoc, Kien Giang, Hau Giang province.

1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory:

Contact numbers of the referral agencies have already been collected. Once the new equipment is installed, those contact numbers will be input into the system and E-directory will function.

Output 2

2-1 Operational Guidelines for Anti-TIP Hotline for regional call centers is approved:

Achieved.

2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively:

Not achieved yet.

2-3 Bi-annual report is submitted with issues and lessons learned based on analysis:

Bi-annual report was submitted regularly and will be monitored in the whole project period.

Output 3

3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions:

11 kinds of communication activities were done in 2019, namely, leaflets, visit card, radio message, magazine (Labor & Society, Family & Children), MOLISA website, World/National Anti-TIP Day, banners, t-shirts, pens, calendars.

3-2 All provinces and cities are covered by communication activities:

Have not been achieved yet. Communication materials developed under the Project were delivered to 50 provinces and cities.

3-3 50% people know as average of three research-sample regions:

Will be surveyed in the End-line Survey.

1-4 Achievement of the Project Purpose

1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations):

The Project has been working on intaking Anti-TIP Hotline into National Plan of Action and Decree No. 09.

2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

The number of TIP related calls nationwide from January to December 2019 was 2,520. The better-targeted communication activities are needed to achieve 4,500 calls nationwide in 2021.

3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

The number of referral calls nationwide from January to December 2019 was 35. The better-targeted communication activities are needed to achieve 92 calls nationwide in 2021.

1-5 Changes of Risks and Actions for Mitigation

n/a

1-6 Progress of Actions undertaken by JICA

- JICA Vietnam Office (Hanoi office and Ho Chi Min branch) provided space to deliver the materials for PR activities in the office.
- JICA Vietnam Office is considering the Project to develop the new video clip for PR activities of the Hotline.
- JICA Vietnam office supported to make connection with Japanese broadcast company (NHK), and NHK

is now under process to make a film about human trafficking issues in Vietnam (the schedule of the film broad cast is uncertain).

- JICA Vietnam Office issued some articles of the Project in the monthly report of JICA Vietnam Office (in Japanese).
- These supports will be of help to PR activities for the Hotline.

1-7 Progress of Actions undertaken by Gov. of the Socialist Republic of Vietnam

- DCA has made good collaboration and coordination with not only the Project but also other support organizations, in order to manage their task, including operations of Call Centers for Hotline.
- DCA also made timely efforts to promote Anti-TIP Hotline in various occasions (i.e. the 30th Anniversary of the Convention of the Rights of the Child, the 15th Anniversary of the National Child Helpline etc.)
- For the authorization of the Project by MPI, DCA made effort to make necessary procedure and communication with MPI.

1-8 Progress of Environmental and Social Considerations (if applicable)

n/a

1-9 Progress of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

n/a

1-10 Other remarkable/considerable issues related/affect to the project (such as other JICA's projects, activities of counterparts, other donors, private sectors, NGOs etc.)

n/a

2. Delay of Work Schedule and/or Problems (if any)

2-1 Detail

- (1) Activities regarding to the preparation of procurement of the Hotline equipment were planned to be completed by July 2019. However, the procedure to procure the equipment had suspended until December 2019 due to the delay of authorization of the project document by MPI.
- (2) The Project agreed to postpone Activity 2-4-2 “assess counseling skills of counselors for Anti-TIP Hotline by external evaluator based on the revised operational guidelines (external evaluation)” to the first half of 2020.

2-2 Cause

- (1) As the Project had not been authorized by MPI until December 2019, the VAT had not been exempted.
- (2) The number of Anti-TIP call have not been many, and Anti-TIP calls (conversations) in Regional Call

Centers have not been recorded due to the equipment has not been replaced yet so far, thus it is not efficient to conduct external evaluation at this time.

2-3 Action to be taken

- (1) After signing the contract with PERSI, the Project can make necessary procedure to procure the equipment.
- (2) External evaluation of counseling skills of counselors for Anti-TIP Hotline will be conducted in the first half of 2020.

2-4 Roles of Responsible Persons/Organization (JICA, Gov. of the Socialist Republic of Vietnam)

Project team consisting of DCA and JICA Experts.

3. Modification of the Project Implementation Plan

3-1 PO

The Project agreed to postpone Activity 2-4-2 “assess counseling skills of counselors for Anti-TIP Hotline by external evaluator based on the revised operational guidelines (external evaluation)” to the first half of 2020.

3-2 Other modifications on detailed implementation plan

n/a

4. Preparation of Gov. of the Socialist Republic of Vietnam toward after completion of the Project

II. Project Monitoring Sheet I & II

- Monitoring Sheet I (Form 3-2) (PDM) : as attached
- Monitoring Sheet II (Form 3-3) (PO) : as attached

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 3

8-Jan-20

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption	Achievement	Remarks
<p>Overall Goal</p> <p>Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024.</p> <p>2. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.</p>	<p>1. Referral records in regional call centers</p> <p>2. Baseline and Endline survey</p>		As of December 2019, indicators of the Overall Goal have not been achieved.	Nothing special
<p>Project Purpose</p> <p>Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations)</p> <p>2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.</p> <p>3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.</p>	<p>1. Issued policy documents</p> <p>2. Bi-annual report of DCA</p> <p>3. Bi-annual report of DCA</p>	The Government policy and implementation structure on Anti-TIP are not changed significantly	As of December 2019, these indicators of the Project Purpose have not been achieved.	
<p>Outputs</p> <p>Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels</p>	<p>1-1 IAWT meetings are held quarterly</p> <p>1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP¹ is compiled by IAWT</p> <p>1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism</p> <p>1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory.</p>	<p>1-1 IAWT meeting record</p> <p>1-2 Recommendation document</p> <p>1-3 Seminar record</p> <p>1-4 E-directory</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained</p> <p>The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>	<p>1-1. IAWT meeting was held almost quarterly except for the 4th quarter of 2019.</p> <p>1-2. Recommendation on Anti-TIP Hotline activities were included in the NPA Annual Plan 2019.</p> <p>1-3. DOLISA Focal Point of 52 out of 63 provinces and cities participated seminars.</p> <p>1-4. The information of referral agencies of all 63 provinces were collected.</p>	
<p>Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved</p> <p>2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively.</p> <p>2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p>	<p>2-1 Approval documents</p> <p>2-2 Counselling quality assessment</p> <p>2-3 Bi-annual report of DCA</p>		<p>2-1. The Operational Guidelines for Anti-TIP Hotline for regional call center was revised and approved.</p> <p>2-2. 2-3. The percentage of completed cases will be monitored in the whole project period.</p>	
<p>Output 3: Public awareness of Anti-TIP Hotline is raised nationwide</p>	<p>3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions.</p> <p>3-2 All provinces and cities are covered by communication activities</p> <p>3-3 50% people know as average of three research-sample regions.</p>	<p>3-1 Distribution record of project</p> <p>3-2 Communication activity record of project</p> <p>3-3 Baseline and Endline surveys</p>		<p>3-1. 11 kinds of communication activities were done in 2019.</p> <p>3-2. 50 provinces were covered by communication activities.</p> <p>3-3. The percentage of people who know Anti-TIP Hotline will be surveyed at the End-line Survey.</p>	

Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-1 Hold Project kick-off meeting at the central level			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism			
1-4 Update E-directory with referral information from relevant agencies			
1-5 Revise Joint Plan^{*2}			
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Project Monitoring Sheet II (Revision of Plan of Operation)

Version 2, Annex 5, Dated 09 Jan. 2020

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Main monitoring table with columns for Inputs, Activities, Sub-Activities, Year (2018-2021), Month (1-12), Plan/Actual status, Remarks, Issue, and Solution. Includes detailed tracking for expert tasks, equipment, training, and various project outputs like baseline surveys and meetings.

TO CR of JICA Vietnam OFFICE

PROJECT MONITORING SHEET

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Version of the Sheet: Ver.04 (Term: January 2020 – June 2020)

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 31 July 2020

I. Summary

1. Progress

1-1 Progress of Inputs

The following project experts were dispatched in the described period of days.

Name of experts	In charge	Period of dispatch	Input Man-Month (Jan.-Jun)
Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person 2 / Gender 2	7 Jan.-22 Jan.	0.53 (In Japan, 1.70)
Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	11 Feb.-21 Feb.	0.37 (In Japan, 1.00)
Teppey OKANO	Project Coordinator / Training management 2/ Communication activities 2	7 Jan.-22 Jan.	0.53 (In Japan, 1.20)

1-2 Progress of Activities

(1) Activities related to Output 0

(1)-1 Baseline Survey (already done)

(2) Activities related to Output 1

(2)-1 IAWT (Inter-Agency Working Team) meeting

IAWT meeting has been held as the following table, with participants from DCA, DSVP-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, and JICA Vietnam Office.

Name of the meeting	Date	Main agenda
IAWT Meeting	20 January, 2020	<ul style="list-style-type: none"> • Report on progress of Project activities and Hotline Operation • Results of the evaluation of implementation of Decree No. 09 • Discussion on the activities of IAWT in 2020.

The IAWT Annual Plan of 2020 was approved at the above meeting.

(2)-2 Develop recommendations to reflect Anti-TIP Hotline in policy documents (the National Plan of Action (NPA) to Counter Human Trafficking 2021-2025).

The Project developed recommendations to reflect Anti-TIP Hotline in the NPA (2021-2025) and submit it to 138 Committee in the opportunity of the NPA Review Workshop held by MPS and IOM on 30 June. The main proposed points are as follows.

- Anti-TIP Hotline needs to be prescribed in NPA (2021-2025) and Decree No. 09.
- National Referral Mechanism should include Anti-TIP Hotline as the communication channel for referral and protection of TIP victims.
- A legal framework to encourage inter-agency coordination should be made and periodical meeting should be held to establish relationship which they can cooperate immediately when TIP cases happen.
- Provincial IAWT can be encouraged through issuing some guidelines/decisions from Central government.
- Continue communication activities in effective ways.
- More human resource allocation for Anti-TIP Hotline and periodical upgrade of the Anti-TIP hotline system should be structured (with support by the government and other international organization.)

Anti-TIP Hotline and project activities are also prescribed in the Annual Plan 2020 of NPA (2016-2020).

(2)-3 Revise Decree No. 09 on the Anti-Human Trafficking Law

The Project supported DSVP to finalize the evaluation report of the implementation of Decree No. 09 in the past 5 years (2013-2019) in four provinces. (both in Vietnamese and English)

The Project prepared supporting hiring 3 external experts to develop and complete the draft of amendment and revision of Decree No. 09.

The Project also contributed comments on the first draft of the revised Decree No. 09 in the occasion of workshop held by DSVP, UNODC and Australia on 19 June.

(2)-4 Hold experience sharing with neighbouring countries

The Project discussed within DCA as well as with UN-ACT about holding Mekong Regional Workshop as the Regional Workshop (high-ranking officials' meeting) of Senior Officer Meeting (SOM) of Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT).

(3) Activities related to Output 2

(3)-1 Procurement of Equipment upgrading the system

As of the end of June 2020, the following activities have been conducted.

To procure and upgrade the system of Anti-TIP hotline, the Project signed the contract with the contractor to supply the equipment (the contractors' firm name: PERSI).

In accordance with the contract, the works had been implemented as following schedule. The list of the equipment procured under the Project is shown in Annex-1.

Location of the call center	Completion date
Hanoi	17 th April, 2020
Da Nang	24 th April,2020
An Giang	5 th May,2020 * The equipment installed moved to a new regional call center on 18 th June.

Initial training: 8th June, 2020 / All the works mentioned in the contract were completed.

* The completion date was targeted on 30th April, 2020. However, due to the infection spread of COVID-19, the Project received a notification of Force Majeure from PERSI (see Annex-2), and the completion of the works delayed.

As of the end of July 2020, the equipment has been operated smoothly.

(3)-2 External assessment of the counseling quality

The Project supported external assessment of the counseling quality of all counselors of two Regional Call Centers (Da Nang and An Giang).

Dr. Tran Thi Minh Duc and Dr. Nguyen Thi Hai conducted external assessment and produced effective report to improve the quality of counseling.

The quality of counseling was observed as improved a lot for all counselors. On the other hand, there are still some points to be improved, so the results will be utilized in the future training. One more assessment by the end of the project is desirable.

(3)-3 Analyze counseling information and develop bi-annual report

The Project produced bi-annual report and shared common understanding about the current situation of Anti-TIP Hotline.

(4) Activities related to Output 3

(4)-1 Communication activities.

Following activities have been implemented from January – June 2020.

【Completed】

• Development and delivery of the following PR goods

- Handy fan,(Development: A total of 1,800 pcs / Delivery: Hanoi 1,000 pcs / Da Nang : 300 pcs / An Giang: 500pcs) + 4units
- Calendar (see the following tables)

① Agent / Organization			② Province / Commune			
#	Agents	Total	#	Province	No. of Commune	Total
1	UNICEF	30	1	Ha Giang	187	5,610
2	JICA	10	2	Cao Bang	188	5,640
3	PLAN	30	3	Lao Cai	145	4,350
4	WORLD VISION	30	4	Dien Bien	121	3,630
5	BLUE DRAGON	30	5	Lai Chau	101	3,030
6	Management and Sustainable Development Institute (MSD)	30	6	Son La	192	5,760
7	Peace House	30	7	Lang Son	218	6,540
8	C02 - MPS	100	8	Quang Ninh	166	4,980
9	BGC	100	9	Thanh Hoa	579	17,370
10	VWU	100	10	Nghe An	438	13,140
11	Vietnam Association for Protection of Child's Rights	30	11	Ha Tinh	262	7,860
12	DCA	1,500	12	Quang Binh	143	4,290
13	DSVP	100	13	Quang Tri	127	3,810
14	DOLAB	100	14	Kon Tum	81	2,430
15	DSA	100	15	Gia Lai	180	5,400
16	An Giang Regional Call Center	300	16	Dak Lak	163	4,890
17	Da Nang Regional Call Center	300	17	Dak Nong	64	1,920
	Total 17agents	2,920pcs	18	Tay Ninh	85	2,550
			19	An Giang	36	1,080
				Total 19 provinces	3,476commune	104,280pcs

- Semi-permanent board (230 pcs installed at boarder gate in 19 provinces, namely Quang Ninh, Lang Son, Cao Bang, Ha Giang, Lao Cai, Lai Chau, Dien Bien, Son La, Thanh Hoa, Nghe An, Ha Tinh, Quang Binh, Quang Tri, Da Nang, Gia Lai, Tay Ninh, Ba Ria-Vung Tau, Ca Mau, Kien Giang)
- Animation Video clip (4 minutes 32 seconds, English subtitle)

【On-going】

- Revision of the video clips (3 films) developed under phase 1 project.
- Development of the new video clip (1 film)
- Development of handbook for communicators and lecturers, in collaboration with VWU
- Production of T-shirt (800 pcs for World Anti-TIP day)
- Additional printing of Leaflet of Anti-TIP hotline (A total of 10,000 copies)
- Additional printing of Visit card Anti-TIP hotline (A total of 5,000 copies)

- Production of standees (standing signboard, 4 pcs for World Anti-TIP day)
- Production of the banners (100 pcs for 3 provinces, namely Kon Tum, Dak Lak, Dak Nong)
- Publication of articles on magazine (labour and society) and newspaper (Nhan Dan newspaper)
- Publication of news articles on MOLISA web site

1-3 Achievement of Output

Output 1

1-1 IAWT meetings are held quarterly:

IAWT meetings were held in January, and they were held almost quarterly in 2019. However, due to the COVID-19, IAWT meeting cannot be held since April 2020. It will be monitored during the whole project period.

1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT:

Anti-TIP Hotline activities were included in Annual Plan of 2020 of the National Plan of Anti-TIP.

1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism:

Focal Points of 11 provinces have not participated in the seminar yet, namely, Hoa Binh, Lai Chau, Cao Bang, Quang Tri, Quang Ngai, Ninh Thuan, Kon Tum, Dak Lak, Binh Phuoc, Kien Giang, Hau Giang province.

1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory:

Contact numbers of the referral agencies have already been collected and the dataset has inputted into E-directory function of the new system of hotline in 3 call centers. In the operation of the system, the counselors update the data when they find any change of information during their work.

Output 2

2-1 Operational Guidelines for Anti-TIP Hotline for regional call centers is approved:

Operational Guidelines for Anti-TIP Hotline for regional call centers is approved.

2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively:

Percentage of completed cases of Category (2) counseling was 100% in both 2019 and the 1st 6 months of 2020.

Percentage of completed cases of Category (3) referral was 71.4% (achieved) in 2019 and 59.3% (not yet achieved) in the 1st 6 months of 2020.

Percentage of completed cases of total of Category (2) and (3) was 96.60% in 2019 and 93.53% in the 1st 6 months of 2020. Although this target has not been achieved yet, but the indicator has been improved since the last year.

2-3 Bi-annual report is submitted with issues and lessons learned based on analysis:

Bi-annual report was submitted regularly and will be monitored in the whole project period.

Output 3**3-1 21 kinds of activities for communication activities are done by MOLISA and the relevant institutions:**

18 kinds of communication activities have been implemented since the start of the Project, namely, 1) Leaflet, 2) Visit card, 3) T-shirts, 4) Pen, 5) Calendar, 6) Handy fan, 7) Standee (Standing signboard), 8) Semi-permanent board at boarder gates, 9) Banners, 10) Magazine /Labour & Society, 11) Magazine /Family & Children, 12) E-Newspaper /Dan Tri, 13) E-Newspaper /Nhan Dan, 14) MOLISA website, 15) Radio message, 16) Video clips for TV spot, 17) Animation video clip and 18) Event support for World/National Anti-TIP Day

3-2 All provinces and cities are covered by communication activities:

By the end of June 2020, all provinces and cities have been covered by communication activities. Specifically, TV messages were broadcasted in 63 provinces nationwide and the banners were distributed to 54 provinces. Besides, various communication materials were distributed in key provinces and cities. Although the indicator has been achieved, the project continues the communication activities to enhance public awareness of Anti-TIP Hotline.

3-3 50% people know as average of three research-sample regions:

Will be surveyed in the End-line Survey.

1-4 Achievement of the Project Purpose**1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations):**

The Project has been working on intaking Anti-TIP Hotline into NPA (2021-2025) and Decree No. 09.

2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

The number of TIP related calls nationwide from January to December 2019 was 2,520. From January to June 2020, the Anti-TIP Hotline has received 1,290 calls, increasing 526 calls in comparison to the same period of 2019. However, to achieve 4,500 calls nationwide in 2021, better-targeted communication activities are needed.

3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

The number of referral calls nationwide was 35 in 2019 and 27 from January to June 2020. The number of referrals has been increasing. However, to achieve 92 calls nationwide in 2021, communication activities which reach the high-risk individuals of TIP are needed.

1-5 Changes of Risks and Actions for Mitigation

COVID-19 and the delay of the dispatch of JICA experts are risks.

Mitigation is to implement activities which can be managed remotely from Japan with the close communication with counterparts and JICA Vietnam Office.

COVID-19 surely affects negatively in regard to diverting public awareness of TIP to COVID-19 issues reflecting on the slow increase of incoming calls to Hotline. More communication activities need to be organized.

1-6 Progress of Actions undertaken by JICA

- JICA plans to support additional activities and some activities (producing communication materials, revising video clips of Phase 1 and dubbing VWU's cartoon in 4 ethnic minorities' languages) have already been approved to support World/National Anti-TIP Day.
- JICA Vietnam Office supported the work related to the installation of Anti-TIP Hotline equipment as the dispatch of the JICA experts delayed.
- JICA Vietnam Office closely communicates with DCA and supports collaboration for World/National Anti-TIP Day.
- JICA Vietnam Office participated in some donor meeting (CTN) and meeting to discuss Decree No. 09 and NPA (2021-2025) in collaboration with JICA expert.
- JICA Vietnam Office (Hanoi office and Ho Chi Min branch) provided space to deliver the materials for PR activities in the office.
- JICA Vietnam Office supported to make connection with Japanese broadcast company (NHK) and other media companies, and NHK is now under process to make a film about TIP issues in Vietnam (the schedule of the film broad cast is uncertain).
- These supports will be of help to communication activities for the Hotline.

1-7 Progress of Actions undertaken by Gov. of the Socialist Republic of Vietnam

- DCA has made good collaboration and coordination with not only the Project but also other support organizations, in order to manage their task, including operations of Call Centers for Hotline regardless of some inconvenience in communication with JICA experts in the remote situation.
- DCA also made timely efforts to promote Anti-TIP Hotline and project activities to be prescribed in the 2020 Annual Plan of NPA (2016-2020) and the first draft of revised Decree No 09.
- DCA inspected the Hotline equipment in the absence of JICA expert.
- DCA developed a website of Hotline 111 including Anti-TIP Hotline.

1-8 Progress of Environmental and Social Considerations (if applicable)

Due to COVID-19, the risk of TIP has been increased.

1-9 Progress of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

Through various communication activities and Conference on Revising Decree No. 9, the Project contributed to expanding the knowledge and understanding of gender issues in TIP problems to general

public and government officials.

1-10 Other remarkable/considerable issues related/affect to the project (such as other JICA's projects, activities of counterparts, other donors, private sectors, NGOs etc.)

UNODC, Australian Border Force and Australian Government's Department of Home Affairs supported Consultation Workshop on the revision of Decree 09/2013/ND-CP. Through the discussion, future collaboration without duplication was confirmed. UNODC and Australia do not have a further plan to support revision of Decree No. 09 other than technical input to the draft revised Decree No. 09. According to UNODC, UNODC and Australia plans to support revise Anti-TIP law after revising Decree No. 09.

2. Delay of Work Schedule and/or Problems (if any)

2-1 Detail

- (1) Activity 2-3-3: "Train counselors for Anti-TIP Hotline on case management" has been postponed. According to the request from DCA, the Project will organize training for counselors.
- (2) Activity 1-2: IAWT Meeting and JCC have been postponed. However, communication with other relevant agencies are mostly smoothly done through DCA and Project Assistants in Hanoi. Thus, major problem has not been observed other than slight delay of information sharing by DSVP about UNODC & Australia's support of revising Decree No. 09.
- (3) Activity 1-3: DOLISA Focal Point Seminar has not been held since January 2020. Long interval may cause the decrease of motivation and commitment of DOLISA Focal Points.
- (4) Activity 1-6: Mekong Regional Workshop as the Regional Workshop (high-ranking officials' meeting) of Senior Officer Meeting (SOM) of Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT) does not have clear prospect.
- (5) Activity 3-2, 3-3: Activities related to communication had been suspended from February to May due to the influence of COVID-19. The major concern of people in Vietnam was COVID-19 and the Project consider the effectiveness of communication of Anti TIP is quite low during this period.

2-2 Cause

- (1) to (5) Delay of dispatch of JICA experts due to COVID-19, and COVID-19 itself for (4) and (5)

2-3 Action to be taken

- (1) The Project will organize training for counselors according to the plan with remote environment.
- (2) to (4) After the dispatch of JICA experts restarted, those activities will be organized soon with coordination with relevant agencies.
- (5) The Project restarted communication activities considering the social situation in Vietnam.

2-4 Roles of Responsible Persons/Organization (JICA, Gov. of the Socialist Republic of Vietnam)

Project team consisting of DCA and JICA experts

3. Modification of the Project Implementation Plan

3-1 PO

The above delayed activities will have new implementation schedule after we have the prospect of dispatch of JICA experts and/or solution.

3-2 Other modifications on detailed implementation plan

n/a

4. Preparation of Gov. of the Socialist Republic of Vietnam toward after completion of the Project

II. Project Monitoring Sheet I & II

- Monitoring Sheet I (Form 3-2) (PDM) : as attached
- Monitoring Sheet II (Form 3-3) (PO) : as attached

Annex-1: The list of the equipment

Annex-2: Notification of Force Majeure from PERSI

Annex-1: The list of the equipment

No	Name of Equipment	Origin	Quantity			Unit
			Hanoi	Da Nang	An Giang	
1	Server Hardwares and Softwares					
1.1	Server SuperMicro SC813MF2TQC-505CB/X10DRL-i	USA		1	1	Set
1.2	Operating System Software: Microsoft Windows Server 2019 Standard	USA		1	1	Set
1.3	Database Server Software: Microsoft SQL Server 2019 Standard (1 Server + 5 Device CAL)	USA		1	1	Set
2	Networking Devides					
2.1	WAN DEVIDE: Dray Tek Vigor 2960	Taiwan	1	1	1	Set
2.2	LAN switch: HPE Aruba 2530-24-PoE	China	1	1	1	Set
3	Telephone System					
3.1	IP Softswitch: Unify OpenScape Bussiness S với 30 SIP trunks/10 IP users/ Networking licenses).	Germany	1	1	1	Set
3.2	IP phone: Unify OpenScape Desk Phone 40 SIP	Germany	5	2	2	Set
3.3	Headset: Sennheiser model SC230ED	China	5	2	2	Set
4	Agent Workstations					
4.1	HP ProOne 400 G5	China	5	2	2	Set
5	ContactCenter and Anti-TIP Software					
5.1	Social Media Module: routing and logging for social media contacts (1 connection to Facebook and upto 5 active users)	Vietnam	1	1	1	Set
5.2	Email Module: routing and logging for email contacts (1 email account and upto active 5 users)	Vietnam	1	1	1	Set

Annex 4 Monitoring Sheet

5.3	Contact Management Module for 2 users	Vietnam	1	1	1	Set
5.4	Case Management Module for 2 users	Vietnam	1	1	1	Set
6	UPS					
6.1	UPS : APC Smart -UPS 5000VA SUA5000RMI5U	Philippine	1	0		Set

Annex-2: Notification of Force Majeure from PERSI

Date: 29th April 2020

Mr. Takayuki KURITA
JICA Expert in charge of
IT/ Procurement of equipment
/ Communication activities 1
ICONS Inc.

**PROJECT FOR STRENGTHENING THE OPERATION OF HOTLINE FOR COUNSELING AND
SUPPORTING TRAFFICKED SURVIVORS**

Subject: Notification of Force Majeure

Dear Mr. Takayuki KURITA

I am writing you to notify you in pursuant to Article 13. of Procurement Contract dated on 17th February 2020 signed by ICONS Inc. and Persi Vietnam Joint Stock Company ("Contract"), that our work has been affected by the Corona virus disease (COVID-19) pandemic and we have no choice but to declare a Force Majeure.

With much regret, because of COVID-19 pandemic, it is impossible for us to complete our contractual obligations by 29th April 2020, which is the completion date mentioned in the Contract. Therefore, please accept the reschedule of the works. We will inform you the further schedule to complete the contractual obligations.

Your kind understanding, patience and cooperation shall be greatly appreciated.



Mr. Nguyen Tien Dung
Director
Persi Vietnam Joint Stock Company

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors
Implementing Institution: MOLISA (DCA)
Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU
 2. Provincial level: Personnel in DOLISA, Police, BGC and VWU
 3. Anti Trafficking in Persons (Anti-TIP) Hotline users
Project Period: November 2018 - November 2021 (3 years)
Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 4
 31-Jul-20

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption	Achievement	Remarks
<p>Overall Goal</p> <p>Appropriate referral of TIP survivors and risk individuals is promoted at the regional level</p>	<p>1. The number of TIP survivors and risk individuals referred to relevant agency reach 100 in 2024. 2. 80% of reviewers rate “Good” in satisfaction level of relevant agencies which receive referrals from regional call center.</p>	<p>1. Referral records in regional call centers 2. Baseline and Endline survey</p>		<p>As of June 2020, indicators of the Overall Goal have not been achieved.</p>	<p>Nothing special</p>
<p>Project Purpose</p> <p>Anti-TIP Hotline operation is strengthened at the regional level</p>	<p>1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.</p>	<p>1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA</p>	<p>The Government policy and implementation structure on Anti-TIP are not changed significantly</p>	<p>As of June 2020, these indicators of the Project Purpose have not been achieved, but have improved from the last year. 1. Anti-TIP Hotline was reflected in the annual plan 2020 of NPA. 2. The total number of TIP related calls in three regional call centers was 2,520 in 2019. From January to June 2020, the Anti-TIP Hotline has received 1,290 calls, increasing 526 calls in comparison to the same period of 2019. 3. The number of referral calls in three regional call centers was 35 in 2019 and 27 from January to June 2020. The number of referrals has been increasing..</p>	
<p>Outputs</p> <p>Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels</p>	<p>1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory.</p>	<p>1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory</p>	<p>Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated</p>	<p>1-1. IAWT meetings were held in January, and they were held almost quarterly in 2019. However, due to the COVID-19, IAWT meeting cannot be held since April. It will be monitored during the whole project period. 1-2. Anti-TIP Hotline activities were included in Annual Plan of 2020 of the National Plan of Anti-TIP. 1-3. DOLISA Focal Point of 52 out of 63 provinces and cities participated seminars. 1-4. The information of referral agencies of all 63 provinces were collected. (achieved)</p>	
<p>Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized</p>	<p>2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis</p>	<p>2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA</p>		<p>2-1. The Operational Guidelines for Anti-TIP Hotline for regional call center was revised and approved. (achieved) 2-2. Percentage of completed cases of Category (2) counseling was 100% in both 2019 and the 1st 6 months of 2020. Percentage of completed cases of Category (3) referral was 71.4% (achieved) in 2019 and 59.3% (not yet achieved) in the 1st 6 months of 2020. Percentage of completed cases of total of Category (2) and (3) was 96.60% in 2019 and 93.53% in the 1st 6 months of 2020. Although this target has not been achieved yet, but the indicator has been improved. 2-3. Bi-annual report was submitted regularly and will be</p>	

Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know as average of three research-sample regions.	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys	3-1. 18 kinds of communication activities have been implemented since the start of the Project. 3-2. All provinces and cities were covered by communication activities. (achieved) 3-3. The percentage of people who know Anti-TIP Hotline will be surveyed at the End-line Survey.
Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts	1. Counterpart Personnel	
1-1 Hold Project kick-off meeting at the central level	- Chief advisor/Anti-Trafficking in Persons	- Project Director	
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	- Communication activity	- Project Manager	
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	- Project coordinator/Inter-agency coordination	- Assistant Project Manager	
1-4 Update E-directory with referral information from relevant agencies	- Other experts, if necessary	- Other personnel, if necessary	
1-5 Revise Joint Plan*2	2. Training	2. Counselors for the Anti-TIP Hotline	
1-6 Hold experience sharing with neighboring countries	- Training in Japan and/or third countries	3. Focal Points in each province and city	
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)	3. Provision of equipment	4. Facilities and Equipment	
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers	Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	- Project office with furniture and facilities	
2-3 Train counselors for Anti-TIP Hotline	4. Local expenses necessary for the implementation of the project activities	5. Local costs	
2-4 Assess quality of counseling service through internal and external evaluations		Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars, etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

TO CR of JICA Vietnam OFFICE

PROJECT MONITORING SHEET

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Version of the Sheet: Ver.05 (Term: July 2020 – December 2020)

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 29 January 2021

I. Summary

1. Progress

1-1 Progress of Inputs

The following project experts were dispatched in the described period of days.

Name of experts	In charge	Period of dispatch	Input Man-Month (Jul.-Dec)
Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person 2 / Gender 2	Could not dispatch due to COVID-19	0 (In Japan, 5.10)
Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	Same as above	0 (In Japan, 1.80)
Tepei OKANO	Project Coordinator/ Training management 2/ Communication activities 2	Same as above	0 (In Japan, 3.85)

1-2 Progress of Activities

(1) Activities related to Output 0

(1)-1 Baseline Survey (already done)

(2) Activities related to Output 1

(2)-1 IAWT (Inter-Agency Working Team) meeting

IAWT technical meeting was held on 29 December 2020 as the following table, with participants from DCA-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, and Vietnam Women’s Union.

Name of the meeting	Date	Main agenda
IAWT Technical Meeting	29 December, 2020	<ul style="list-style-type: none"> • Report on progress of Project activities and Hotline Operation • Incorporation of Anti-TIP Hotline in NPA 2021-2025 • Joint Plan 2021-2025. • Project Activity Schedule of 2021

IAWT meeting could not be held quarterly after the one in January 2020 until December 2020 due to COVID-19,

but communication among relevant agencies consisting of DCA, DSVP-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, and Vietnam Women’s Union was done without critical problems by daily communication and meetings of Decree No. 09 and National Plan of Action (NPA).

(2)-2 Develop recommendations to reflect Anti-TIP Hotline in policy documents (NPA to Counter Human Trafficking 2021-2025).

The Project developed recommendations to reflect Anti-TIP Hotline in the NPA (2021-2025) and lessons learned in the NPA (2016-2020) and submitted it to 138 Committee through CTN network and the National Consultation Workshop on NPA held by MPS and ASEAN-ACT on 11 December 2020.

The main proposed points are as follows, and the below recommendations were incorporated in the latest draft of NPA (2021-2025).

- Anti-TIP Hotline needs to be prescribed in NPA (2021-2025).
- A legal framework to encourage inter-agency coordination should be made and periodical meeting should be held to establish relationship which they can cooperate immediately when TIP cases happen.
- Provincial IAWT can be encouraged through issuing some guidelines/decisions from Central government.
- Continue communication activities in effective ways.

The below recommendations need follow-up to confirm incorporation in the NPA (2021-2025).

- National Referral Mechanism should include Anti-TIP Hotline as the communication channel for referral and protection of TIP victims.
- More human resource allocation for Anti-TIP Hotline and periodical upgrade of the Anti-TIP hotline system should be structured (with support by the government and other international organization.)
- Add “school education” as one of the channels of Anti-TIP communication activities.

(2)-3 Conduct seminar for DOLISA Focal Points on referral mechanism

The Project conducted DOLISA Focal Points seminar on 29-30 October 2020 and 42 DOLISA Focal Points, 9 Hotline counselors, persons in charge in MPS and DSVP, 5 DCA officials, 3 World Vision staff and project staff participated (total 66 participants).

The Project shared the implementation report and got the ideas and comments on communication activities from DOLISA Focal Point.

MPS shared the current situation of TIP crimes including statistics of the 1st half of 2020 such as 1,162 cases (39% decrease from the same period in 2019), 1,546 perpetrators (46% decrease) and 2,814 victims (24% decrease).

- Revise Decree No. 09 on the Anti-Human Trafficking Law

The Project supported DSVP to hire 3 external experts to develop and complete the draft of amendment and revision of Decree No. 09.

The Project contributed to making comments on the drafts of the revised Decree No. 09.

The Project supported DSVP to hold Consultation Workshop to revise Decree No. 09 with the co-chair of Mr. Kobayashi, Senior Representative of JICA Vietnam Office and Chief of Mission of IOM on 15 October 2020 and

the draft new Decree is now under consideration for approval by Ministry of Justice and Ministry of Finance before submission to the Government.

(2)-4 Hold experience sharing with neighbouring countries

Mekong Regional Workshop was decided to be held in 2021 in Bangkok due to the COVID-19.

Senior Officer Meeting (SOM) of Coordinated Mekong Ministerial Initiative against Trafficking (COMMIT) was held and the Project participated as observer.

JICA Tokyo will organize online Knowledge Co-creation Program “Refreshment Program on Promotion of Networking Among ASEAN Countries on Anti-Trafficking in Persons for ex-participants” on 28-29 January 2021 and Ms. Le Thi Thao and Ms. Nguyen Thi Thu Thuy of CCCS, DCA will participate. The Project supported their developing Country Report.

(3) Activities related to Output 2

(3)-1 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers

As of the end of December 2020, the following activities have been conducted.

In addition to the procurement and upgrade of the system of Anti-TIP hotline completed in June, the Project has been supporting the additional procurement of the equipment and system upgrade of the Anti-TIP hotline, in accordance with the request from DCA.

The following shows the equipment and system upgrade which plans to be procured under the Project.

- Call Center Quality Management System (QMS) for Regional Call Centers
- Network Monitoring Software for Regional Call Centers
- Interactive Voice Response (IVR) Software for Regional Call Centers

* The Initial trainings are included.

The Project plans to complete the works (including installation and the initial trainings) by the end of March 2021.

(3)-2 Training for the Hotline counselors

The Project supported training for the Hotline counselors with inviting Dr. Tran Thi Minh Duc as trainer.

The 2nd and 3rd training below were jointly organized with DCA’s training for social workers.

No.	Contents	Date	No. of Participants
1	Procedure and techniques for psychological support for abused children and trafficking in person victims.	9-10, 21-22 October	16 counselors and collaborators in Hanoi
2	Procedure and techniques for psychological support for abused children and trafficking in person victims. (From Step 3 to Step 5)	10-13 November	22 (counselors of An Giang and social workers in southern provinces)
3	Same as above	24-27	21 (counselors of Da Nang and

		November	Ha Giang, and social workers in northern and central provinces)
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According to the observation, the understanding and counseling skills of counselors to support abused children and TIP survivors are expected to improve.

(3)-3 Analyze counseling information and develop bi-annual report

The Project produced bi-annual report and shared common understanding about the current situation of Anti-TIP Hotline.

(4) Activities related to Output 3

(4)-1 Communication activities.

Following activities have been implemented from July – December 2020.

【Completed】

· Distribution of PR materials

Following PR materials have been distributed at World Anti-TIP day on 30 July and supporting An Giang Call Center.

Support of World Anti-TIP day on 30th July		
1	Leaflet of Anti-TIP Hotline111 (English version)	500 pcs
2	Leaflet of Anti-TIP Hotline111 (Vietnamese version)	4,000 pcs
3	Visit card (English version)	200 pcs
4	Visit card ((Vietnamese version)	2,000 pcs
5	Standee	4 units
6	T-shirt	600 pcs
7	Magazine “Labour and society”	150 pcs
Support the communication activities by An Giang Call Center		
1	T-shirt	150 pcs
2	Ball pen	400 pcs
3	Leaflet of Anti-TIP Hotline111 (English version)	300 pcs
4	Visit card (English version)	500 pcs

· Distribution of banners

The project distributed 105 banners in 3 provinces as shown in the following table.

Province (District)	No. of distribution
Kon tum (Dak Glei, Dak Ha,,La H'Drai, Ngoc Hoi, Sa Thay)	41
Dak Lak (Cu M'gar, Ea H'leo, Ea Sup, Krong Ana, Krong Buk)	40

Dak Nong (Cu Jut, Dak Glong, Dak Song)	24
Total	105

- Posting an article on Anti-TIP Hotline

Articles on Anti-TIP Hotline were posted on Nhan Dan newspaper 4 times on 12th and 26th July, and 16th and 23rd August 2020.

- Broadcasting of radio message on Anti-TIP Hotline

Radio message has been broadcasted 65 times in 4 languages, including ethnic minority language, from July to August 2020. The following table shows the detail.

Language	Broadcasting areas/Broadcasting station	No. of Broadcast
Kinh	VOV1 (FM 100.0 Mhz, AM 675Mhz)	35
Ede	Highlands region (90.5 Mhz)	10
Khmer	Mekong Delta region (96.5 Mhz)	10
H'Mong	Northwest (97.0 Mhz)	10
Total		65

- Broadcasting of TV spot

TV spot has been broadcasted 54 times by 4 channels of VTV from August to October 2020. The following table shows the detail.

Language	Broadcast channel	No. of broadcast
Kinh	VTV1, VTV2, VTV3	20
Minority language (H'Mong, Khmer, Ede)	VTV5	34
Total		54

- Development of Anti-TIP handbook

Contents of Anti-TIP handbook have been developed/reviewed in collaboration with VWU and 4,000 copies have been published by the Project.

- Development of visual material for communication

Three video clips which developed in the phase I project have been revised with latest information.

Also, an animation film for sensitization activities in rural community has been produced in collaborating with VWU. The animation film has 6 versions, specifically 1) Vietnamese version, 2) English subtitle version, 3) H'mong language version, 4) Ede language version, 5) Tay language version and 6) Khmer language version.

Following items are on-going as of December 2020:

【On-going】

- Support of development of a video clip about surrogacy
- Support of printing and distribution of calendar for year 2021. Totally 107,904 sheets will be delivered to 3,539 places. (6,300 copies for all 63 provinces, 100,804 copies for 19 key provinces and 800 copies for

related organization/authorities.)

1-3 Achievement of Output

Output 1

1-1 IAWT meetings are held quarterly:

IAWT meetings in 2020 was held two times in January and December due to COVID-19, but they were held almost quarterly in 2019. It will be monitored during the whole project period.

1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT:

The major proposed recommendations by the Project were incorporated in the latest draft of NPA (2021-2025).

1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism:

Focal Points of 4 provinces have not participated in the seminar yet, namely, Quang Tri, Quang Ngai, Kon Tum, Hau Giang province.

1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory:

Contact numbers of the referral agencies have already been collected and the dataset has inputted into E-directory function of the new system of hotline in 3 Regional Call Centers. In the operation of the system, the counselors update the data when they find any change of information during their work.

Output 2

2-1 Operational Guidelines for Anti-TIP Hotline for regional call centers is approved:

Operational Guidelines for Anti-TIP Hotline for Regional Call Centers is approved.

2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively:

Percentage of completed cases of Category (2) counseling was 100% in both 2019 and 2020.

Percentage of completed cases of Category (3) referral was 71.4% (achieved) in 2019 and 64.4% (not yet achieved) in 2020.

Percentage of completed cases of total of Category (2) and (3) was 96.60% in 2019 and 95.21% in 2020.

Although this target has not been achieved yet, but the Hotline made great effort considering the difficult situation of counseling and referral under immigration restrictions by COVID-19.

2-3 Bi-annual report is submitted with issues and lessons learned based on analysis:

Bi-annual report was submitted regularly and will be monitored in the whole project period.

Output 3

3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions:

19 kinds of communication activities have been implemented since the start of the Project, namely,

1) Leaflet, 2) Visit card, 3) T-shirts, 4) Pen, 5) Calendar, 6) Handy fan, 7) Standee (Standing signboard), 8) Semi-permanent board at boarder gates, 9) Banners, 10) Magazine /Labour & Society, 11) Magazine /Family

& Children, 12) E-Newspaper /Dan Tri, 13) E-Newspaper /Nhan Dan, 14) MOLISA website, 15) Radio message, 16) Video clips for TV spot, 17) Animation video clip, 18) Handbook and 19) Event support for World/National Anti-TIP Day.

3-2 All provinces and cities are covered by communication activities:

By the end of 2020, all provinces and cities have been covered by communication activities. Specifically, TV messages were broadcasted in 63 provinces nationwide and the banners were distributed to 54 provinces. Besides, various communication materials were distributed in key provinces and cities. Although the indicator has been achieved, the Project continues the communication activities to enhance public awareness of Anti-TIP Hotline.

3-3 50% people know as average of three research-sample regions:

Will be surveyed in the End-line Survey.

1-4 Achievement of the Project Purpose

1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations):

The Project has been working on intaking Anti-TIP Hotline into NPA (2021-2025) and Decree No. 09, and Anti-TIP Hotline has already been reflected in the latest draft of NPA and the revised Decree No. 09. Those two policy documents will be completed/approved in the beginning of 2021.

2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

The total number of TIP related calls in three regional call centers was 2,520 in 2019 and 2,826 in 2020, increasing 306 calls in comparison to that of 2019. However, to achieve 4,500 calls nationwide in 2021, better-targeted communication activities are needed.

3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

The number of referral calls in three regional call centers was 35 in 2019 and 59 in 2020, increasing 24 calls in comparison to that of 2019. However, to achieve 92 calls nationwide in 2021, communication activities which reach the high-risk individuals of TIP are needed.

1-5 Changes of Risks and Actions for Mitigation

COVID-19 and the delay of the dispatch of JICA experts are risks.

Mitigation is to implement activities which can be managed remotely from Japan with the close communication with counterparts and JICA Vietnam Office. Most of the activities have been implemented with the close communication.

COVID-19 surely affects negatively in regard to diverting public awareness of TIP to COVID-19 issues reflecting on the slow increase of incoming calls to Hotline. More communication activities need to be organized.

1-6 Progress of Actions undertaken by JICA

- JICA supports additional activities (producing communication materials, revising video clips of Phase 1, dubbing

VWU's cartoon in 4 ethnic minorities' languages, developing manual for referral for BG nationwide, conducting survey on Anti-TIP work of VWU and developing reportage on outstanding results in Anti-TIP work of VWU).

- JICA organized press conference for Japanese media to promote Anti-TIP activities supported by JICA and promoted the Hotline project in Vietnam on 15 July 2020.
- JICA Vietnam Office closely communicates with DCA and joined the event of World/National Anti-TIP Day.
- JICA Vietnam Office promoted the revised video clips on the Facebook of JICA Vietnam Office.
- These supports will help to communication activities for the Hotline.
- (JICA Vietnam Office has been working to support renovation of the shelter for TIP survivors of Ha Giang Social Protection Center by the scheme of Japan Grant for Grassroots Assistance and Human Security.)

1-7 Progress of Actions undertaken by Gov. of the Socialist Republic of Vietnam

- DCA has made good collaboration and coordination with not only the Project but also other support organizations in order to manage their tasks, including operations of Call Centers for Hotline regardless of some inconvenience in communication with JICA experts in the remote situation.
- DCA also made timely efforts to promote Anti-TIP Hotline and project activities to be prescribed in the 2020 Annual Plan of NPA (2016-2020) and the first draft of revised Decree No 09.
- DCA developed a website of Hotline 111 including Anti-TIP Hotline. PR materials developed under the Project are posted on the website.

1-8 Progress of Environmental and Social Considerations (if applicable)

Due to COVID-19, the number of incoming calls to Anti-TIP Hotline and number of TIP cases (official statistics of MPS) has been decreased while potential risks of TIP have been increased or no change.

In 2020, the number of incoming calls to the Hotline (total of Child Helpline and Anti-TIP Hotline) was dramatically increased because at the first stage of COVID-19, the Hotline accepted the calls from people who were negatively influenced (i.e. lost jobs) by COVID-19 and the incidence of child abuse was increased.

1-9 Progress of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

Through various communication activities on/around World/National Anti-TIP Day, Conference on Revising Decree No. 09 and DOLISA Focal Point Seminar, the Project contributed to expanding the knowledge and understanding of gender issues in TIP problems to general public and government officials.

1-10 Other remarkable/considerable issues related/affect to the project (such as other JICA's projects, activities of counterparts, other donors, private sectors, NGOs etc.)

Nothing special.

2. Delay of Work Schedule and/or Problems (if any)

2-1 Detail

- (1) Activity 1-2: IAWT Meeting and JCC have been postponed. However, communication with other relevant agencies has mostly smoothly been done through DCA and Project Assistants in Hanoi. Thus, major problem has not been observed.
- (2) Activity 1-5: Revise Joint Plan has been delayed.

2-2 Cause

- (1) and (2) Delay of dispatch of JICA experts due to COVID-19.
- (2) The purpose and contents of the Joint Plan are almost covered by the revised Decree No. 09 and NPA (2021-2025). Thus, DCA, DSVP and the Project have been considering the necessity of revising Joint Plan.

2-3 Action to be taken

- (1) The Project will organize IAWT meeting with remote environment.
- (2) DCA, DSVP and the Project will decide whether revising Joint Plan is necessary or not shortly.

2-4 Roles of Responsible Persons/Organization (JICA, Gov. of the Socialist Republic of Vietnam)

Project team consisting of DCA and JICA experts

3. Modification of the Project Implementation Plan**3-1 PO**

The above delayed activities will have new implementation schedule after we decide whether revising Joint Plan is necessary or not.

3-2 Other modifications on detailed implementation plan

n/a

4. Preparation of Gov. of the Socialist Republic of Vietnam toward after completion of the Project**II. Project Monitoring Sheet I & II**

- Monitoring Sheet I (Form 3-2) (PDM) : as attached
- Monitoring Sheet II (Form 3-3) (PO) : as attached

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Implementing Institution: MOLISA (DCA)

Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWU

2. Provincial level: Personnel in DOLISA, Police, BGC and VWU

3. Anti Trafficking in Persons (Anti-TIP) Hotline users

Project Period: November 2018 - November 2021 (3 years)

Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 5

29-Jan-21

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption	Achievement	Remarks
Overall Goal Appropriate referral of TIP survivors and risk individuals is promoted at the regional level	1. The number of TIP survivors and risk individuals referred to relevant agency reach 100 in 2024. 2. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.	1. Referral records in regional call centers 2. Baseline and Endline survey		As of December 2020, indicators of the Overall Goal have not been achieved.	Nothing special
Project Purpose Anti-TIP Hotline operation is strengthened at the regional level	1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA	The Government policy and implementation structure on Anti-TIP are not changed significantly	1. Anti-TIP Hotline has already been reflected in the latest draft of NPA (2021-2025) and the revised Decree No. 09. Those two policy documents will be completed/approved in the beginning of 2021. 2. The total number of TIP related calls in three regional call centers was 2,520 in 2019 and 2,826 in 2020, increasing 306 calls in comparison to that of 2019. 3. The number of referral calls in three regional call centers was 35 in 2019 and 59 in 2020, increasing 24 calls in comparison to that of 2019.	
Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP ¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory.	1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory	Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated	1-1. IAWT meeting was held just one time in December 2020 due to COVID-19. It will be monitored during the whole project period. 1-2. Anti-TIP Hotline activities were included in the draft National Plan of Action of Anti-TIP (2021-2025) and annual plan of 2020. 1-3. DOLISA Focal Point of 59 out of 63 provinces and cities participated seminars. 1-4. The information of referral agencies of all 63 provinces were collected and installed in newly upgraded system. (achieved)	
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized	2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis	2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA		2-1. The Operational Guidelines for Anti-TIP Hotline for regional call center was revised and approved. (achieved) 2-2. Percentage of completed cases of Category (2) counseling was 100% in both 2019 and 2020. Percentage of completed cases of Category (3) referral was 71.4% (achieved) in 2019 and 64.4% (not yet achieved) in 2020. Percentage of completed cases of total of Category (2) and (3) was 96.60% in 2019 and 95.21% in 2020 (not yet achieved). Although this target has not been achieved yet, but the Hotline made great effort considering the difficult situation of counseling and referral under immigration restrictions by COVID-19. 2-3. Bi-annual report was submitted regularly and will be	

Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know as average of three research-sample regions.	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys	3-1. 19 kinds of communication activities have been implemented since the start of the Project (not yet achieved). 3-2. All provinces and cities were covered by communication activities. (achieved) 3-3. The percentage of people who know Anti-TIP Hotline will be surveyed at the End-line Survey.
Activities	Inputs		Pre-Conditions
0 Conduct baseline and endline survey 1-1 Hold Project kick-off meeting at the central level 1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations 1-3 Conduct seminar for DOLISA Focal Points on referral mechanism 1-4 Update E-directory with referral information from relevant agencies 1-5 Revise Joint Plan*2 1-6 Hold experience sharing with neighboring countries 2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015) 2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers 2-3 Train counselors for Anti-TIP Hotline 2-4 Assess quality of counseling service through internal and external evaluations 2-5 Analyze counseling information and develop bi-annual report 3-1 Develop comprehensive plan for communication activities 3-2 Develop communication materials and products 3-3 Implement communication activities (media, brochures, calendars, etc.)	The Japanese Side 1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	The Vietnamese Side 1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Project Monitoring Sheet II (Revision of Plan of Operation)

Version 5 Annex 5

Dated 29 Jan. 2021

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Inputs	Year	2018												2019												2020												2021												Remarks	Monitoring		
		JFY 2018			JFY2019			JFY2020			JFY2021			Issue	Solution																																						
		Month	11	12	1	2	3	4	5	6	7	8	9			10	11	12	1	2	3	4	5	6	7	8	9	10	4	5	6	7	8	9	10																		
Expert * From April to September 2020, experts works remotely due to COVID-19.																																																					
Chief advisor / Inter-agency coordination / Training Management 1 / Anti-Trafficking in Persons 2 / Gender 2	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Project coordinator / Anti-Trafficking in Persons / Gender	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
IT / Procurement of equipment / Communication activities 1	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Project coordinator / Training Management 2 / Communication activities 2	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Anti-Trafficking in Persons 1 / Gender 1	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Equipment	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Training in Japan	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Promotion of Networking among ASEAN Countries on Anti-Trafficking in Persons	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
In-country/Third country Training	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Mekong Regional Workshop	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Activities																																																					
Sub-Activities																																																					
Output 0: Conduct baseline and endline survey																																																					
0-1 Develop baseline and endline survey plan (indicators, targets, methods)	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
0-2 Conduct baseline survey and compile the results	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
0-3 Conduct endline survey and compile the results	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels																																																					
1-1 Hold Project kick-off meeting at the central level	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-1-1 Decide agenda and participants (representatives of relevant agencies, IAWT members, media etc.) of the kick-off meeting	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-1-2 Hold kick-off meeting in Hanoi (half day)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline operations	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-1 Develop IAWT annual plan of Anti-TIP Hotline operation	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-2 Hold quarterly IAWT meeting to share actual situation and information among member agencies (participants: one or two representatives from member agencies)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-3 Hold workshops for IAWT on TIP related issues (collaboration between relevant agencies, related policies and case management etc.)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-4 Develop recommendations to reflect Anti-TIP Hotline in policy documents (annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-5 Submit the developed recommendations to 138 committee (C02)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-6 Develop recommendations to reflect Anti-TIP Hotline in policy documents (the National Plan of Action to Counter Human Trafficking 2021-2025).	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-2-7 Submit the developed recommendations to 138 committee (C02)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-3-1 Develop plans for seminars for DOLISA Focal Points (contents, schedule, materials etc.)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-3-2 Hold seminar for DOLISA Focal Points once a year at each regional call center (for one or two days)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-4 Update E-directory with referral information from relevant agencies	Plan	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-4-1 Request relevant agencies to identify insufficient information in current E-directory	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-4-2 Obtain necessary referral information from relevant agencies (DOLISA, MOPS, VWU, BGC etc.)	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-4-3 Update E-directory	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			
1-4-4 Update E-directory regularly by counselors	Actual	[Gantt chart showing activity from April 2020 to September 2020]																																																			

TO CR of JICA Vietnam OFFICE

PROJECT MONITORING SHEET

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Version of the Sheet: Ver.06 (Term: January 2021 – June 2021)

Name: Masako IWASHINA

Title: Chief Advisor

Submission Date: 28 July 2021

I. Summary

1. Progress

1-1 Progress of Inputs

The following JICA experts were dispatched in the described period of days.

Name of experts	In charge	Period of dispatch	Input Man-Month (Jan.-Jun)
Masako IWASHINA	Chief Advisor/ Inter-agency coordination /Training management 1/ Anti-Trafficking in Person / Gender	Could not dispatch due to COVID-19	2.20 (In Vietnam:0.00 In Japan: 2.20)
Takayuki KURITA	IT/ Procurement of equipment / Communication activities 1	Same as above	1.10 (In Vietnam:0.00 In Japan: 1.10)
Teppei OKANO	Project Coordinator/ Training management 2/ Communication activities 2	Same as above	1.85 (In Vietnam: 0.00 In Japan, 1.85)

1-2 Progress of Activities

(1) Activities related to Output 0

(1)-1 Endline Survey

The Project prepared the endline survey as following procedure.

- March-April 2021

The Project designed the methodology of the endline survey and developed the Terms of Reference (TOR) to select consultants for the endline survey.

- May 2021

The Project announced the bidding on MOLISA website and mailing list of Counter-Trafficking Network (CTN) to select the consultants.

- June 2021

One organization participated in the bidding. As a result of proposal evaluation, ILSSA (Institute of Labour Science and Social Affairs) was selected and approved. The Project made a contract with ILSSA in early July.

(2) Activities related to Output 1

(2)-1 IAWT (Inter-Agency Working Team) meeting and Joint Plan

IAWT Technical Meeting was held on 22 April 2021 with participants from DCA- MOLISA, Department of Social Vices Prevention (DSVP)-MOLISA, Department of Criminal Police – MPS, Department of Drug and Crime Prevention –Border Guard Command (BGC) -MND, and Vietnam Women’s Union (VWU). Project Annual Plan 2021 was approved.

The agenda was as follows.

- Report on progress of Project activities and Hotline Operation
- Joint Plan 2021-2025.
- Project Annual Plan 2021

(2)-2 Develop recommendations to reflect Anti-TIP Hotline in policy documents (NPA to Counter Human Trafficking 2021-2025).

Anti-TIP Hotline was already reflected in NPA (2021-2025) and MOLISA Implementation Plan of NPA. The Project developed recommendations to reflect the project’s experiences in the MOLISA Implementation Plan of NPA in the National Consultation Workshop on MOLISA Implementation Plan of NPA held by DSVP and UNODC on 19 January 2021.

The main proposed points are as follows:

- IAWT coordination among MOLISA, MPS, BGC and VWU needs to be prescribed in NPA Report (2016-2020).
- Anti-TIP Hotline Project can contribute to develop the standardized training material including referral process, which is mentioned in MOLISA Implementation Plan.
- Regarding National Hotline 111 for Child Protection prescribed in NPA, it would be better to be prescribed as “National Hotline 111 for Child Protection and Anti-TIP”.

(2)-3 Conduct survey of Implementation of National Plan of Action (2016-2020)

The Project supported VWU in developing questionnaires and interview guidelines for the survey. The survey will be implemented when the coordination with the survey provinces is completed

(2)-4 Develop training materials for staff of IAWT agencies

The Project has been supporting BGC to develop training materials for BGC staff. The draft from BGC was submitted, and the Project provided comments for improvement, including trauma-informed care and confidentiality.

(2)-5 Revise Joint Plan

Joint Plan (2016-2020) was reviewed, and confirmed that the former Joint Plan is generally relevant according to the responsibilities and actual implementation of each agency in the IAWT Technical Meeting in April 2021. Contents and expressions were revised based on the comments from Hotline counselors about their difficulties to

cooperate with local police and agencies and comments from relevant agencies. The revised draft will be approved by DCA and other relevant agencies soon.

(3) Activities related to Output 2

(3)-1 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers (Hanoi, Na Nang and An Giang)

As of the end of June 2021, the following activities have been conducted.

In addition to the procurement and upgrade of the system of Anti-TIP hotline completed in June 2020, the Project had supported the additional procurement of the equipment and system upgrade of the Hotline, in accordance with the request from DCA.

The following shows the equipment and system upgrade which was additionally procured under the Project.

- Call Center Quality Management System (QMS) for Regional Call Centers
- Network Monitoring Software for Regional Call Centers
- Interactive Voice Response (IVR) Software for Regional Call Centers
- Initial training on 18th May, 2021 (held in Hanoi, using video conference system. There were six attendances from three regional call centers)

The Project completed the works mentioned above, including installation and the initial training on 19th May 2021.

(3)-2 Develop standardized training material for the Hotline counselors

The Project developed plan to produce standardized training material for the Hotline counselors. The training material will cover legal documents and policies of Anti-TIP, and knowledge and skills of TIP counseling. The standardized training material is also planned to be used to train officials and case managers of Social Works Centers, DOLISA focal points and officials of Women's Unions about knowledge and skills of counseling, procedure of counseling, referring and supporting trafficked survivors.

(3)-3 Develop case books based on the experiences of counselors and share them with DOLISA Focal Points

The Project developed plan to produce case books for DOLISA focal points which includes (a) Typical TIP cases, (b) Referral process made by Anti-TIP Hotline and (c) Expected process/actions made by DOLISA FP. The Project selected an expert (Dr. Nguyen Thi Hai) and made contract.

(3)-4 Assess quality of counseling service through internal and external evaluations

The Project developed TOR of the external quality assessment and selected and made contract with two experts (Dr. Tran Thi Minh Duc and Dr. Nguyen Thi Hai). The Project plans to ask two experts to assess 60 cases (5 cases each for 12 counselors) of An Giang and Da Nang Regional Call Centers and new counselors of Hanoi Operation Center.

(3)-5 Analyze counseling information and develop bi-annual report

The Project produced bi-annual report and shared common understanding about the current situation of Anti-TIP Hotline.

(4) Activities related to Output 3

(4)-1 Communication activities.

Following activities have been implemented from January – June 2021.

• Production and Distribution of Calendar

A total of 107,904 copies of calendar for year 2021 were produced and distributed. The printed calendars were delivered directly to the addresses listed below for distribution to related organizations and communities.

	Distribution	No. of Copy
1	63 provinces	6,300 copies
2	19 priority regions	10,804 copies
3	Relevant ministries and organizations	800 copies

• Development of Anti-TIP handbook

The Project developed Anti-TIP handbook (in Vietnamese/ 100 pages/ printed in color) for use by communicators and leaders of VWU in grassroots communication activities and regular regional meetings. Although the handbook is used mainly by the VWU in its nationwide activities, it is also expected to be utilized by NGOs and other related organizations.

• Sharing of communication materials

In order to make effective use of the communication materials produced by the Project, the Project shared Blue Dragon (NGO) with an animation film produced in collaboration with VWU. The animation film will be used for educational activities conducted by Blue Dragon.

• Preparation for production of visual material for communication

1) Reportage on Anti-TIP activities : A reportage on Anti-TIP activities is in the process of production, in collaboration with VWU. A draft script has been prepared and it has been reviewed by DCA and JICA experts.

2) Communication materials summarizing the results of the project : Regarding the production of a video clip to publicize the results of the project, some adjustments have been made based on the draft plan prepared by DCA. The video clip is expected to be utilized for TV broadcasting, grassroots communication activities and workshops conducted by MOLISA and related ministries.

1-3 Achievement of Output

Output 1

1-1 IAWT meetings are held quarterly:

IAWT technical meetings was held one time in April with the participation of IAWT agencies. It was planned to be held together with JCC in June, but was postponed to August due to the urgency of revision of Project

Document and due to the restriction by the government to counter measure against COVID-19. The indicator will be monitored during the whole project period.

1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP is compiled by IAWT:

The activities of Anti-TIP Hotline and major proposed recommendations by the Project were incorporated in the NPA (2021-2025) and MOLISA Implementation Plan.

1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism:

Focal Points of 4 provinces have not participated in the seminar yet, namely, Quang Tri, Quang Ngai, Kon Tum, Hau Giang province.

1-4 The referral agencies of all 63 provinces are registered in the expanded E-directory:

Contact numbers of the referral agencies have already been registered in E-directory function of the new system of hotline in 3 Regional Call Centers. In the operation of the system, the counselors update the data when they find any change of information during their work.

Output 2

2-1 Operational Guidelines for Anti-TIP Hotline for regional call centers is approved:

Operational Guidelines for Anti-TIP Hotline for regional call centers was revised and approved.

2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively:

Percentage of completed cases of Category (2) counseling was 100% in 2019, 2020 and in the 1st 6 months of 2021.

Percentage of completed cases of Category (3) referral was 71.4% (achieved) in 2019, 64.4% (not yet achieved) in 2020 and 63.1% (not yet achieved) in the 1st 6 months of 2021.

Although this target has not been achieved yet very slightly, but the Hotline made great effort considering the difficult situation of counseling and referral under immigration restrictions by COVID-19.

2-3 Bi-annual report is submitted with issues and lessons learned based on analysis:

Bi-annual report was submitted regularly and will be monitored in the whole project period.

Output 3

3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions:

19 kinds of communication activities have been implemented since the start of the Project, namely,

1) Leaflet, 2) Visit card, 3) T-shirts, 4) Pen, 5) Calendar, 6) Handy fan, 7) Standee (Standing signboard), 8) Semi-permanent board at boarder gates, 9) Banners, 10) Magazine /Labour & Society, 11) Magazine /Family & Children, 12) E-Newspaper /Dan Tri, 13) E-Newspaper /Nhan Dan, 14) MOLISA website, 15) Radio message, 16) Video clips for TV spot, 17) Animation video clip, 18) Handbook and 19) Event support for World/National Anti-TIP Day.

3-2 All provinces and cities are covered by communication activities:

By the end of 2020, all provinces and cities have been covered by communication activities. Specifically, TV

messages were broadcasted in 63 provinces nationwide and the banners were distributed to 54 provinces. Besides, various communication materials were distributed in key provinces and cities. Although the indicator has been achieved, the Project continues the communication activities to enhance public awareness of Anti-TIP Hotline.

3-3 50% people know as average of three research-sample regions:

It will be surveyed in the endline survey.

1-4 Achievement of the Project Purpose

1. Anti-TIP Hotline is reflected in policy documents (national plan, policies and regulations):

The Project has been working on intaking Anti-TIP Hotline into NPA (2021-2025) and Decree No. 09, and Anti-TIP Hotline has already been reflected in the NPA (2021-2025), NPA Annual Plan 2019 and 2020, and MOLISA Implementation Plan, as well as the latest draft of the Decree replacing Decree No. 09. The Decree replacing Decree No. 09 will be completed/approved in 2021.

2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively.

The total number of TIP related calls in three regional call centers was 2,520 in 2019 and 2,826 in 2020, increasing 306 calls in comparison to that of 2019. However, the total number of calls in three regional call centers was 1,020 calls from January to June 2021. This indicator and Indicator 3 described next are unlikely to be achieved at the end of the Project, probably caused by the decrease of number of TIP cases in 2020 with the restriction of cross-border movement under COVID-19. The Project continues the communication activities more effectively to achieve the indicator of 4,500 calls nationwide in 2021.

3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.

The number of referral calls in three regional call centers was 35 in 2019 and 59 in 2020, increasing 24 calls in comparison to that of 2019. However, the number of referral calls remained 19 from January to June 2021. This indicator is expected to be unachieved at the end of the Project, probably caused by the decrease of number of TIP cases in 2020 with the immigration limitation under COVID-19. The Project continues the communication activities more effectively to achieve the indicator of 92 calls nationwide in 2021.

1-5 Changes of Risks and Actions for Mitigation

COVID-19 and the delay of the dispatch of JICA experts are risks in the implementation of the Project.

Mitigation is to implement activities which can be managed remotely from Japan. Most of the activities have been implemented remotely from Japan with close communication with counterparts and JICA Vietnam Office.

Although the effect of communication activities can be confirmed from the result of the number of incoming calls, COVID-19 surely affects negatively because incoming calls to Hotline has increase slowly. Based on the current situation, effective communication activities need to be organized.

1-6 Progress of Actions undertaken by JICA

- JICA supported to procure additional system upgrade of the Hotline (in the works such as conclusion of the contact with the supplier and inspection of the additionally procured equipment).
- JICA supports communication activities for the Hotline.

1-7 Progress of Actions undertaken by Gov. of the Socialist Republic of Vietnam

- DCA has made good collaboration and coordination with not only the Project but also other support organizations in order to manage their tasks, including operations of Call Centers for Hotline regardless of some inconvenience in communication with JICA experts in the remote situation.
- DCA made progress of the revision of Project Document of the Government of Vietnam according to the extension of the project period.
- DCA developed a website of Hotline 111 including Anti-TIP Hotline. PR materials developed under the Project are posted on the website.

1-8 Progress of Environmental and Social Considerations (if applicable)

Due to COVID-19, the number of incoming calls to Anti-TIP Hotline and number of TIP cases (official statistics of MPS) has been decreased while potential risks of TIP have been increased or no change.

In 2020, the number of incoming calls to the Hotline (total of Child Helpline and Anti-TIP Hotline) was dramatically increased because at the first stage of COVID-19, the Hotline accepted the calls from people who were negatively influenced (i.e. lost jobs) and the incidence of child abuse was increased by COVID-19.

1-9 Progress of Considerations on Gender/Peace Building/Poverty Reduction (if applicable)

Through various communication activities such as video clips and animation film, the Project contributed to expanding the knowledge and understanding of gender issues in TIP problems to general public and government officials.

1-10 Other remarkable/considerable issues related/affect to the project (such as other JICA's projects, activities of counterparts, other donors, private sectors, NGOs etc.)

Nothing special.

2. Delay of Work Schedule and/or Problems (if any)

2-1 Detail

- (1) Activity 0-3: The endline survey was bit delayed from the original plan.
- (2) Activity 1-3: DOLISA Focal Point seminar has been bit delayed.
- (3) Activity 1-5: Revise Joint Plan has been delayed.
- (4) Activity 2-3: Training of Anti-TIP Hotline counselors has been partly delayed.

2-2 Cause

Activity (1), (2) and (4) were delayed because it took longer time than original plan to finalize the detail plan because of COVID-19 expansion with movement restriction in Vietnam in 2021 and delay of dispatch of JICA experts.

Activity (3) was delayed because the revision of Decree No. 09 took longer time than original plan, the revision of Joint Plan was delayed.

2-3 Action to be taken

The Project will implement the activities with the revised Plan of Operation based on the agreement with the extended Project Period until 18th March 2022.

Revision of the Joint Plan is nearly completed.

2-4 Roles of Responsible Persons/Organization (JICA, Gov. of the Socialist Republic of Vietnam)

Project team consisting of DCA and JICA experts

3. Modification of the Project Implementation Plan**3-1 PO**

New implementation schedule was agreed in IAWT Technical Meeting in April and will be approved in JCC scheduled in August.

3-2 Other modifications on detailed implementation plan

n/a

4. Preparation of Gov. of the Socialist Republic of Vietnam toward after completion of the Project**II. Project Monitoring Sheet I & II**

- Monitoring Sheet I (Form 3-2) (PDM) : as attached
- Monitoring Sheet II (Form 3-3) (PO) : as attached

Project Design Matrix (PDM)

Project Title: Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked
Implementing Institution: MOLISA (DCA)
Target Group: 1. Central level: Personnel in MOLISA (DSVP, DSA, DOLAB), MOPS (CO2), MND and VWL
 2. Provincial level: Personnel in DOLISA, Police, BGC and VWU
 3. Anti Trafficking in Persons (Anti-TIP) Hotline users
Project Period: November 2018 - November 2021 (3 years)
Project Sites: Regional call centers in Hanoi, An Giang province and Da Nang city, and Nationwide Vietnam

Version 6
 7-Jul-21

Narrative Summary	Objectively Verifiable Indicators	Means of Verification	Important Assumption	Achievement	Remarks
Overall Goal Appropriate referral of TIP survivors and risk individuals is promoted at the regional level	1. The number of TIP survivors and risk individuals referred to relevant agencies reach 100 in 2024. 2. 80% of reviewers rate "Good" in satisfaction level of relevant agencies which receive referrals from regional call center.	1. Referral records in regional call centers 2. Baseline and Endline survey		As of June 2021, indicators of the Overall Goal have not been achieved.	Nothing special
Project Purpose Anti-TIP Hotline operation is strengthened at the regional level	1. Anti-TIP Hotline is reflected in policy documents (national plan, policies, laws and regulations) 2. The number of TIP related calls in each regional call center reach 2,475 in Hanoi, 900 in Da Nang and 1,125 in An Giang in 2021 respectively. 3. The number of referrals from each regional call center to relevant agencies in each province and city reach 51 in Hanoi, 18 in Da Nang and 23 in An Giang in 2021 respectively.	1. Issued policy documents 2. Bi-annual report of DCA 3. Bi-annual report of DCA	The Government policy and implementation structure on Anti-TIP are not changed significantly	1. Anti-TIP Hotline has already been reflected in the NPA (2021-2025) and the latest draft of the revised Decree No. 09. The revised Decree No. 09 will be approved in 2021. (Achieved) 2. The total number of TIP related calls in three regional call centers was 2,520 in 2019, 2,826 in 2020 and 1,020 from January to June 2021. (Not yet achieved) 3. The number of referral calls in three regional call centers was 35 in 2019, 59 in 2020 and 19 from January to June 2021. (Not yet achieved)	The indicator 2 and 3 are unlikely to be achieved at the end of the Project, probably caused by the decrease of number of TIP cases in 2020 with the restriction of cross-border movement under COVID-19.
Outputs Output 1: Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels	1-1 IAWT meetings are held quarterly 1-2 Recommendation on Anti-TIP Hotline activities to be included in annual plan of the National Plan of Anti-TIP ¹ is compiled by IAWT 1-3 Focal Points from all provinces and cities attend seminars on procedure of TIP referral mechanism 1-4 The referral agencies of all 63 provinces is registered in the expanded E-directory.	1-1 IAWT meeting record 1-2 Recommendation document 1-3 Seminar record 1-4 E-directory	Inter-agency cooperation for Anti-TIP at the central and provincial levels is maintained The budget and counselors for the Anti-TIP Hotline for regional call centers are continuously allocated	1-1. IAWT technical meetings was held in April 2021 with the participation of IAWT agencies. It will be monitored during the whole project period. 1-2. Anti-TIP Hotline activities were included in the National Plan of Action of Anti-TIP (2021-2025) and MOLISA Implementation Plan. (Achieved) 1-3. DOLISA Focal Point of 59 out of 63 provinces and cities participated seminars.(Not yet achieved) 1-4. The information of referral agencies of all 63 provinces were collected and installed in newly upgraded system. (Achieved)	
Output 2: Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized	2-1 Operational Guidelines for Anti-TIP Hotline for regional call center is approved 2-2 99% of cases of the total of Category (2) counseling and (3) referral are completed and 65% cases of Category (3) referral are completed respectively. 2-3 Bi-annual report is submitted with issues and lessons learned based on analysis	2-1 Approval documents 2-2 Counselling quality assessment 2-3 Bi-annual report of DCA		2-1. The Operational Guidelines for Anti-TIP Hotline for regional call center was revised and approved. (Achieved) 2-2. Percentage of completed cases of Category (2) counseling was 100% in both 2019, 2020 and from January to June 2021. Percentage of completed cases of Category (3) referral was 71.4% (Achieved) in 2019, 64.4% (Not yet achieved) in 2020 and 63.1% (Not yet achieved) from January to June 2021. Although this target has not been achieved yet, but the Hotline made great effort considering the difficult situation of counseling and referral under immigration restrictions by COVID-19. 2-3. Bi-annual report was submitted regularly and will be	
Output 3: Public awareness of Anti-TIP Hotline is raised nationwide	3-1 20 kinds of activities for communication activities are done by MOLISA and the relevant institutions. 3-2 All provinces and cities are covered by communication activities 3-3 50% people know as average of three research-sample regions.	3-1 Distribution record of project 3-2 Communication activity record of project 3-3 Baseline and Endline surveys		3-1. 19 kinds of communication activities have been implemented since the start of the Project (Not yet achieved). 3-2. All provinces and cities were covered by communication activities. (Achieved) 3-3. The percentage of people who know Anti-TIP Hotline will be surveyed at the End-line Survey.	

Activities	Inputs		Pre-Conditions
	The Japanese Side	The Vietnamese Side	
0 Conduct baseline and endline survey	1. Japanese Experts - Chief advisor/Anti-Trafficking in Persons - Communication activity - Project coordinator/Inter-agency coordination - Other experts, if necessary 2. Training - Training in Japan and/or third countries 3. Provision of equipment Those necessary for Anti-TIP Hotline operations (Telephone, server, etc.) 4. Local expenses necessary for the implementation of the project activities	1. Counterpart Personnel - Project Director - Project Manager - Assistant Project Manager - Other personnel, if necessary 2. Counselors for the Anti-TIP Hotline 3. Focal Points in each province and city 4. Facilities and Equipment - Project office with furniture and facilities 5. Local costs Operational costs for Anti-TIP Hotline, awareness raising campaigns, etc.	
1-1 Hold Project kick-off meeting at the central level			
1-2 Hold regular meetings and workshops of IAWT on the collaboration system for the Anti-TIP Hotline			
1-3 Conduct seminar for DOLISA Focal Points on referral mechanism			
1-4 Update E-directory with referral information from relevant agencies			
1-5 Revise Joint Plan*2			
1-6 Hold experience sharing with neighboring countries			
2-1 Revise Operational Guidelines for Anti-TIP Hotline (2015)			
2-2 Procure Anti-TIP Hotline equipment and upgrade database management software in regional call centers			
2-3 Train counselors for Anti-TIP Hotline			
2-4 Assess quality of counseling service through internal and external evaluations			
2-5 Analyze counseling information and develop bi-annual report			
3-1 Develop comprehensive plan for communication activities			
3-2 Develop communication materials and products			
3-3 Implement communication activities (media, brochures, calendars etc.)			

*1 The annual plan of the National Plan of Action to Counter Human Trafficking 2016-2020

*2 Joint Plan on Operation of Anti Trafficking in Persons Hotline for the period from 2015 to 2020 was agreed among departments of MOLISA, MOPS, MND, VWU in December 2015

1. BGC: Border Guard Command
2. DCA: Dept. of Children Affairs
3. DOLAB: Dept. of Overseas Labour
4. DOLISA: Dept. of Labour, Invalids and Social Affairs
5. DSA: Dept. of Social Assistance
6. DSVP: Dept. of Social Vices Prevention
7. MND: Ministry of National Defense
8. MOLISA: Ministry of Labour, Invalids and Social Affairs
9. MOPS: Ministry of Public Security
10. VWU: Vietnam Women's Union

Output 3: Public awareness of Anti-TIP Hotline is raised nationwide																				
3-1 Develop comprehensive plan for communication activities	●	○			Plan															
	●	○			Actual															
3-1-1 Review current communication activities and materials of each relevant agency as well as current TIP hotspots, and identify effective communication methods	●	○			Plan															
	●	○			Actual															
3-1-2 Develop communication activity plan (methods, targets and schedule etc.)	●	○			Plan															
	●	○			Actual															
3-1-3 Share the communication activity plan with relevant agencies	●	○			Plan															
	●	○			Actual															
3-2 Develop communication materials and products	●	○	●	●	Plan															
	●	○	●	●	Actual															
3-2-1 Develop communication materials and products (brochures, calendars, key holders etc.)	●	○	●	●	Plan															
	●	○	●	●	Actual															
3-2-2 Review and revise current communication materials and products (brochures, calendars, key holders etc.)	●	○	●	●	Plan															
	●	○	●	●	Actual															
3-3 Implement communication activities (media, brochures, calendars etc.)	●	○	●	●	Plan															
	●	○	●	●	Actual															
3-3-1 Implement communication activities nationwide through mass media	●	○	●	●	Plan															
	●	○	●	●	Actual															
3-3-2 Distribute communication materials and products to DOLISA and relevant agencies to be utilized for their activities	●	○	●	●	Plan															
	●	○	●	●	Actual															

Monitoring Plan	Year	1st Year				2nd Year				3rd Year				4th Year		Remarks	Issue	Solution	
Monitoring		I	II	III	IV	I	II	III	IV	I	II	III	IV	I	II				
Joint Coordinating Committee	Plan	▲			▲								▲						
	Actual	▲			▲														JCC has been delayed. It will be held in August 2021.
Finalize the Plan of Operation	Plan	▲				▲							▲						
	Actual	▲	▲			▲							▲						
Approval of the Annual Plan of Operation	Plan			▲									▲						
	Actual			▲									▲						
Submission of Monitoring Sheet	Plan	▲			▲				▲										
	Actual	▲			▲				▲										
Ex-Post Monitoring	Plan																		
	Actual																		3-5 years after the project completion.

INSTITUTE OF LABOR SCIENCE AND SOCIAL AFFAIRS

Research Centre for Female Labour and Gender

REPORT ON THE ENDLINE SURVEY

**The “Project for Strengthening the Operation of a Hotline for
Counseling and Supporting Trafficking Survivors in the
Socialist Republic of Viet Nam”**

Hanoi, November 2021

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Abbreviations

BGC	Border Guard Command
DCA	Department of Child Affairs
DOLISA	Department of Labor, Invalids and Social Affairs
DPS	Department of Public Security
DSVP	Department of Social Vice Prevention
IAWT	Inter-Agency Working Team
IDI	In-depth interview
JICA	Japanese International Cooperation Agency
LISA	Labor, Invalids and Social Affairs
MND	Ministry of National Defense
MOLISA	Ministry of Labor, Invalids and Social Affairs
MPS	Ministry of Public Security
NGO	Non-governmental organization
PWU	Provincial Women's Union
RCC	Regional Call Center
TIP	Trafficking in persons
VWU	Viet Nam Women's Union

1. Introduction

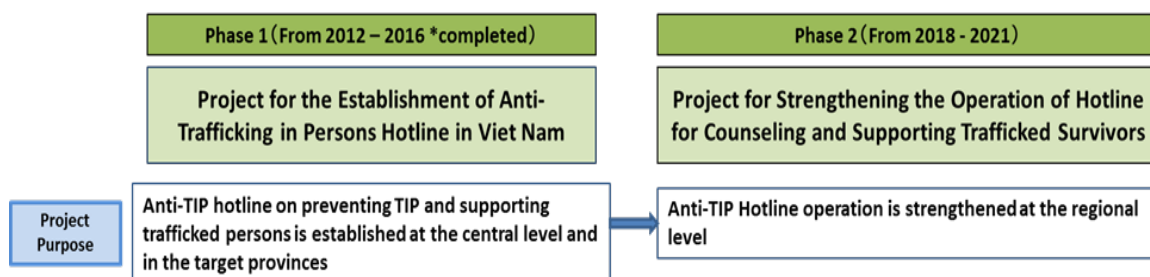
Trafficking in persons (hereinafter referred to as “TIP”) has become an increasingly serious issue in Viet Nam as a result of the widening economic gap between urban and rural areas since the introduction of a market economy and the economic development that followed, as well as the increased domestic and international movement of people.

To address this issue, JICA implemented the “Project for the Establishment of the Anti-Trafficking in Persons Hotline” (hereinafter referred to as “Phase 1”) from 2012 to 2016. This project expanded on the Child Help Hotline operating in Hanoi and set up connecting units in An Giang and Ha Giang Provinces to include a hotline service for Anti-TIP (Anti-TIP Hotline), and strengthened the operation of the hotline. From 2015 to 2020, Phase 1 involved the inter-ministerial cooperation and Joint Plan of Operation of the Anti-TIP Hotline among the Department of Child Care and Protection - Ministry of Labor, Invalids and Social Affairs (MOLISA, on behalf of the implementing institution), Department of Criminal Police - Directorate of Police against crime, the Ministry of Public Security, the Department of Drug and Crime Prevention, the High Command of Border Guard, the Ministry of National Defense, the Committee of Policy and Legislation, and Viet Nam’s Women Union.

The modus operandi of perpetrators of TIP has, however, become much more complex and difficult to identify. It is known that perpetrators of TIP have formed domestic and international networks and lure people into domestic trafficking markets and/or foreign countries through coercion, deception, and sexual violence. In China, one of the principal foreign destinations, a considerable number of trafficking victims are brought there for the purpose of sexual exploitation and forced marriage; the victims identified tend to be from ethnic minorities in the northern region. Other victims are also found in parts of the central region bordering Lao and the south near Cambodia. Therefore, there is a pressing need to further strengthen anti-TIP measures in these regions, as well as in other areas within Viet Nam where prevention and protection activities are necessary.

According to the “Trafficking in Persons Report 2021” released by the U.S. Department of State, the number of TIP victims in Viet Nam in 2020 was 121 (9 men and 112 women); 32 victims were children. These figures clearly indicate that most TIP victims are women and children.

In these circumstances, the Government of Viet Nam requested the Government of Japan for the technical cooperation project, entitled the “Project for Strengthening the Operation of a Hotline for Counseling and Supporting Trafficking Survivors” (hereinafter referred to as the “Project”), which aims to establish and strengthen the operation of a nationwide Anti-TIP Hotline and build effective collaboration among the relevant institutions in each of the three designated regions. To establish the nationwide system, the Anti-TIP Hotline, which became operational with assistance from JICA in Phase 1, introduced three Regional Call Centers, namely: the Operation Center in Hanoi (covering 28 provinces/municipalities in the northern region); the Regional Call Center in Da Nang City (covering 16 provinces/municipalities in the central region); and the Regional Call Center in An Giang (covering 19 provinces/municipalities in the southern region). The Project was implemented from November 2018 to March 2022. An Endline survey was conducted to collect the data needed to measure the Project’s achievements.



2. Objectives and scope of the Endline survey

2.1. Objectives

The Endline survey was conducted to gather the necessary data for the purpose of measuring the achievements of the Project for Strengthening the Operation of a Hotline for Counseling and Supporting Trafficking Survivors in the Socialist Republic of Viet Nam.

2.2 Scope and items of Endline survey

Target	Main survey items
<p>Relevant institutions of the Regional Call Centers (Department of Labor, Invalids and Social Affairs, Police, Border Guard, Viet Nam Women’s Union) in Hanoi, An Giang and Da Nang</p>	<ul style="list-style-type: none"> • No. of TIP cases and referral cases in their responsible areas. • Degree of satisfaction of beneficiaries when referrals are made. • Degree of satisfaction of inter-agency coordination in their province, and ideas. • Degree of satisfaction of inter-agency coordination between central and their region, and with other provinces in their responsible areas, and ideas. • Any potential shortcomings regarding anti-TIP and Call Centers seen and identified by the relevant institutions. • Any potential shortcomings regarding inter-agency coordination designated by existing Anti-TIP Law, decrees and regulations, and ideas. • Current PR activities conducted by the relevant institutions. • Trend/Change of the trend of TIP, immigration and migrant workers under and after COVID-19 since April 2020. • Change/improvement of TIP issues and TIP measures in terms of gender.
<p>Regional Call Centers (RCCs) (in Hanoi, An Giang and Da Nang)</p>	<ul style="list-style-type: none"> • Gathering data on the records of anti-TIP activities (no. of calls received, referral service, and other associated activities). • Current organization chart that the Call Centers belong to and the organization chart of the Call Centers. • Counseling knowledge and skills of the counselors (interviewing the counselors). • Challenges and constraints faced by the counselors (interviewing the counselors). • Any potential shortcoming regarding inter-agency coordination designated by existing Anti-TIP Law, decrees and regulations and ideas. • Trend/Change of the trend of TIP, immigration and migrant workers under and after COVID-19 since April 2020. • Change/improvement of TIP issues and TIP measures from a gender perspective and the contribution of the Anti-TIP Hotline to the improvement, if any.
<p>Relevant institutions (Department of Labor, Invalids and Social Affairs, Police, Border Guard, Viet Nam Women’s Union) in Cao Bang, Ha Tinh and Tay Ninh</p>	<ul style="list-style-type: none"> • No. of TIP cases in their province. • No. of referral cases which they receive from RCC and/or other organizations. • Degree of satisfaction of inter-agency coordination between central and their provinces. • Degree of satisfaction of inter-agency coordination in their province, and ideas. • Any potential shortcomings regarding anti-TIP and Call Centers seen and identified by the relevant institutions. • Any potential shortcoming regarding inter-agency coordination designated by existing Anti-TIP Law, decrees and regulations, and ideas. • Current PR activities conducted by the relevant institutions. • Trend/Change of the trend of TIP, immigration and migrant workers under and after COVID-19 since April 2020.

<p>General public (100 respondents purposefully selected from Cao Bang, Ha Tinh and Tay Ninh Province respectively)</p>	<ul style="list-style-type: none"> • Respondent attributes (family member, ownership of mobile phone, TV, and radio, etc.). • Respondents' intention /experience to work abroad /other areas. • Level of awareness of TIP issues (if the respondents knew the actual case, the detail information should be collected). • Level of awareness of the Anti-TIP Hotline and how and what they knew about the Anti-TIP Hotline. • If the respondent knows about the Anti-TIP Hotline, what is/are the source(s) of information and how often does the person receive the information/message related to the Anti-TIP Hotline? What are their usual information channels (school, local market and/or media, etc.)?
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3. Methodology

3.1 Interpretation of terms

Pursuant to the 1992 Constitution of the Socialist Republic of Viet Nam, which was amended and supplemented under Resolution No. 51/2001/QH10; The National Assembly promulgated the Law No. 66/2011/QH12 on preventing and combatting TIP in 2011.

In this Law, the terms below are construed as follows:

1. *Sexual exploitation* means forcing a person into prostitution or to be the subject of a pornographic publication or show or into sexual slavery.

2. *Sexual slavery* means forcing a person, due to his/her dependence, to satisfy the sexual demand of another person.

3. *Forced labor* means using force or threatening to use force or using other tricks to force a person to work against his/her will.

4. *Victim / Survivors* means a person who is infringed upon by an act specified in the following: (i) Trafficking in persons under Articles 150 and 151 of the Penal Code 2015 and the Law amending and supplementing some Article of the Penal Code 2017. (ii) Transferring or receiving persons for sexual exploitation, forced labor or removal of human organs or other inhuman purposes. (iii) Recruiting, transporting or harboring persons for sexual exploitation, forced labor, removal of human organs or other inhuman purposes or for committing an act specified in Clause (i) or (ii) above.

3.2. Methodology

a) Literature review

Overview of legal documents, research documents, administrative reports and analysis of secondary **data related to research in the period 2019-2021** on: (i) current status of policies, programmes, projects and action plans related to anti-TIP activities in Viet Nam and in six targeted provinces (Hanoi, Da Nang, Cao Bang, Ha Tinh, Tay Ninh and An Giang) ; (ii) current status of TIP issues, anti-TIP activities in Viet Nam and in six targeted provinces; (iii) current status of Anti-TIP Hotline in 3 RCCs;¹ (iv) level of awareness of TIP and the Anti-TIP Hotline; and proposing effective communication activities in Viet Nam and six targeted provinces.

Available *secondary data/information sources*: (i) statistical / survey data on TIP and anti-TIP activities in Viet Nam and in six targeted provinces from 2019 to 2021; (ii) administrative reports and research on TIP, anti-TIP activities and the Anti-TIP Hotline in Viet Nam and in six targeted provinces; and (iii) data and information from RCCs, relevant institutions and the Department of Labor, Invalids and Social Affairs (DOLISA) focal points.

b) Qualitative survey

Qualitative method: The qualitative survey was conducted in three provinces which have RCCs including Hanoi, An Giang, and Da Nang and three provinces which do not have RCCs including Ha Tinh, Tay Ninh and Cao Bang.

Tools used: Guideline for IDI with counselors of RCCs (*See the tool in annex 1, section 1.2 for details*); and representatives of relevant institutions (*See the tool in annex 1, section 1.1 for details*).

¹ Three RCCs, namely the Operation Center in Hanoi (covering 28 provinces/municipalities in the northern region); the RCC in Da Nang City (covering 16 provinces/municipalities in the central region); and the RCC in An Giang (covering 19 provinces/municipalities in the southern region).

Target group at central level: Interview personnel of MOLISA (Department of Social Vices Prevention (DSVP), Department of Social Assistance (DSA); Ministry of Public Security (MPS), Ministry of National Defense (MND), and Viet Nam Women's Union (VWU).

Target Group at Provincial level: Interview personnel of DOLISA (Sub-Department of Social Vices Prevention, Division of Social Assistance); Department of Public Security (DPS), BGC, and Provincial Women's Union (PWU).

Survey content: Gather information and data from RCCs, relevant institutions on counseling service quality, degree of satisfaction of beneficiaries with referring service, challenges and disadvantages, etc. based on the agreed questionnaire (*See annex 1, section 1.1 and 1.2 for details*).

Implementation: online via pay phone and two IDs in person with counselors of the RCC in Hanoi.

c) Quantitative survey

The quantitative survey was applied in six districts of three provinces which do not have RCCs. Specifically: Ky Anh and Nghi Xuan districts of Ha Tinh province; Thong Nong and Trung Khanh district of Cao Bang province; and Chau Thanh and Tan Bien districts of Tay Ninh province. However, implementing Resolution No. 864/NQ-UBTVQH14 dated January 10, 2020, of the National Assembly Standing Committee on the arrangement of the district and commune-level administrative units in Cao Bang province, the Cao Bang Provincial Party Committee has announced the decision to merge Thong Nong district into Ha Quang district; Therefore, the survey was conducted in Ha Quang and Trung Khanh districts (*See Table 1 for details*).

Interviews on people's awareness of TIP issues and the Anti-TIP Hotline (*See the tool in annex 1, section 1.3 for details*); The survey sample was 300 people (*See Table 2 for details*).

c1) Sampling procedure and sample size

The multi-stage sampling method, in combination with purposive and random selection, was used to identify survey sites and respondents.

- Selection of survey provinces/cities, survey district

According to the Terms of Reference (TOR), the survey was conducted qualitatively in six provinces/cities of the Project including: Hanoi, Da Nang, An Giang, Cao Bang, Ha Tinh and Tay Ninh. Quantitative survey in six districts of three provinces, including: Cao Bang, Ha Tinh and Tay Ninh (*See Table 1 for details*).

- Selection of communes for quantitative survey

The purposive sampling method was used to select survey communes. One commune was selected from each province. The criteria for selecting survey communes are as follows:

- (C-i) *Having many socio-economic disadvantages, including high rate of poor households, having a larger number of ethnic minority people, low educational background among local people; etc.*
- (C-ii) *Having high risk of TIP issues, including: close to national road, international airport, international border gate; or having a common international border with China, Laos, Cambodia, and Thailand; and high rate of TIP survivors;*
- (C-iii) *Having a large number of undocumented migrant workers or those married to foreigners*

To ensure comparability between the survey results of the Baseline and Endline, the research team proposed to reselect six communes in six districts of three provinces as surveyed at the beginning of the Project. However, implementing Resolution No. 864/NQ-UBTVQH14 dated January 10, 2020, of the National Assembly Standing Committee, in 2020, Vi Quang commune in Thong Nong district, Cao Bang province was merged into Can Yen commune, Ha Quang district, Cao Bang province; and Ngoc Chung commune, Trung Khanh district, Cao Bang province were merged into Kham Thanh commune, Trung Khanh district, Cao Bang province. As a result, the research team chose Can Yen commune to replace the old Vi Quang commune and Kham Thanh commune to replace the old Ngoc Chung commune. Details of the selection of survey communes are in Table 1 below.

Table 1. Selection of quantitative survey sites

#	Province	District	Commune	Introduction	Reason for selecting the commune		
					C-i	C-ii	C-iii
1	Ha Tinh	Nghi Xuan	Xuan An town	Xuan An is a town in Nghi Xuan district, to the west and north is the Lam River, with a length of nearly 7km. Xuan An town is a strong transportation point of Nghi Xuan district and Ha Tinh province. The town located on National Highway 1A borders Vinh city, Vinh international airport, and Cau Treo international border gate. Xuan An town is one of the communes with a large number of illegal/undocumented migrants to Korea, Japan, Taiwan, China, and European countries, etc. Particularly, in 2020, Korea announced the suspension of receiving guest workers from Xuan An town and other communes in Nghi Xuan district under the Employment Permit System (EPS) ² due to an overstaying worker rate of 28 per cent and higher and has 53 workers or more unlawfully living in South Korea. Apart from the Nghi Xuan district, Ha Tinh had one district that faced the same situation.		X	X
		Ky Anh	Ky Phu commune	Ky Phu is a coastal area in the northeast of Ky Anh District, bordering the East Sea to the North and East. It has a coastline of 2.5 km, about 6 km away from National Highway 1A; about 23km away from National Highway 12 that connects to Cha Lo border gate. Ky Phu is also a commune with many illegal migrants working abroad. Like Xuan An town, Ky Phu is one of the communes in Ky Anh district that was temporarily suspended from sending guest workers to Korea under the Employment Permit System (EPS) in 2020.		X	X
2	Cao Bang	Ha Quang (former <i>Thong Nong</i> district merged into)	Can Yen commune (former <i>Vi Quang</i> commune merged into)	Can Yen is a border commune located in the northwest of Ha Quang district, along the provincial Road No. 204, and borders China to the north with Na Pang and Ta Chia bridges. In 2020, the entire area and population of Vi Quang commune were merged into Can Yen commune, including five border villages. Can Yen was one of the communes selected to establish a border gate economic zone in Cao Bang province. Can Yen is one of the extremely disadvantaged communes of Cao Bang province with a large number of ethnic minorities and a high rate of poor households.	X	X	X

² <https://nld.com.vn/cong-doan/10-huyen-thi-thanh-pho-bi-cam-xuat-khau-lao-dong-sang-han-quoc-20200607215743161.htm>

#	Province	District	Commune	Introduction	Reason for selecting the commune		
					C-i	C-ii	C-iii
		Trung Khanh	Kham Thanh commune (former Ngoc Chung commune was merged into)	Kham Thanh is a mountainous border commune with over 90 per cent ethnic minorities. It is located in the northwest of Trung Khanh district, along provincial road 211, and borders China to the north. In 2020, the entire area and population of Ngoc Chung commune were merged into Kham Thanh commune. Kham Thanh commune is also a commune where many people organize illegal entry and exit for other people. ³	X	X	X
3	Tay Ninh	Chau Thanh	Ninh Dien commune	Ninh Dien is a border commune of Chau Thanh district, with Ben Cu hamlet bordering Cambodia. The commune has many Khmer ethnic people living with a high poverty rate. In particular, it shares a borderline with Cambodia, having riverways and many trails that make it easy for people to travel. Moreover, near Phuoc Tan Border Gate, a casino and cockpit operated 24 hours a day on the Cambodia side has led to TIP and cases of women lured into marrying foreign men.	X	X	X
		Tan Bien	Tan Lap commune	Tan Lap is a border commune of Tan Bien district, with a long border with Cambodia. The commune has Xa Mat border gate located in the area, in addition, the commune is near the main Chang Riec border gate and Tan Nam and Tan Phu secondary border gates. Many ethnic minorities are living in the commune with high rates of poverty.	X	X	X

c2) Selection of general public respondents in six communes

The random sampling method was used to select general public respondents. The selection procedures were as follows:

- Step 1: List all the households in a commune (List 1);
- Step 2: Randomly select 50 households from List 1 and randomly follow the pattern:

$$\text{Skip K1} = \frac{\text{Total number of households in List 1}}{50}$$

From List 1, randomly select 50 households by using Skip K1.

In order to ensure that the number of selected households in the sample was not less than 50, after selecting respondents using Step 1, in each commune, the consultant team selected an additional 10 per cent of the potential respondents to replace those who declined or could not participate in the survey (for instance, due to absence from the survey locations, elderly household, etc.).

The interviewers introduced the purpose of the survey to the interviewees clearly before conducting the interviews to ensure that the interviewees were properly informed when they answered the questions.

³ <http://caobangtv.vn/tin-tuc-n37326/cong-an-huyen-trung-khanh-bat-2-doi-tuong-ve-toi-to-chuc-cho-nguoi-khac-xuat-can-h-nhap-can-h-trai-phep.html> (accessed 3 January 2022)

Table 2. Quantitative and qualitative survey sample size

Description	Regional level			Provincial level			Total
	Hanoi	Da Nang	An Giang	Cao Bang	Ha Tinh	Tay Ninh	
A. Qualitative survey	7	7	7	5	5	5	36
<i>I. At the central level (Hanoi)</i>							
1. IDI with Personnel in MOLISA: DSVP and DSA	2						2
2. IDI with Personnel in MPS, MND-BGC and VWU.	3						3
3. IDI with Hotline counselors	2						2
<i>II. At the regional level (Da Nang and An Giang)</i>							
4. IDI with Personnel in DOLISA: Sub-Department of SVP, Division of SA		2	2				4
5. IDI with Personnel in DPS, BGC, PWU		3	3				6
6. IDI with Hotline counselors		2	2				4
<i>III. 3 provinces without RCCs (Ha Tinh, Cao Bang, Tay Ninh)</i>							
7. IDI with Personnel in DOLISA: Sub-Department of SVP, Division of SA				2	2	2	6
8. IDI with Personnel in DPS, BGC, PWU				3	3	3	9
B. Quantitative survey				100	100	100	300
9. Local people				100	100	100	300
TOTAL (A) + (B)	7	7	7	105	105	105	336

d) Conducting Endline survey

d1) Selection of local surveyors

The local surveyors directly conducted surveys using the Questionnaire for the general public (Annex 1, section 1.3).

Local surveyors selected by DOLISA, were trained to conduct field surveys. Since this is a questionnaire surveys with many detailed questions, to ensure the quality of information and progress of the survey accordingly, the selected surveyors must meet the following criteria:

- Surveyor must have graduated from elementary level or higher and have been trained in survey skills;
- Priority is given to the selection of surveyor who has participated in recent statistical surveys.
- The surveyor needs to commit to participating fully in the survey implementation time in the area (about five days in October 2021); commit to fully finishing the number of questionnaires according to the norm and ensuring the quality of the questionnaires (there must be approval and acceptance of Supervisor).

Each province selected two local surveyors. Each of them worked for **five days** at a rate of 10 questionnaires/ day.

d2) Professional training in survey

The supervisor of ILSSA organized a one-day training for selected local surveyors, of which half a day of instruction on the general public questionnaires and half a day of practicing and answering questions from local surveyors. In addition, the supervisor also guided the local surveyors to make a list and select a sample. Online training was conducted using Google Meet software.

d3) Surveying and gathering information in survey sites

Step 1. Make a list of target subjects

The supervisor was responsible for providing detailed instructions and selecting target subjects over the phone.

Local surveyors coordinated with officials of villages, hamlets, and residential groups to review and

update the list of households in the commune.

Step 2. Conduct the survey

The local surveyors conducted direct interviews with the subjects and filled out questionnaires according to the list prepared. The surveyors must have ensured that the survey followed the norm and the overall survey progress.

The survey was carried out under the direction, inspection, and supervision of the supervisor over the phone.

Step 3. Acceptance of questionnaires

Within five days of conducting the field survey, the local surveyors completed the survey of the general public in two communes and sent all the surveyed questionnaires to the supervisor; The supervisor checked the number of questionnaires and information filled in the form to see whether there were any logical errors or not. The supervisor reported all errors (if any) so that the surveyors could add/correct.

e) Data processing and analysis

- Data entry: the data entry programme was designed based on the software Census and Survey Processing System (CSPro 7.4). CSPro enables the design of data entry frameworks in the form of a normal questionnaire. In addition, CSPro enables users to identify all illogical responses recorded in the filled questionnaires, creating skips for users to enter the data conveniently and quickly.

- Data processing and analysis: Quantitative data was processed by the software STATA 15.0 which has functions such as high data processing speed and flexible processing capacity. As a result, users can manage the data well and analyze the processed data accurately.

- Cleaning, processing and analysis of qualitative information (collected from IDIs). Minutes/records of IDIs were gathered, read and cleaned to select the information needed for writing the survey report. The qualitative information was documented by themes in Word or Excel.

f) Questionnaires

Questionnaire for general public (Annex 1, section 1.3)

Each interview was conducted in 45-60 minutes. The survey content included the following information: General information about survey participants (gender, age, marital status, education level, employment status etc.); Intention/experience on labor in other provinces or work abroad; Level of understanding about human trafficking; Awareness of Anti-TIP Hotline; Level of awareness on TIP issues and effective communication recommendations.

Guideline for in-depth interviews with the Anti-TIP Hotline's counselors (Annex 1, section 1.2)

Each interview was conducted in 60 - 90 minutes. The in-depth interview guide included (but was not limited to) the following information: Collecting data on the operation of the Anti-TIP Hotline (number of incoming calls, referral services and other related activities); The current organizational structure of the centers' management unit and the centers' organizational structure; Knowledge and counseling skills of counselors; challenges and difficulties that counselors faced; Any difficulties and shortcomings related to inter-agency coordination due to current laws such as the Law on Anti Human Trafficking, Decrees and other legal documents and opinions; Trends/changes in human trafficking and immigration trends during and after the appearance of COVID-19 since April 2020; and change/improvement in anti-TIP issues and gender-based measures.

Guideline for in-depth interviews with relevant agencies (Annex 1, section 1.1)

Each interview was conducted in 60 - 90 minutes. The in-depth interview guide included (but was not limited to) the following information: Number of TIP cases in the province/city; Number of referrals received from the RCCs and/or other agencies and organizations; Level of satisfaction with inter-agency coordination between central and provincial/city levels; Level of satisfaction with inter-agency coordination in the province/city; Any potential difficulties or shortcomings related to anti-TIP and RCCs; Difficulties and shortcomings related to inter-agency coordination in accordance with current laws such as the Law on Anti-Human Trafficking, Decrees and other legal documents and opinions; Communication activities carried out by relevant agencies; Trends/changes in human trafficking and immigration trends in the past and after COVID-19 appeared since April 2020. In addition, for three provinces/cities where call centers are located including Hanoi, Da Nang, and An Giang, more information was collected on: Number of human trafficking

cases and referrals in the area; Satisfaction level of beneficiaries after being referred; Change/improvement in anti-TIP issues and gender-based measures, and the contribution of the Anti-TIP Hotline to improvement (if any).

3.3 Research Ethics

The survey followed the principle of “Survivor-Centered Approach” with four key elements: Safety – Confidentiality – Respect – Nondiscrimination.

The survey applied World Health Organization (WHO) ethical and safety recommendations for researching, documenting, and monitoring sexual violence in emergencies including:

- (i) The benefits to respondents or communities of documenting sexual violence must be greater than the risks to respondents and communities;
- (ii) Collecting and storing data must be done in a way that minimizes risks for respondent;
- (ii) Information gathering and documentation must be done in a manner that presents the least risk to respondents, is methodologically sound, and builds on current experience and good practice;
- (iii) Basic care and support to victims/survivors must be available locally before commencing any activity that may involve individuals disclosing information about their experiences of sexual violence;
- (iv) The safety and security of all those involved in information gathering about sexual violence is of paramount concern and in emergency settings should be continuously monitored;
- (v) Anyone providing information about sexual violence must give informed consent before participating in the data gathering activity;
- (vii) All members of a data gathering team must be carefully selected and receive relevant and sufficient specialized training and ongoing support;
- (viii) Additional safeguards must be put into place if children (those under 18 years) are to be the subject of information gathering.

3.4 Challenges

Firstly, due to time and budget constraints, the survey was only carried out in a limited scope, so it may not fully reflect the actual situation of the surveyed province as well as the whole country;

Secondly, at the time of conducting the Endline survey, the COVID-19 pandemic was affecting the whole country, especially in the survey areas such as Hanoi, Ha Tinh, Da Nang, An Giang and Tay Ninh. Due to regulations on social distancing and movement restrictions, the survey implementation process encountered many difficulties and obstacles. The research team had to change the part of qualitative survey (in-depth interviews) from face-to-face interviews to online format; while for public questionnaires, local enumerators were recruited.

Thirdly, as requested by the consultants, local enumerators committed to finishing public questionnaires within five working days. However, due to COVID-19 complications, especially the lockdown in Tan Lap commune (Tay Ninh), the progress of the survey was delayed by 15 days.

4. Service provision status of Regional Call Centers

Since 2018, according to the provisions of the Law on Children (2016) and Decree 56/2017/ND-CP⁴, the National Child Helpline has added more functions to become the Anti-TIP Hotline, sharing the same number, 111. The Anti-TIP Hotline includes one Operation Center located in Hanoi (under the Department of Child Affairs) and two RCCs. In October 2018, the establishment of the two RCCs was completed, including Da Nang RCC (receiving calls from 16 central provinces and the Central Highlands) and An Giang RCC (receiving calls from 19 southern provinces).

Officers and counselors of the Anti-TIP Hotline

In 2021, the Hanoi Operation Center has one leader in charge, one anti-TIP team leader and 13 counselors (hereinafter referred to as the Hotline’s personnel) of which 92.3 per cent are female, between 25 and 40 years old. One-hundred per cent of the counselors have graduated from university or higher level; 100 per cent have participated in training courses on anti-TIP and the Anti-TIP Hotline professional training to provide counseling and support for TIP victims.

Da Nang RCC has one leader (shift leader) and five counselors (two males and three females) aged 25-40 years old. One-hundred per cent of counselors have graduated from university or higher level and have participated in training courses on anti-TIP and the Anti-TIP Hotline professional training to provide

⁴ Decree No. 56/2017/ND-CP dated May 9, 2017 detailing some articles of the Law on Children.

counseling and support for TIP victims.

An Giang RCC has one shift leader and four counselors (one male and three females) aged 25-40 years old. One-hundred per cent of counselors graduated from university and higher level in law and psychology; 100 per cent have participated in training courses on anti-TIP and the Anti-TIP Hotline and professional training to provide counseling and support for TIP victims.

Operating time

The Hanoi Operation Center operates 24 hours a day, seven days a week. There are three working shifts per day (eight working hours for each shift). Each shift has one shift leader and four counselors.

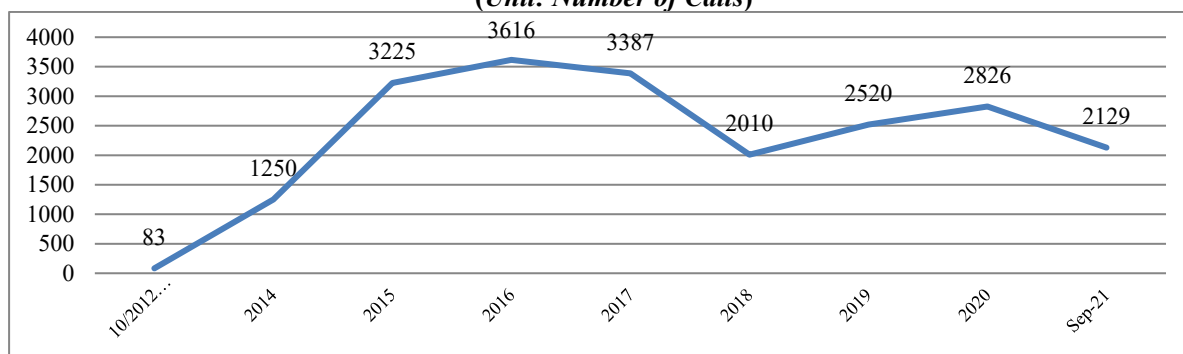
An Giang and Da Nang RCCs arrange two working shifts daily, from 7 a.m. to 7 p.m. (12 hours/day); Each shift has one shift leader and two counselors. During the time when the An Giang and Da Nang RCCs are closed (from 7 pm to 7 am the next morning), incoming calls are automatically transferred to Hanoi Operation Center.

4.1. Operation results of the Anti-TIP Hotline in Viet Nam in the phase 2019⁵-2021

The Anti-TIP Hotline for counseling and supporting trafficking victims (hereinafter referred as to the Anti-TIP Hotline) includes the Hanoi Operation Center and two RCCs (Da Nang and An Giang). The functions and duties of the Anti-TIP Hotline are providing counseling and support services for TIP survivors in Viet Nam, including (i) providing information, (ii) counseling and (iii) intervening, making referral (to relevant agencies).

According to a report of the Department of Child Affairs (MOLISA), from the time the Anti-TIP Hotline started operation until the end of September 2021, the Anti-TIP Hotline received 21,046 calls; 7,475 of which were in the period from January 2019 to September 2021. The chart below shows that the number of calls per year to the Anti-TIP Hotline in the period from January 2019 to September 2021 tends to decrease in comparison with the period from January 2015 to December 2018.

Chart 1: Number of incoming calls to the Anti-TIP Hotline in the period from 10/2012 to 9/2021
(Unit: Number of Calls)

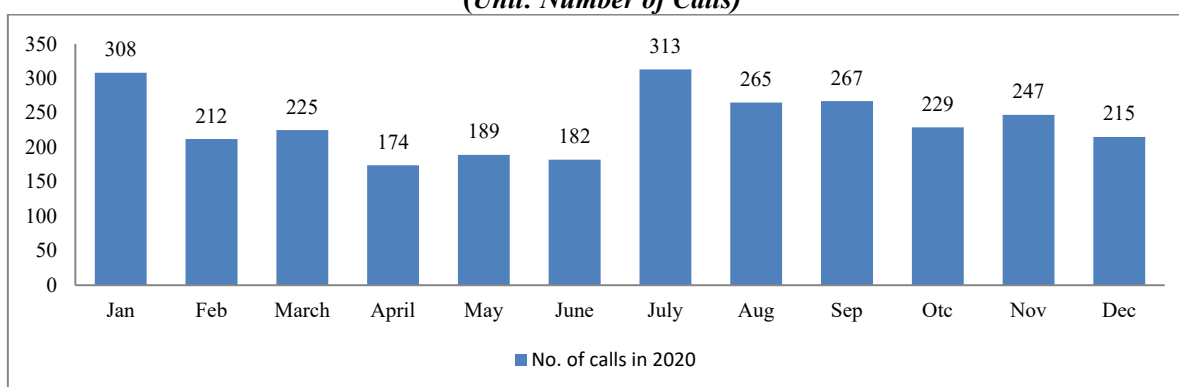


Source: Report of the Department of Child Affairs, MOLISA

In 2020, the Anti-TIP Hotline received 2,826 calls, an increase of 306 calls compared to the same period in 2019 (increase 12.1 per cent). In which, the highest number of calls was in July (313 calls), nearly double that of the month with the lowest number of calls in April (174 calls).

⁵ The Project was implemented from November 2018 to March 2022. However, most of the actual inputs and activities were started from January 2019. Therefore, the results of the Endline Survey compare the data from January 2015 to December 2018 and from January 2019 to September 2021.

Chart 2: Number of incoming calls to the Anti-TIP Hotline in 2020 by month
(Unit: Number of Calls)



Source: Report of the Department of Child Affairs, MOLISA.

Besides receiving information via telephone, the Anti-TIP Hotline also uses other sources to receive information via App, Fan page, email, Zalo, etc. to help people reach the Anti-TIP Hotline easier.

The results of in-depth interviews with relevant agencies show that the number of calls to the Anti-TIP Hotline in particular, and the situation of human trafficking in general in Viet Nam, decreased in the period from January 2019 to September 2021. On the one hand, it is result of the implementation of anti-TIP activities in the area, and on the other hand, a result of the effects of measures to prevent and control the COVID-19 pandemic during this period. In order to prevent the spread of the COVID-19 pandemic, the Government of Viet Nam and many countries around the world applied social distancing measures to limit the movement of people and strictly control entry and exit of people in border areas, even closing the border completely during some periods. In this context, TIP activities faced more obstacles; especially TIP through tourism or employment.

...in general, from January 1, 2019 to September 30, 2021, the number of incoming calls to the Anti-TIP Hotline has decreased compared to previous periods... the number of TIP cases and calls related to TIP in some "hotspot" areas has decreased, too...

... however, TIP is still happening,...people still call the Anti-TIP Hotline to report and provide information related TIP.

....I estimate that in 2019, 2020 and the first nine months of 2021, I received 10 calls related to TIP on average to the Anti-TIP Hotline (my phone), this number has decreased compared to the previous year...

In-depth interview, male counselor.

Type of callers to the Anti-TIP Hotline

In the period from 2019 to June 2021, the callers to the Anti-TIP Hotline are general public (74.7 per cent); relatives and friends of trafficked victims (18.1 per cent); victims of human trafficking (1.5 per cent); and local officials. Press agencies called the Anti-TIP Hotline to exchange information on anti-TIP (6.1 per cent).

..., Callers of the Anti-TIP Hotline are mainly, but not exclusively. relatives of victims. They usually report to the Anti-TIP Hotline through Zalo, Facebook ...

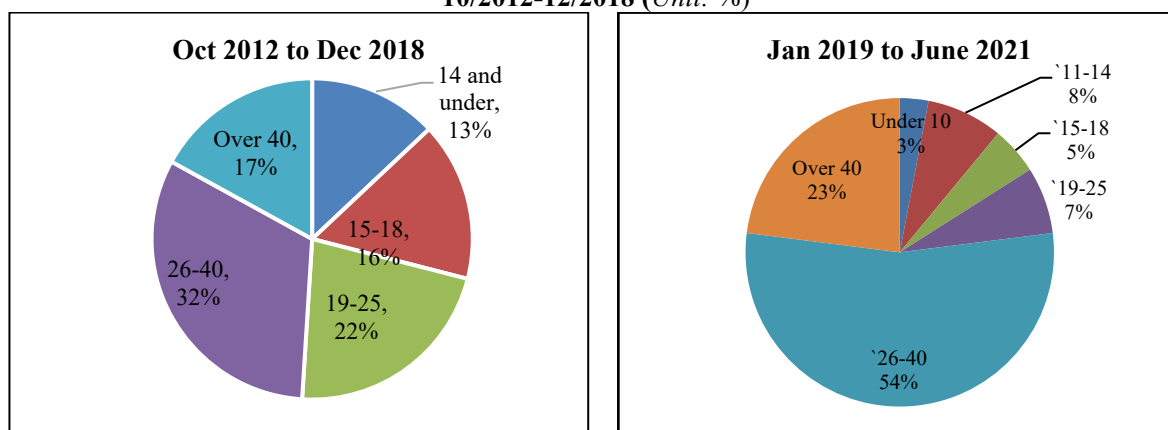
In-depth interview, male counselor.

Ages of callers to the Anti-TIP Hotline

In the period from 1/2019 to 6/2021, 54 per cent of callers to the Anti-TIP Hotline were 26-40 years old, 22.5 per cent were over 40 years old, and 10.7 per cent were children under the age of 14.

The comparison between the two periods mentioned above shows that the proportion of young people (age 25 and under) calling the Anti-TIP Hotline has decreased from 54 per cent (Oct. 2012- Dec. 2018) to 23 per cent (Jan. 2019 to June 2021), while the proportion of people aged 26-40 increased from 32 per cent (Oct. 2012- Dec.2018) to 54 per cent (from Jan. 2019- June 2021) and the group over 40 increased from 17 per cent (Oct.2012- Dec. 2018) to 22.5 per cent (from Jan. 2019 to June 2021).

Chart 3: Ages of callers to the Anti-TIP Hotline in two periods: From 01/2019 – 6/2021 and 10/2012-12/2018 (Unit: %)



Source: Report of the Department of Child Affairs, MOLISA.

Gender of callers to the Anti-TIP Hotline

In the period from 1/2019-6/2021, the proportion of men calling to the Anti-TIP Hotline accounted for 61.1 per cent, 1.5 times higher than that of women, which accounted for 38.9 per cent. This rate is similar to the previous period, about 60 per cent male and 40 per cent female (10/2012-12/2018).

Languages of callers to the Anti-TIP Hotline

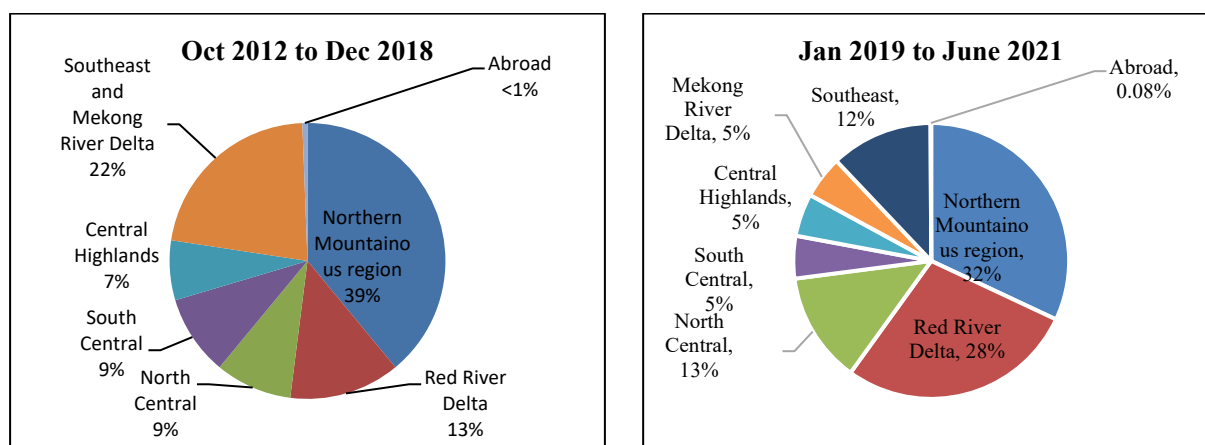
Most of incoming calls are in Vietnamese. Through in-depth interviews with counselors, it was found that there were a very small number of calls in ethnic minority languages (about 5 per cent) and less than 1 per cent in foreign languages, which was the same as the previous period.

Geographical area

In the period from 1/2019-6/2021, callers to the Anti-TIP Hotline from the "Northern Mountains" area accounted for the highest rate, accounting for 31.5 per cent; followed by the "Red River Delta" accounting for 28.0 per cent; the "North Central" ranked third with 12.7 per cent; and the "Southeast" area accounts for 12.2 per cent. The "Mekong Delta", "South Central" and "Central Highlands" have fewer callers to the Anti-TIP Hotline, about 5 per cent of total incoming calls. Calls from abroad accounted for 0.08 per cent, mainly from Malaysia, China, Laos.

The comparison between the two periods shows that the proportion of calls from the "Red River Delta" region more than doubled from 13 per cent (10/2012-12/2018) to 28 per cent (1/2019- 6/2021); on the other hand, the proportion of calls from "Northern Mountains", although accounting for the highest level, decreased from 39 per cent (10/2012-12/2018) to 32 per cent (1/2019-6/2021).

Chart 4: Number of incoming calls to the Anti-TIP Hotline in the period from 10/2012 to 6/2021 by region (Unit: %)



Source: Report of the Department of Child Affairs, MOLISA

Content of calls to the Anti-TIP Hotline

From January 2019 to September 2021, the Anti-TIP Hotline received 7,475 calls, including 6,444 calls for information (accounting for 86.2 per cent), 912 calls for psychological counseling, policy and victim support services (accounting for 12.2 per cent); and 119 referrals to rescue and assist victims (1.6 per cent).

A comparison between the two periods shows that the proportion of calls to provide information increased from 71.4 per cent (from 10/2012 to 12/2018) to 86.2 per cent (from 1/2019 to 9/2021). While the proportion of calls about policy advice, psychology, policy and victim support services decreased, from 26.4 per cent (from 10/2012 to 12/2018) to 12.2 per cent (from 1/2019-9/2021). The proportion of calls to rescue and support victims also decreased from 2.23 per cent (from 10/2012 to 12/2018) to 1.6 per cent (from 1/2019 to 9/2021).

Table 3. Number of incoming calls to the Anti-TIP Hotline in the period from 1/2019 to 9/2021

	The period from 10/2012-12/2018		2019		2020		The first 9 months of 2021		The period from 1/2019-9/2021	
	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)
Number of calls	13,571	100.0	2,520	100.0	2,826	100.0	2,129	100.0	7,475	100.0
<i>Content of incoming calls:</i>										
- Providing information	9,686	71.4	2,226	88.3	2,388	84.5	1,830	86.0	6,444	86.2
- Providing counseling on psychology, supporting policies and services for TIP victims	3,583	26.4	259	10.3	379	13.4	274	12.9	912	12.2
- making referral for rescuing and supporting for TIP victims	302	2.2	35	1.4	59	2.1	25	1.2	119	1.6

Source: Report of the Department of Child Affairs, MOLISA.

Incoming calls for “Provision of information”

In the period from 1/2019-6/2021, out of 5,468 calls to the Anti-TIP Hotline for “Provision of Information”, 94.2 per cent of the calls asked for information about the " Anti-TIP Hotline"; 4.8 per cent asked for provision of information and knowledge about “TIP”; a very small percentage was for provision of information about employment, domestic migration, working abroad under contract, etc.

Table 4. Incoming calls to the Anti-TIP Hotline for “Providing information” from 1/2019-6/2021

	From 10/2012-12/2018		From 1/2019-6/2021	
	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)
Number of incoming calls for “Providing Information”	9,686	100.0	5,468	100.0
<i>Content of incoming calls:</i>				
- The Anti-TIP Hotline	8,479	87.5	5,152	94.2
- TIP	971	10.0	260	4.8
- Others (migration, employment, working abroad under contract)	236	2.5	56	1.0

Source: Report of the Department of Child Affairs, MOLISA

The comparison between the two periods shows that the proportion of calls to receive information

about the "Anti-TIP Hotline" has increased, from 87.5 per cent (from 10/2012 to 12/2018) to 94.2 per cent (from 1/2019-9/2021), however, the proportion of calls about "Human Trafficking" decreased from 10 per cent (from 10/2012-12/2018) to 4.5 per cent (from 1/2019-6/2021).

Incoming calls to the Anti-TIP Hotline for Counseling

During the period from 1/2019 to 6/2021, out of 785 calls to the Anti-TIP Hotline for “Counseling”, 53 per cent asked for “Counseling on human trafficking”, 30.4 per cent asked for counseling on “Searching for victims and missing persons”; 4.2 per cent asked for “Legal Assistance”, and 3.1 per cent asked for advice on “Financial support and employment”.

Table 5: Incoming calls to the Anti-TIP Hotline for “Counseling” from 1/2019-6/2021

	From 10/2012-12/2018		From 1/2019-6/2021	
	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)
Number of incoming calls for “Counseling”	3583	100.00	785	100.00
<i>Content of incoming calls:</i>				
- Counseling on TIP	1688	47.1	416	53.0
- Searching for victims, missing	791	22.1	239	30.4
- Financial support and employment	643	17.9	24	3.1
- Legal support	249	7.0	33	4.2
- Psychological counseling	18	0.5	21	2.7
- Medical support	1	0.03	5	0.6
- Others	193	5.5	47	6.0

Source: Report of the Department of Child Affairs, MOLISA.

The comparison between the two periods shows that the proportion of calls for "Counseling on human trafficking" has increased slightly, from 47.1 per cent (from 10/2012 to 12/2018) to 53 per cent (from 1/2019 to 6/2021; the proportion of calls for "Counseling on finding victims and missing persons" increased from 22.1 per cent (from 10/2012 to 12/2018) to 30.4 per cent (from 1/2019 to 6/2021). The proportion of "Psychological Counseling" calls increased from 0.50 per cent (from 10/2012 to 12/2018) to 2.7 per cent (from 1/ 2019 to 6/2021). On the other hand, the proportion of calls for advice on “Financial support and employment” decreased from 17.9 per cent to 3.1 per cent, or in need of “Legal Assistance” decreased from 7 per cent (from 10/2012 to 12/2018) to 4.2 per cent (from 1/2019 to 6/2021).

Incoming to the Anti-TIP Hotline for intervention, connection (making referral)

In the period from 1/2019-6/2021, out of 113 cases requiring intervention and connection (making referral), 53.1 per cent were cases for "Rescuing victims"; 26.5 per cent for “Support for TIP survivors”, and 20.4 per cent of cases for “Notify and search for kidnapped and missing persons”.

Table 6: Incoming calls to the Anti-TIP Hotline for intervention, connection (Referral) from 1/2019 to 6/2021

	From 10/2012-12/2018		From 1/2019-6/2021	
	Number (of calls)	Percentage (%)	Number (of calls)	Percentage (%)
Number of incoming calls for “Referral”	302	100.0	113	100.0
<i>Content of incoming calls:</i>				
- Rescuing	96	31.8	60	53.1
- Supporting TIP survivors	61	20.2	30	26.5
- Notifying and searching for kidnapped and missing persons	78	25.8	23	20.4
- Others	67	22.2	0	0

Source: Report of the Department of Child Affairs, MOLISA.

In the first 6 months of 2021 alone, the number of calls to "intervention, connection" (referral) was 19

cases with 28 victims, of which four victims were male (accounting for 14.3 per cent), 24 victims were female (accounting for 85.7 per cent); 26 victims were Kinh people (92.9 per cent), two victims were ethnic minorities (Thai and Mong) (accounting for 7.1 per cent). There were 21 domestic victims (accounting for 75 per cent), seven victims of trafficking abroad (accounting for 25 per cent), of which six cases were trafficked to China, one case to Singapore. Contents of referral cases: there were nine cases related to rescuing victims; 10 cases for legal, psychological and educational support for people at risk of becoming victims of trafficking. Types of human trafficking: there were five cases of illegal marriage; five cases of sexual exploitation; five cases of labor exploitation; one suspected of being kidnapped; and three unidentified cases. Support results: There were three cases of victims being safely rescued, five cases of people at risk of becoming trafficking victims receiving psychological and legal support; four confirmed cases were not victims of human trafficking, seven cases were under review.

The comparison between the two periods shows that, for “referral”, the proportion of calls for "victim rescue" increased from 31.8 per cent (from 10/2012 to 12/2018) to 53.1 per cent (from 1/2019 to 6/2021).

Referral to relevant agencies

In the period from 1/2019 to 6/2021, out of a total of 113 referral cases, 56 cases were transferred to the Labor, Invalids and Social Affairs sector, accounting for 49.6 per cent; the number of cases referred to police at all levels was 40 cases, accounting for 35.4 per cent; referrals to NGOs (most of which are referred to Blue Dragon and Hagar) were 40 cases, accounting for 35.4 per cent; five cases were referred to the Border Guard, accounting for 4.4 per cent; one case of referral to the Viet Nam Women's Union, accounting for 0.9 per cent.

The comparison between the two periods shows that the proportion of referrals to NGOs has increased, from about 15.8 per cent (from October 2012 to December 2018) to 35.4 per cent (from January 2019 to June 2021). Notably, in the period from January 2019 to June 2021, only one case (0.9 per cent) was referred to the Viet Nam Women's Union, a decrease in both quantity and rate compared to the period from October 2012 December 2018 (seven cases, accounting for 2.32 per cent).

Box 1: Typical referral case

Mr. S. called the Anti-TIP Hotline saying that his friend, whose name is D.N.H, born in 1994, permanently residing in Nghi Xuan district, Ha Tinh province applied for a job at a company in Ho Chi Minh City with two other men to be porters in a confectionery company but they were tricked and sold to a fishing boat in Kien Giang, number KG94384. They were forced to work without wages, beaten and their identification papers were confiscated. H. had been working for five days. S. provided H's phone number, location and a message showing that he was beaten on the fishing boat. The Anti-TIP Hotline connected with the Border Guard Command, the Border Guard Command of Kien Giang province proposed to verify and rescue the victims. After being taken to the Provincial Border Guard Headquarter, the three workers confirmed they worked on the fishing boat voluntarily and they had signed a 3-month working contract. None of them were beaten, forced to work or had their identification papers confiscated. They said they would like to return to Ho Chi Minh City to work and would not accuse the ship owner or the broker. The Border Guard Command of Kien Giang province cooperated with the People's Procuracy of Kien Giang province to investigate and verify the incident without criminal elements. Pursuant to the provisions of the criminal procedure law, the Border Guard Command of Kien Giang province issued a decision not to prosecute the criminal case. The three workers returned to Ho Chi Minh City safely.

Source: Report of the Department of Child Affairs, MOLISA

Storing and managing information of TIP calls

Advantages

Under regulation of the Anti-TIP Hotline, all information of calls related to TIP (cases/incidents) must be stored fully and systematically, from the receipt of the first call until the case is handled and closed.

In 2020, the Anti-TIP Hotline completed the installation of equipment and upgraded the technical system for the Anti-TIP Hotline for the Hanoi Operation Center and the RCCs in Da Nang and An Giang.

The new "TIP call management software" was put into use in 2019 for all three centers. Database management of TIP cases is divided into three groups: (i) Providing case information; (ii) Counseling cases; and (iii) Cases for referral (TIP cases that need support and intervention).

While operating, the software has been regularly updated, modified and supplemented to meet the requirements of the Anti-TIP Hotline, to help counselors in entering information, storing and extracting data about TIP cases for case management and reporting as required.

Disadvantages

The results of interviews with counselors in Hanoi, Da Nang and An Giang show that the new TIP call management software still has technical problems and requires technical support.

The information storing system for incoming calls is currently shared between the Child Helpline and the Anti-TIP Hotline. Therefore, at the end of each working shift, counselors have to manually save TIP cases into the TIP case management system. However, this step is frequently not carried out.

An Giang Regional Call Center is in charge of the Southeast, the Southwest and all three provinces of the South Central region (including Lam Dong, Ninh Thuan and Binh Thuan), but due to an error in the data integration system, the calls from some other provinces are also integrated into the An Giang Regional call center's system...

... There are still some problems, technical errors while using the new TIP call management software, etc. In case of any problems, we call the technicians, they are very enthusiastic and fix errors quickly...

4.2. E-directory

Advantages

In the process of implementing referral services, the counselors often use an “E-directory” to connect relevant agencies and organizations. One hundred per cent of respondents highly appreciated the “E-directory” and considered it to be an important tool to implement timely and effective referral activities. From January 1, 2019 to September 2021, upgrading and updating the E-directory was completed with the support of the JICA Project. Information and contact details of agency officials and organizations at central and local levels (province, district, commune, and village) of those assigned tasks related to anti-TIP activities in general, and referral from the Anti-TIP Hotline in particular, were gathered.

The results of interviews with counselors showed that 100 per cent of the comments about the upgrade of the E-directory were positive; counselors highly appreciated the quality of information. The quality of the E-Directory has been significantly improved compared to the previous period. The E-directory supports the management and updating of information quickly, accurately, and is synchronized throughout the Anti-TIP Hotline system. The counselors at the Hanoi Operation Center and RCCs in Da Nang and An Giang, and the focal points in the provinces/cities regularly review and update information about relevant agencies (referral agencies).

Limitations

The results of IDIs with counselors showed that there is still difficulty and delay in updating information in the Anti-TIP Hotline's directory. In many cases, when there is an incident and it is necessary to contact the local staff, they learn that the information has changed. Reasons: (i) Frequent change of focal points and officers in charge of TIP in agencies and organizations; (ii) There is no strict regulation of the Anti-TIP Hotline on notification of personnel changes; (iii) There are no strict regulations to ensure that the counselors review and update information in the E-directory in their area of responsibility. In addition, the Anti-TIP Hotline has not yet allocated the necessary resources to updating the E-directory.

4.3 Operational Guidelines

Advantages

- From January 2019 to December 2021, with the technical support of the Project, the Department of Child Affairs (DCA) completed the system of Operational Guidelines of the Anti-TIP Hotline (hereinafter referred to as the Operational Guidelines) to support the management, administration, and implementation of the Anti-TIP Hotline's activities. The Operational Guidelines: (i) provide the most basic and essential knowledge and skills for leaders and counselors such as functions, tasks, organizational structure, legal documents; (ii) provide instructions on processes and procedures in managing activities and professional activities on anti-TIP; instructions on procedure of receiving and referring cases and procedures to support victims of trafficking; (iii) can be used as training material to enhance knowledge and skills for counselors, especially new counselors.

The improved contents in the new Operational Guidelines include: (i) systematic update of legal documents on anti-TIP; (ii) complete question system to suit the current context of anti-TIP work and the operational model of the National Child Helpline 111; (iii) complete procedure of receiving TIP calls, procedures for referring cases from the Anti-TIP Hotline, procedures for focal points' operation when receiving referrals from the Anti-TIP Hotline; (iv) typical anti-TIP cases in reality; (v) necessary knowledge and skills for counselors of the Anti-TIP Hotline.

Several supporting documents for the Anti-TIP Hotline have been developed. They are Handbooks on

policies, laws and addresses of services supporting victims to reintegrate into the community, a manual on referral and supporting victim’s reintegration, leaflets on victims’ rights and victim support services, etc.

In the past two years, the system of documents guiding the operation of the Anti-TIP Hotline has been carefully developed and perfected. Thanks to that, it has been much more convenient for the counselors to implement the processes and professional activities of the Anti-TIP Hotline,... we have used the documents in our daily work, they help us to handle the work more confidently,...

... for the focal points at central and local referral agencies and organizations, Operational Guidelines are extremely important as we often have to undertake many different professional activities. It is difficult for us to remember all the detailed regulations, specific processes and activities, etc.,...

... when dealing with TIP cases in practice, there are inevitably difficult situations that exceed our understanding and knowledge,.... In that case, we refer to the manuals to get more information, knowledge or suggestions about the handling process or the way to solve the case, etc.,...

... JICA's support is really useful for the professional work of the Call Center and the Anti-TIP Hotline, etc.,...

IDI with male counselor.

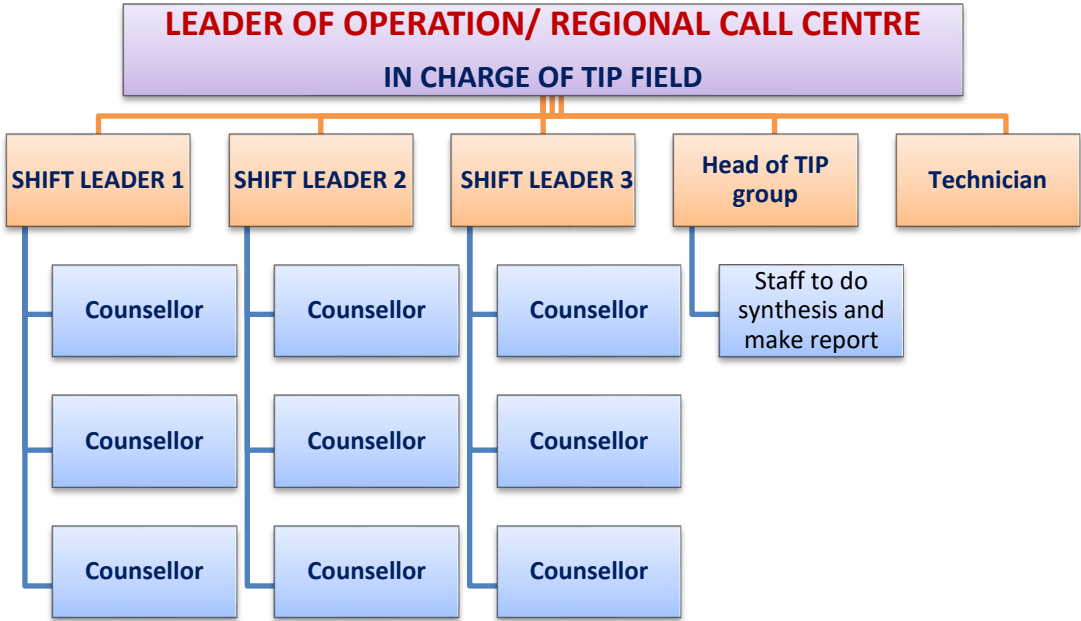
Limitations

The results of IDIs with counselors show that the guidance documents still need to be supplemented and perfected to support the operation of the Call Centers and relevant agencies. The process of handling TIP cases is now divided into two categories, including: (i) the Handling process for TIP victims who are children, and (ii) the Handling process for TIP victims who are adults. Currently, the process of handling TIP cases of child victims is quite clear, in compliance with the provisions of Decree No. 56/2017/ND-CP. However, the process of handling TIP cases for adults, due to diverse support requirements and involving many agencies and organizations, requires a more complex and flexible handling process. The current guidance documents do not cover real-life situations, causing undeniable difficulties for counselors in the process of handling TIP cases, especially those who lack practical experience.

4.4 Organization and personnel

The organizational structure of the Operation Center in Hanoi and two RCCs in Da Nang and An Giang has been set up and operates in accordance with the provisions of the Law on Children and Decree No.56/2017/NĐ-CP.

The organizational structure of the Operation Center in Hanoi and the two RCCs in Da Nang and An Giang are as follows:



The organization of the Hanoi Operation Center and Da Nang and An Giang RCCs includes:

- Leader of the Call Center in charge of anti-trafficking in persons: one person to be responsible for general management (of the organization, personnel, administration and technical issues) and managing professional activities in the field of anti-TIP.
- Head of Anti-TIP team: one person to be responsible for advising and supporting the Call Center leader on professional activities in the field of anti-TIP.
- Shift leader: A Shift leader is assigned to take overall responsibility during a shift. The Shift leader is responsible for supervising, guiding and providing professional advice to the counselors; evaluating and making decisions on referrals to relevant agencies/ organizations/ individuals; synthesizing and reporting the results of the work shift (shift book); recording attendance for the counselors in the shift. The leader of the Call Center assigns the Shift leader according to the alternate regime.
- Counselors: There are usually from two to five counselors working in a shift. The counselors are under the direct management of the Shift leader and the Head of anti-TIP team and directly receive and handle calls about TIP.
- Staff to synthesize reports: one person to be responsible for assisting the Call Center leaders to synthesize information and data on TIP calls (quantity, classification, handling, referral, results, difficulties, recommendations); prepare “Quick Reports” on emergency referrals and “Monthly Reports” of the RCCs.
- Technician: Each Call Center will have one technician to support anti-TIP call management software and hardware.
- Counselors are responsible for taking part in communication and educational activities in the community on child protection and anti-TIP. Counselors can participate in field trips and go directly to the areas that have TIP survivors to assist on cases with relevant agencies.

Personnel of RCCs

The personnel of the RCCs have basically remained unchanged in number and structure since to 2019.

Hanoi Operation Center: one leader in charge, one head of TIP group and 13 Counselors, of which 100 per cent are female, aged 25 – 40 years old. Education background: 100 per cent have graduated from university or higher; 100 per cent have participated in training courses on anti-TIP and professional training on counseling and supporting victims of trafficking.

Da Nang RCC: one leader in charge, one shift leader and five Counselors (two males and three females); aged 25 – 40 years old. Education background: 100 per cent have graduated from university or higher; 100 per cent have participated in training courses on anti-TIP and professional training on counseling and supporting victims of trafficking.

An Giang RCC: one leader in charge, one shift leader and five Counselors (two males and three females); aged 25 – 40 years old. Education background: 100 per cent graduated from university or higher; 100 per cent have participated in training courses on anti-TIP and professional training on counseling and supporting victims of trafficking.

Knowledge and skills requirements for counselors

In order to perform assigned tasks, counselors must have basic knowledge and skills as follows:

- Knowledge: (i) System of legal documents on preventing and combatting TIP, child protection and other relevant laws and policies; (ii) Knowledge of psychology and health care; (iii) Knowledge of TIP and anti-TIP; (iv) Understanding the functions, tasks, organizational structure and working procedures of the Anti-TIP Hotline; - Understanding of the functions, tasks and coordination mechanisms between relevant agencies and organizations in the work of preventing and combatting TIP at the central and local levels; especially the coordination mechanism for referrals; (v) Other relevant knowledge.

Requirement: Graduated from university or higher in law, psychology, social work or equivalent.

- Skills: Ability to collect and process information in complex and sensitive situations; Ability to deal with trauma and handling silence (survivors call but don't speak because of anxiety, fear or anger); Ability to identify problems; Ability to provide counseling (Listening, questioning and responding skills); Ability to develop support plans for clients; Negotiation and persuasion skills (partners, relevant agencies); Work skills in the field; Psychological/ emotional self-care skills to deal with the process of contacting and handling situations of violence, danger, sadness etc.; Skills for working with children and survivors of TIP;

Skills of Shift leader: ability to monitor and supervise the counselors while they are receiving and handling cases; ability to evaluate situations and make decisions on referrals; ability to synthesize and write reports.

Requirement: The counselors must be trained on basic counseling skills and equipped with a “professional manual,” they must have access to a supervisor, advisor and/or technical support officer when necessary.

Evaluation of current capacity of the Anti-TIP Hotline's personnel

Advantages

The results of interviews with the counselors showed that 100 per cent of the counselors agreed that the current organization of the RCCs is reasonable. It is able to ensure the timely and effective provision of counseling and support services to TIP survivors.

The capacity to provide services on anti-TIP of the RCCs in An Giang and Da Nang has been improved significantly in the last two years (2020-2021). This ensures that the RCCs have enough capacity to receive and handle TIP cases, alleviating the overload of the Hanoi Operation Center.

Capacity building for the Da Nang and An Giang RCCs on TIP has been implemented quite synchronously, including upgrading the technical system, building a new "TIP call management software", completing the operational guidelines of the RCCs and capacity building for counselors.

As a result, from May 2020, the RCCs of An Giang and Da Nang regions have officially received and handled TIP cases within their respective areas.

After An Giang counselors underwent many training courses on TIP, the Hanoi Operation Center transferred the TIP case to the An Giang RCC...

The An Giang RCC officially received calls related to TIP from May 2020. Since then, the RCC has received about 20 cases related to TIP, ...

The Da Nang RCC has fully performed its functions such as receiving information about TIP; processing information, counseling; performing information screening; connecting and transferring information to agencies and organizations for resolution.

IDI with male counselor.

Difficulties

The results of in-depth interviews with counselors show some shortcomings as follows:

(i) Regarding the number of managers and employees: The Anti-TIP Hotline has recruited a sufficient number of officers and employees according to the assigned payroll and has enough counselors to work the shifts. However, according to counselors, the current number of counselors is still not commensurate with the actual workload (100 per cent of the opinions). In particular, when there is maternity leave, sick leave, and vacation leave, the shortage of personnel is even more obvious.

(ii) Work overload is a frequent occurrence, especially in the Hanoi Operation Center. In fact, counselors are taking on more work volume than the norm; one counselor must perform many different tasks. In addition to the duties of the Anti-TIP Hotline, counselors are alternately responsible for role of shift leader, or the TIP team leader, or reporter. They participate in online meetings with the Operation Center while being in charge of administrative issues and make reports for community communication activities on anti-TIP, as well as joining business trips to handle TIP cases on location etc. Counselors have been making efforts to fulfil all their own duties during their shift, and working overtime to handle other assigned tasks (100 per cent of opinions).

- The number of counselors is the same while the work volume is increasing.

- The number of people, agencies and organizations that know about the National Child Helpline and Anti-TIP Hotline is increasing, therefore the number of incoming calls to the Anti-TIP Hotline continues to increase.

- Centers are using more channels to receive information such as App, Fan page, email, Zalo, etc. in order to facilitate connection to the Anti-TIP Hotline. However, this also increases the number of tasks and overall workload for counselors, because they have the added responsibility of checking and replying to messages on these channels.

- During the implementation of government support policies for people and businesses affected by the COVID-19 pandemic in 2020 and 2021, Call Centers were responsible for receiving calls and providing information about these policies,⁶ increasing the number of calls to the Anti-TIP Hotline dramatically.

(iii) Working time: the Hanoi Operation Center is operational 24 hours/day and 7 days/week while the two RCCs are operational from 7 a.m. to 7 p.m. All calls nationwide received from 7 p.m. to 7 a.m. of the following day are directed to the Hanoi Operation Center.

⁶ Resolution No. 42/NQ-CP dated April 9, 2020 of the Government and Decision No. 15/2020/QĐ-TTg dated April 24, 2020 of the Prime Minister on the implementation of policies to support people with difficulties due to the COVID-19 pandemic. Resolution No. 68/NQ-CP dated July 1, 2021 on a number of policies to support employees and employers with difficulties due to the COVID-19 pandemic.

... Besides our responsibilities as the Anti-TIP Hotline's counselors, we are assigned other tasks such as administrative tasks, making reports, participating in training courses, attending meetings, going on business trip, etc. All additional jobs are done outside of working hours or on weekends...

... When counselors participate in training courses or go on business trips, other counselors have to take more shifts...

... There are six counselors on the Anti-TIP Hotline, and one is on maternity leave, meaning that we arrange two shifts for five people. If someone is on sick leave, it is quite stressful in terms of working hours and workload...

In-depth interviews with counselors in Hanoi, Da Nang and An Giang.

Quality of officials and counselors

Advantages:

- All counselors meet the standards of professional qualifications, 100 per cent of counselors have university/college or higher qualifications in relevant majors such as law, psychology, social work and other related majors.

- The professional qualifications of counselors are better than two years ago (2019). The number of counselors who are capable of evaluating and making decisions on cases that require accurate and timely support and intervention (referral) has increased in the last 2 years: in 2019 there were only two to three counselors in Hanoi and one to two counselors in An Giang. In 2021, the number of counselors increased to four to five people in Hanoi and two to three in An Giang and two in Da Nang.

- 100 per cent of counselors have been trained in basic knowledge and skills; some counselors have participated in many advanced training courses and acquired knowledge and skills on anti-TIP.

... Compared to two or three years ago, the capacity of counselors has improved significantly... Before, only one or two counselor(s) was/were capable and confident enough to "receive" TIP cases. When supporting TIP cases, the counselor who is in charge of the case always consults with experts and experienced counselors in Hanoi...

... Up to now, after many efforts and training, the number of counselors who are confident to "pick up TIP calls" has been increasing, even one or two people is precious since it takes years of training and practicing to become an experienced TIP counselor...

In-depth interview with counselors in Hanoi, Da Nang and An Giang.

Disadvantages:

(i) The capacity of counselors in the field of TIP is still uneven. Some counselors need to continue to improve their knowledge, skills and experience in order to receive information and handle difficult situations related to TIP, including counselors in Da Nang and An Giang RCCs who have less than three years of experience in TIP.

(ii) Although experience and skills have been improving since 2019, the number of counselors who are confident and capable of evaluating and making decisions for intervention (referral) accurately and in a timely manner is still limited, accounting for only 30 per cent of counselors.

(iii) There is still a shortage of counselors who can speak foreign languages and ethnic minority languages. Three RCCs have received help from the system of Language Collaborators (interpreters) to assist counselors when they receive calls in foreign or ethnic minority languages; however, some counselors wish to learn foreign languages, in particular English, to enable them to work more effectively.

Recommendations on the organizational structure and personnel

Counselors who participated in the interview had the following recommendations:

(i) In the period of 2022-2025, there will be many new factors affecting the operation of the Anti-TIP Hotline such as: any relevant changes to the domestic and international socio-economic context; the impact of the COVID-19 pandemic; the number of calls to the Anti-TIP Hotline (about child protection and TIP) will increase. To meet the requirements of the Anti-TIP Hotline's tasks in the period of 2022-2025, it is necessary to conduct an overall assessment to determine the need for the number of counselors by level as the basis for developing a plan to recruit and train more counselors.

(ii) It is necessary to focus on improving the quality of counselors to ensure that all counselors have the knowledge, skills and the most up-to-date information about TIP; and at least 50 per cent of counselors

have enough capacity and confidence to evaluate and make decisions on cases that need support and intervention (referral) accurately and in a timely manner.

(iii) It is necessary to pay attention to support policies and counselor in order to motivate long term commitment to the job.

Training for counselors and officials of relevant agencies

Results of the survey on the Anti-TIP Hotline's counselors and officials of relevant agencies show that:

Advantages

From 2019 to 2021, training for the Anti-TIP Hotline's counselors and officials of relevant agencies in anti-TIP was prioritized by the implementing agency (DCA, MOLISA), international organizations and donors, especially JICA.

Under the framework of the Project, in the period from 2019-2021, nine training courses were conducted with 229 participants. including counselors and social workers from social work centers nationwide.

The results of the in-depth interviews with counselors and relevant agencies showed that 100 per cent of them gave a high rating for the results and effectiveness of the training activities, especially the training courses under the framework of the Project.

- Participants of the training courses included :

+ Counselors of the Hanoi Operation Center, RCCs of Da Nang and An Giang;

+ Officials of relevant agencies (members of Steering Committee on Anti-TIP at central and local level - the Steering Committee 138) such as DOLISA, branches of social vice prevention, social work centers, Department of Public Security, BG, VWU, etc.

- The content of the training courses was prepared in accordance with the functions and duties of the participants.

+ The content of training courses for counselors: Basic and advanced knowledge and skills related to TIP. There were some intensive training courses on receiving, supporting and intervening on behalf of TIP victims; providing counseling and psychological support for TIP victims and their relatives; analysis and assessment on situations and making decisions for referral, psychological support skills, etc.

+ The content of the training for officials of relevant agencies: General knowledge and skills on anti-TIP, such as the system of legal documents on anti-TIP and child protection; Understanding the functions, duties, organizational structure, and working processes of the Anti-TIP Hotline for counseling and supporting TIP victims; Understanding of functions, tasks and coordination regulations among relevant agencies and organizations at central and local levels; especially coordination mechanisms for referral, etc.

- Format of training courses: Each training course was conducted over one to five. In the context of the COVID-19 pandemic, some training courses were conducted online.

Some intensive training courses for counselors were organized in the form of tutoring, and divided into two phases: phase one was class training (2-5 days) on the Project with supervision and support of experts during actual work (by month). The counselors highly appreciated this form of tutoring because besides learning knowledge and skills, they were also tutored by experts to apply their knowledge and skills in practice. Counselors could choose an actual human trafficking case that they were directly monitoring to do practice exercises. Experts monitored the process of counselors handling human trafficking cases and gave advice and suggestions when they faced difficult and complicated situations. They also listened to counselors' concerns and gave advice based on their experience and professional knowledge. The counselors who participated in this type of training courses said that they gained a lot of useful and practical knowledge and skills that could be immediately applied to their daily work.

- Establishing and maintaining a group of experts in counseling and training for counselors, including experts with many years of experience in the field of psychology and anti-TIP: Expenses were supported by the State Budget and projects, including the Project. The results of the in-depth interviews showed that the counselors and other participants who had attended training courses on human trafficking with expert tutoring and support highly appreciated the usefulness and effectiveness of the training programme. This form of in-depth professional training is especially suitable for counselors and officials of agencies and organizations involved in anti-TIP.

I have participated in many JICA training courses on capacity building for counselors in receiving and supporting victims of trafficking.

In addition, the UNICEF project organized a training course on counseling to support children in the context of the COVID-19 pandemic, a course organized by PLAN International on gender equality; 2-3 UK-funded training courses on supporting TIP victims; Hagar has

training course on TIP case identification and counseling skills for TIP victims...

In the past three years, many training courses have been continuously organized by agencies and organizations mostly supported by JICA. The training courses are organized in many different forms, for many different target groups, etc., There are training courses specifically for the Anti-TIP Hotline's counselors, there are also courses for counselors with workers from social work centers in the North, Central and the South...

In 2021, in the context of social distancing due to COVID-19, most of the training courses were organized online. I have attended 3-4 courses organized by the DCA on knowledge and skills. The most recent course was on problem identification skills, from Sept. 27-29/2021.

The training courses are organized more professionally, the training content is knowledge and skills; the logistics of the training courses is also getting better and better.

In-depth interview with counselors and officials of agencies, organizations in Hanoi, Da Nang and An Giang.

Difficulties

In 2020 and 2021, due to the impact of the COVID-19 pandemic, many training courses had to be conducted online, causing some difficulties in transferring training content; especially content that requires practice.

Training for counselors is uneven among call centers and groups of counselors (by age, gender, marital status and with/without children). Counselors in Hanoi receive the most training, both in terms of quantity and quality, while it is more difficult for counselors in An Giang and Da Nang to participate in training courses because they have to go to Hanoi. From 2019 to 2021, on average, counselors from the Hanoi Operation Center participated in about 4-5 training courses/year, of which 2-3 were related to human trafficking and the Anti-TIP Hotline; while in An Giang and Da Nang, each counselor only participated in about two training courses/year on average.

Counselors have to alternate participation in training courses in order to cover their shifts on the Anti-TIP Hotline. Training courses are conducted over a long period of time (from 2-4 weeks) and far from home which presents an obstacle for female counselors who are married with small children.

Recommendations:

(i) It is necessary to organize more training courses for counselors. The training courses should be suitable to individual situations of the counselors to ensure that everyone has the opportunity to participate in the training. Priority should be given to training for counselors in Da Nang and An Giang RCCs.

Training courses should be gender-sensitive, ensuring that pregnant women and nursing mothers have the opportunity to participate in training courses on an equal basis with other counselors (priority is given to selection of course, training time; financial support for those who bring their children to the training courses or expense for taking care of children during the training time).

(ii) Training content: In addition to basic training courses and intensive training courses for counselors, it is necessary to regularly organize advanced and in-depth training courses for counselors who have worked in the field of TIP for more than 5 years so they will be able to assess a situation (evaluate) and make the correct referral decision. Many counselors do not know enough about psychology or possess adequate counseling skills to help victims and their families.

Knowledge: Update information on laws and policies related to anti-TIP, child protection and other relevant laws and policies; Knowledge about psychology, health care; Knowledge on TIP and anti-TIP; Functions, tasks, organizational structure of the anti-TIP system, working procedures of the Anti-TIP Hotline for counseling and supporting TIP victims; Understanding the functions, tasks and coordination mechanisms among relevant agencies and organizations at central and local levels, especially the coordination mechanisms for referrals and other relevant knowledge.

Skills: Skills to collect and process information in complicated and sensitive situations; Empathy skills, handling silence (victims call but do not talk because of anxiety, nervousness, fear, anger); Problem identification skills; Counseling skills (listening skills, asking questions, responding); Skills in developing strategies and future plans for clients; Negotiation and persuasion skills (to work with partners, relevant agencies); Field work skills; Self-care skills, including how to deal with feelings after being exposed to and handling violent, dangerous, and sad situations; Skills in working with children and TIP victims; Skills to monitor and supervise counselors throughout the process of receiving and handling cases; Skills in assessing situations (evaluating) and making referral decisions; Skills in synthesizing and writing reports; Foreign languages. To date, three RCCs have received help from the system of Language Collaborators (interpreters) to assist counselors when they receive calls in foreign or ethnic minority languages; however, some

counselors wish to learn foreign languages, in particular English, to enable them to work more effectively.

(iii) Training time: From three days to one month

(iv) Training materials: It is necessary to use the new documents of the Anti-TIP Hotline (supported by JICA in the Project) to train new counselors. At the same time, continue to compile some more specialized training documents on TIP, reference documents for counselors on psychology and TIP.

vi) Training Methods

- Continue to apply the participatory training method, taking the learner as the center; Practice time should take 40-50 per cent of the total training time. It is necessary to strengthen practice in the field (in the area where TIP occurs) so that counselors have the opportunity to have direct contact with victims, criminals, experts and officials of agencies and organizations in the anti-TIP network in localities with diverse socio-cultural-economic conditions in the North, Central and South regions.

- Retain experts to orient and support the Anti-TIP Hotline counselors when handling complicated and difficult cases.

... I have worked at An Giang RCC for more than three years, so I really want to be trained to be competent and confident in handling work...

After training, I have learned and applied knowledge and skills on handling TIP calls on the Anti-TIP Hotline... my working capacity has been enhanced. However, I still need more advanced training. In general, counselors of An Giang and Da Nang still lack experience and skills in working with TIP cases.

The training should include psychological counseling for TIP victims and family members of TIP victims... This is quite a difficult job compared to the current capacity of the Anti-TIP Hotline since our frequent task is providing counseling for children... now we have to provide counseling for TIP victims, most of them are adults... When calling the Anti-TIP Hotline, they are afraid and have psychological trauma, which requires counselors to have good knowledge and skills in psychological counseling... Meanwhile, few counselors in An Giang are professionals in psychology... the difficulty is to provide psychological counseling to adults. For example, in the case of a victim calling for help, the victim is very confused and afraid, requiring a counselor to have good psychological skills and the ability to handle the situation.

... I have been working for the Anti-TIP Hotline for five years, however I have not received many TIP cases... after participating in training courses and being guided by experts, I feel confident in handling cases,... I am in regular contact with experts to discuss the TIP cases that I am handling to get their advice, for orientation and to find the best solution...I really get a lot of useful knowledge for my work from this type of training, ...

..., Online training has facilitated participants in Da Nang and An Giang to have more opportunities to participate, etc. However, there are also limitations since TIP training courses require a lot of practice and visual learning, ... Trainees have to see the trainer or expert directly so that they can understand or apply the advice more easily. When trainees do practical exercises, experts will directly monitor and give their comments. However, it is difficult for online courses.

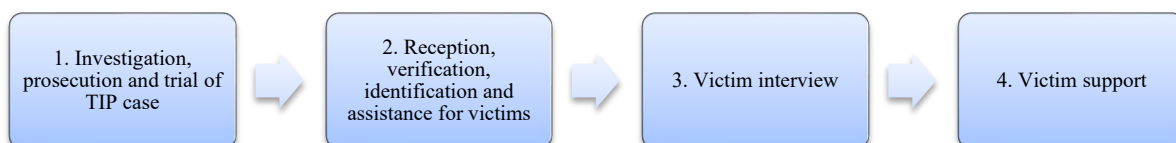
Demands for training content is various since counselors with law degrees want to be trained more in psychology, communication and updated knowledge about the law. Meanwhile, counselors with psychology degrees want more training on the legal system and communication; they also need courses about TIP criminal psychology, psychology of TIP victims according to different groups and characteristics such as ethnicity, region, age group, gender, economic status, education, etc.

In-depth interview with counselors in Hanoi, Da Nang and An Giang

5. Current referral services

5.1 Procedure for handling TIP cases

According to the Anti-TIP Law (2011), Criminal Procedure Code (2015) and other relevant regulations, the procedures for handling TIP cases are as follows:



- Investigation, prosecution and trial of TIP case

Conducting investigation activities in accordance with the provisions of the Criminal Procedure Law to identify criminals and perpetrators of crimes related to TIP.

Agencies in charge: Police investigation agency at all levels includes: the Criminal Investigation Department of Social Order (Criminal Police Department) at central level; Criminal Investigation Department of Social Order (referred to as the Criminal Police Department) at provincial level; the Crime Investigation Team of Social Order (referred to as the Criminal Police Team) at district level.

- Reception, verification, identification and assistance for victims

The process of reception, verification and identification of trafficked individuals includes: verification, identification and reception of Vietnamese citizens who have been trafficked abroad; verification, identification of Vietnamese citizens who have been trafficked domestically; verification, identification and returning of foreign individuals who have been trafficked to Viet Nam.

Agencies in charge: Agencies participating in these activities include the police, border guards, marine police, MOLISA, the Ministry of Foreign Affairs, the Immigration Office, consulates, social assistance/social work centers, NGOs and other organizations.

- **Victim interview:** To collect necessary evidence for TIP cases.

Agency in charge: Police agency (the Police agency for investigation of social order-related crimes).

- **Victim support** (according to the Law on anti-human trafficking and the Decree No. 09/2013/ND-CP⁷)

Agencies in charge: Government agencies (People's Committee at all levels), Labor, Invalid and Social Affairs (provincial, district level), social assistance centers, social work centers, survivor support centers, Viet Nam Women's Union, the police, border guards, marine police, NGOs etc.

Support services for survivors include:

+ Support to meet essential needs and for travel expenses: When necessary, survivors may be provided with temporary shelter, clothes, food and other essential personal articles based on practical conditions and the age, gender and health status of the survivor. Survivors who wish to return to their places of residence but cannot afford travel and food expenses may receive support for these expenses.

+ Medical support: During their stay at social assistance or survivor support establishments, survivors who need healthcare for recovery may be considered for receiving support for healthcare expenses.

+ Psychological support: Survivors may receive support for psychological stabilization during their stay at social assistance or survivor support establishments.

+ Legal aid: Survivors may receive legal counseling to avoid being trafficked again and legal aid to register residence and civil status, receive support, claim compensation, participate in judicial proceedings and carry out other legal procedures related to TIP cases. The order and procedures for legal aid comply with the law on legal aid.

+ Support in general education and vocational training: Survivors who are minors from poor households and continue their schooling may be provided with school fees and expenses for textbooks and learning aids in the first school year. Survivors returning to their communities who are members of poor families may be considered for vocational training support.

+ Initial hardship allowance and loan support: Survivors who are members of poor households returning to their communities may receive a lump-sum initial hardship allowance. Survivors who wish to take loans for production and business may be considered under special conditions.

Box 2: Results of “Reception, verification and protection of TIP survivors” in the period from January 1st, 2016 to July 31st, 2020

1) Receiving, verifying, identifying and returning victims

- In the whole country, nearly 4,000 people have been rescued, received and verified, of which 1,715 people were identified as victims of trafficking.

+ There were 1,663 female victims (accounting for 96.9 per cent), 52 male victims (accounting for 3.1 per cent); 469 victims under 18 years old (accounting for 28.8 per cent)

+ There were 608 people from Kinh ethnic group (accounting for 35.5 per cent), and 1,101 people from other ethnic groups (accounting for 64.2 per cent), and six foreigner victims.

+ Number of victims trafficked abroad were 1,684 people, mainly trafficked to China with 1,510 people (accounting for 88.0 per cent).

⁷ The content and level of spending for victim support work and the content and level of spending on victim support regimes specified in the Decree No. 09/2013/ND-CP dated January 11, 2013 of the Government detailing a number of articles of the Anti-Trafficking Law, guided by the Ministry of Finance in Circular No. 84/2019/TT-BTC dated November 27, 2019. This Circular replaced the Joint Circular No. 134/2013/TTLT-BTC-BLDTBXH.

- + The number of victims who returned by themselves was 483 people, 630 people were rescued, 602 people were returned by bilateral exchange.
- At the request of Vietnamese diplomatic missions abroad, the Immigration Department (Ministry of Public Security) coordinated with the local police to receive and verify 178 cases in which 170 were identified as victims. Details are as follows:
- + 13 male victims, 157 female victims;
- + The number of victims trafficked to China was 107, 25 people to Cambodia, 13 people to Malaysia, eight people to Russia, 17 people to other countries.
- + 162 victims were exchanged through bilateral exchange and eight victims were rescued.
- The Ministry of National Defense has directed the Border Guard to take the prime responsibility for, and coordinate with domestic and foreign functional forces in rescuing, receiving, returning and handling a total of 295 cases/601 victims, in which:
- + The BG has chaired and coordinated the rescue of 154 cases/349 victims;
- + Received 102 cases/184 victims returned by Chinese police;
- + Victims returned by themselves: 38 cases/66 victims;
- + Returned victims for Cambodia police: one case/ two victims.

2) Implementation of regimes and measures to protect victims

100 per cent of victims of human trafficking were entitled to support regimes as prescribed by law.

- + Covering travelling expense for 1,388 people
- + The number of victims who needed to enter a social assistance establishment was 692 people.
- + There were 413 people supported with community integration. Among those, 316 people were legally supported, 39 people with education support, 74 people with vocational training support, 47 people with job support, loan support for five people with the amount of 363 million VND, initial difficulty support for 216 people with the amount of 514 million VND.

3) System of TIP victim receiving and supporting establishments

- The establishments under the LISA sector are responsible for receiving and supporting victims of trafficking, including 57 establishments with 49 Social Protection Centers or social work centers and eight other social assistance establishments. Some provinces, due to difficult conditions, have assigned nursing facilities for people with meritorious services or drug addiction treatment establishments to receive and support TIP survivors.

In addition, through the target programme to develop a social assistance⁸ system and support from international organizations, a number of facilities to support TIP victims have been established, including:

- The Peace House under the Center for Women and Development (in seven provinces and cities),⁹ the Peace House supports trafficked women and children under the Central Viet Nam Women's Union; Some provinces have built shelters to receive victims at border stations (in Dong Thap, Lang Son).
- Shelters (Kien Giang has 64 shelters/145 communes, wards and towns); a Trusted Address in the community in 63 provinces and cities.¹⁰
- Victim support establishments supported by international projects such as Compassion House in Lao Cai, An Giang; Blue Dragon in Hanoi.

Source: Ministry of Labor, Invalids and Social Affairs, 2020. Report on results of five years of implementation of the Project "Receiving, verifying, protecting and supporting trafficked persons" for the period 2016-2020

5.2 Current situation of intervention and connection (referral) to support TIP survivors from the Anti-TIP Hotline

The Law on Anti-human trafficking (2011) and Decree No. 09/2013/ND-CP dated January 11, 2013¹¹ stipulate procedures for receiving, verifying and protecting victims and the responsibilities of the

⁸ Decision No. 565/QĐ-TTg dated April 25, 2017 of the Prime Minister: Approving the target programme of developing the social assistance system for the period 2016 – 2020.

⁹ According to report 183/BC-DCT dated July 25, 2018 of the Central Presidium of the Viet Nam Women's Union (including 7 provinces and cities: Hanoi, Ho Chi Minh City, Can Tho, Quang Ninh, Cao). Bang, Hau Giang, Thua Thien - Hue).

¹⁰ According to Official Dispatch 3201/LDTBXH-BĐG in 2017 guiding the pilot implementation of the Trusted Address Model - Community Shelter, issued by the Ministry of Labor, War Invalids and Social Affairs. The Model aims to provide emergency support services to victims of gender-based violence including shelter, medical care, psychological counseling, basic legal advice, and referral support (when required). This is a model within the framework of the Project on Prevention and Response to Gender-Based Violence in the 2016-2020 period with a vision to 2030 (according to Decision No. 1464/QĐ-TTg dated July 22, 2016, of the Prime Minister).

¹¹ Decree No. 09/2013/ND-CP dated 11/1/2103 detailing a number of articles of the Law on an-human trafficking

government, ministries, branches and localities in anti-TIP. These are legal bases for the Anti-TIP Hotline's intervention and connection (referral) to support TIP victims. From January 2019 to September 2021, the system of legal documents and guidance documents on referral and support for TIP victims has been revised and is now better than in the previous period, for example, the regulations on expenditures for TIP victim support has been changed.

Box 3. Completing the document system and materials on referral and support for victims of human trafficking in the period 2019-2021

In the period of 2019-2021, a number of activities were carried out such as: (i) Reviewing and proposing amendments and supplements to current legal documents and policies on victim support (reviewing and proposing amendments to Decree No. 09/2013/ND-CP dated 11/1/2013); (ii) Developing and agreeing on forms and statistical criteria for victims and victim support; (iii) Developing an economic-technical norm framework to pilot models of victim support in the community. The Ministry of Finance issued Circular No. 84/2019/TT-BTC dated November 27, 2019 stipulating the content and level of spending for victim support work and the content and level of spending on victim support regimes specified in the Decree No. 09/2013/ND-CP dated January 11, 2013 detailing a number of articles of the Anti-Trafficking Law; (iv) Developing and piloting implementation of the "Manual for referral and community integration support for TIP survivors".

Source: Ministry of Labor, Invalids and Social Affairs, 2020. Report on results of five years of implementation of the Project "Receiving, verifying, protecting and supporting trafficked persons" for the period 2016-2020.

In order to effectively implement referral at the central and provincial levels, the Inter-Agency Working Team (IAWT) to support survivors of trafficking was established, including agencies and organizations involved in TIP prevention and victim support activities at central and local levels. Results of interviews with relevant agencies for referral from RCCs show that:

In the period of 2019-2021, cases with signs of TIP were referred by the Hanoi Operation Center, and Da Nang and An Giang RCCs to relevant agencies in accordance with the law. According to the statistics of the Hanoi Operation Center, the number of "referral calls for rescuing and supporting victims" in the period from 1/2019 to 9/2021 was 119 cases, in which there were 19 cases in 2019, 59 cases in 2020 and 25 cases in the first six months of 2021. The average number of cases of "referral for rescuing and supporting victims" in the period from 1/2019 to 9/2021 is about 40 cases/year; a decrease of about 10 cases/year compared to the period from 10/2012-12/2018 (about 50 cases/year).

In the Da Nang RCC, since having its own software (from July 2020 to September 2021), there were 18 cases with signs of TIP, mainly from provinces/cities in the South-Central region and the Central Highlands such as Quang Ngai, Binh Thuan, Gia Lai, Dak Lak, Dak Nong. In An Giang RCC, the number of referred cases from May 2020 to September 2021 was 26 (data from the TIP case management software).

In recent years, cases with signs of TIP referred by the Anti-TIP Hotline to NGOs working in the field of rescuing and supporting TIP victims have been more numerous than cases referred to Police/BG/Coast Guard.

The results of in-depth interviews with relevant agencies show that there are some NGOs involved in TIP victim support such as Blue Dragon (mainly rescuing victims from China), Hagar (operating mainly in the Northern provinces), Pacific Links (mainly operating in the southern provinces), etc. These organizations have strengths such as: (i) They have a team of well-trained staff who are professionals in the field of TIP and are enthusiastic in their work; (ii) Having a professional, clear process and method of implementing work; (iii) Having sufficient funds to pay for activities to support TIP victims such as: participating in victim rescuing activities; supporting essential needs of victims; providing medical, psychological and legal support for victims and integration support (support for education, vocational training, difficulties, loans for finding job).

.... For cases outside Viet Nam's territory, referral will be made to Hagar (if victims are in the North) or to the Pacific Link (if victims are in the South),... for victims in China, referrals will be made to Blue Dragon for rescuing and supporting...

Referrals to the police will make it more difficult for the Anti-TIP Hotline to track information about the victim because the police are not allowed to share information during the investigation and verification process, etc. Therefore, many cases were referred to Blue Dragon for rescuing since the referral mechanism is more convenient, and it is easier in coordination with the organization... although organizations like Blue Dragon or Hagar must also coordinate with the police to rescue victims, etc. Among the cases that need to be rescued abroad, there are 5-6/9

cases rescued by Blue Dragon.

..., After completing the rescue of the victim at the border gate, the Border Guard will issue a TIP victim certificate to be a basis for victim support afterward, etc.

... The Pacific Link supports TIP victims methodically, they have facilities to provide the best support to victims, etc. Their staff are very enthusiastic, and dedicated to their work

In-depth interviews with officials of agencies and organizations in the surveyed provinces.

Referral to the Labor, Invalids and Social Affairs sector, social protection establishments and victim supporting establishments to provide support for survivors in accordance with the regulations, including support for essential needs (food, accommodation, bringing trafficked individuals back to their place of residence), medicine, psychosocial support, study, vocational training, initial hardship allowance and loans. At present, the system of social assistance centers and social work centers in communities is eligible to receive and support TIP victims. However, there are still some localities with difficult socio-economic conditions having to send TIP victims to drug rehabilitation facilities, nursing facilities for people with meritorious services, etc. These establishments do not have the necessary facilities and their human resources lack the knowledge and skill to support TIP victims.

... In Cao Bang, after being rescued, victims of human trafficking will be transferred to the drug rehabilitation facility, etc., but these facilities do not have enough necessary conditions to support the victims. Staff of the facility do not have enough knowledge and professional skill to support TIP victims...

..., Bringing TIP victims to inappropriate support facilities will cause difficulties both for the establishment and the victims, etc. TIP victims are in a very difficult situation both in terms of psychology and health, they have faced sensitive situations that can cause severe and long-term pain... so they need proper support from professional staff ...

IDI with officials of agencies and organizations in the surveyed provinces.

Referral to the Peace House of the Center for Women and Development (in seven provinces/cities) to support TIP victims. With the goal to support TIP survivors who are women to recover physical and mental health, guarantee and protect their legitimate rights and interests as well as create conditions for them to reintegrate into the community safely and sustainably, the Peace House has provided comprehensive services such as safe accommodation; medical support; legal support (to get identity documents); vocational training and job introduction.

...Most of the support activities are counseling and consulting for victims about vocational training, accessing stable jobs and helping them to get identity documents...

Many TIP victims have been able to reintegrate into the community in a sustainable way and many of them have also become active collaborators of the Peace House...

100 per cent of TIP victims have received psychological support to stabilize and balance their mental health and life...

...Juvenile victims are supported to continue their studies; some cases have been supported to attend colleges or universities...

IDIs with official of the Viet Nam Women's Union.

Assessment of Anti-TIP Hotline referral services

- Results of IDIs with representatives of relevant agencies in the provinces on "Assessment of satisfaction with the referral services of the Anti-TIP Hotline": 14/24 respondents (58.3 per cent) rated the referral services "Good", an increase of 18.3 per cent compared to 2019; and 10/24 (41.7 per cent) refused to evaluate because there was not enough information, a decrease of 18.3 per cent compared to 2019.

Advantages

- The Anti-TIP Hotline in general and RCCs in particular are channels that provide important and reliable information about cases and TIP survivors to relevant agencies and organizations in local communities and throughout the whole country; At the same time, it is a connecting factor for agencies and organizations to participate in the prevention of TIP at local and central level.

- In localities where RCCs are located (Da Nang, An Giang), IAWTs for anti-TIP have been established and maintained.

- Regular activities of the IAWT include: (i) sharing information on anti-TIP activities and the operation of the Anti-TIP Hotline; (ii) organizing regular meetings of the IAWT (monthly, quarterly, annually); (iii) coordinating in organizing conferences, training courses on anti-TIP and the Anti-TIP Hotline with the participation of IAWT's members. Through the above activities, relationships have been established among agencies, organizations and individuals in the IAWT, facilitating referral activities in the locality and the whole country.

Disadvantages

- Agencies and officers of IAWTs have to take responsibility for their duties at their office beside duties of the IAWT. In 2020-2021, due to the COVID-19 pandemic, many activities of the IAWTs could not be implemented or were reduced.

- The establishment of IAWTs for anti-TIP is not implemented in all provinces/cities, which means RCCs may have difficulty making referrals.

- Feedback from agencies in IAWTs about the situation of survivors after referral is still slow, making it difficult for RCCs to monitor and update information about survivors after referrals. In the case of public security agencies during the investigation and verification, the information of survivors should be kept confidential until the end of the investigation. Some local authorities have not paid attention or lack the capacity to monitor and support TIP victims, so when the counselor calls to update the information, it is often delayed or the information is incomplete or incorrect.

- The regulations on procedures for certifying victims of human trafficking in accordance with the law are too complicated and not suitable for actual situations (rescued victims usually have no identification papers). On the one hand, complicated regulations make it difficult for agencies and organizations to complete the procedures to receive and support victims referred from the Anti-TIP Hotline; but on the other hand, it affects the rights of TIP victims and their rehabilitation.

- Since information related to TIP is sensitive, some TIP victims do not want their information to be public. Thus, they cannot receive support services for integration (support for education, vocational training, support for difficult circumstances, loans).

- Evaluating and making decisions for referral correctly and in a timely manner is the most difficult job for counselors of the Anti-TIP Hotline to conduct.

...TIP victims are supported with preferential loans to support a business or create jobs for themselves. However, in order to apply for a loan, they must disclose information that they are TIP victims and that information is public (in the Commune People's Committee office). Many victims need loans but have to refuse... the loan amount is little, only 2 million, not enough to do anything...

...many TIP victims, when returning to their localities, were only visited and encouraged a few times after they returned, then no agencies or organizations pay attention to them anymore... Very few victims receive counseling and psychological support in a methodical way, etc., partly due to the lack of skilled staff in counseling and psychological support, etc.

...The procedure for referral and supporting TIP victims is sufficient... however, it is still cumbersome... in reality, few victims can receive full support if they follow the procedures. IDI with officials of agencies and organizations in the surveyed provinces.

Recommendations:

- Improve the quality of referrals from the Anti-TIP Hotline, reduce incorrect and irrelevant information.

- Enhance the capacity of counselors in evaluating referral cases and ensuring timely and accurate referrals to agencies and organizations in accordance with their functions and duties.

- Continue to propose to review and reduce cumbersome administrative procedures and regulations related to referral and support for TIP victims.

- Promote provinces/cities to establish IAWTs for anti-TIP to facilitate referral in the localities.

- Agencies whose focal points participate in the IAWTs should arrange enough time for these officials to perform their assigned tasks and participate in relevant training courses and seminars.

6. Communication on anti-TIP

The results of interviews with members of IAWTs on anti-TIP showed that:

Advantage:

- Agencies and organizations participating in the IAWT on anti-TIP (Police, Border Guards, Marine Police, LISA sector - preventing social vice, Women's Union, Youth Union, local authorities, People's

Committees, etc.) are responsible for communicating on anti-TIP. Assigned units/ officers in charge of communicating on human trafficking develop an annual communication plan, including a budget for implementation. One hundred per cent of respondents said that their agencies/units have organized annual anti-TIP communication activities in many different forms.

In addition, a number of government agencies, socio-political organizations, international organizations, Vietnamese and international NGOs and other organizations participate in, coordinate, combine, support and disseminate anti-TIP communications at central and local levels.

Purpose of communication on anti-TIP

- + Attracting agencies and units at central and local levels to participate in the process of information sharing and dialogue in order to create a common understanding and general awareness about TIP, thereby sharing responsibility and unifying action to solve the existing TIP issues in the area;

- + Raising awareness and understanding of communities and people about tactics of traffickers and the consequences of TIP; enhancing the sense of responsibility and capacity of individuals, households and society as a whole to actively prevent trafficking.

- Target audiences of communication on anti-TIP

- + Officials of government agencies, socio-political organizations and mass organizations at provincial, district and commune levels;

- + Communities, households and people in high-risk areas. Focus on communicating with groups/communities at high risk of TIP such as adolescents, women, children, migrants, ethnic minorities, poor households, near-poor households, people who have low awareness and understanding of TIP.

- Communication areas

Due to limited resources, agencies and organizations often prioritize communication in areas where cases of TIP have occurred most recently (commune level) and areas with many risk factors for TIP such as border areas, islands, remote areas, especially difficult socio-economic regions with many ethnic minority people, areas where many people go to work abroad illegally, or where many women marry foreigners for economic reasons, fake marriages, etc.

- Communication content

- + Laws and policies on anti-TIP;

- + Tactics and tricks of traffickers;

- + Instructions on how to prevent TIP;

- + Communication on the Anti-TIP Hotline, and agencies and organizations involved in anti-TIP work at different levels.

Due to limited resources, agencies and organizations often integrate anti-TIP content dissemination into other work *programmes* and professional activities. However, there are also a number of specialized anti-TIP communication activities held at a peak time of the year such as the “World Day against Trafficking in Persons” and “National Day against Trafficking in Persons” on 30 July.

- Means and types of anti-TIP communication

- + Nationwide behaviour change communication strategy, prioritizing key areas of human trafficking.

Among agencies and organizations participating in IAWTs for anti-TIP, the Viet Nam Women's Union holds the main responsibility for communication work. Various and appropriate communication approaches, both direct and indirect, have been used and adapted to people in different regions. The forms of communication are rich, diverse and attractive, attracting the attention of the community and include dialogues on policies, forums, talk shows, communication activities with mobile communication devices for disseminating and providing counseling on legal knowledge, theatrical communication activities, communication in households, club and group activities, communication in markets, communication through mock trials, exhibitions, knowledge and experience sharing, joint communication campaigns among bordering provinces, meetings to promote the National Day against TIP (July 30).

In addition, agencies and organizations also focus on communicating on mass media centrally and locally (via press, radio and television); on social networks like the Zalo and Facebook fan pages of agencies and organizations.

Provincial/municipal Women's Unions coordinate with provincial and district radio and television stations to develop and implement specialized pages and columns on anti-TIP to provide information for people to recognize signs of TIP.

The Viet Nam Women's Union also cooperates with communes’/wards’ Culture and Information rooms to develop newsletters and messages on anti-TIP to broadcast on the grassroots radio system so that people can understand the laws, methods, and tricks of traffickers.

- + Develop, maintain and replicate communication models on anti-TIP at the grassroots level in a variety of forms, appropriate to the situation of each locality.

The model of "Communication in upland fairs" (Ha Giang, Yen Bai, Lao Cai...) in areas where there are mainly ethnic minorities with low knowledge about anti-TIP;

Communication model "5 know" (Know about the culture, customs, and language; Health status; Family situation of the subject to get married; Know about the law on marriage and family in the destination country; Know about successful and unsuccessful marriages of women who married foreigners) is organized for women who intend to migrate or go abroad for the purpose of marrying foreigners (An Giang, Can Tho, Dong Thap...);

The models "Anti-trafficking in persons" (Vinh Phuc), the model "Supporting the community, preventing human trafficking" (Nghe An) have provided a lot of knowledge, skills and measures on anti-TIP for people.

The "Safe Migration" communication model provides important contents of the Law on anti-human trafficking, the Law on Residence; necessary procedures for labor export; support regime for employees when facing risks, answering questions about issues related to rescuing victims of trafficking and assisting victims to reintegrate into the community; policies on labor export and employment; the law on marriage to foreigners. In addition, thousands of communication clubs and groups maintain effective operations, creating communication outreach at the grassroots level, and raise awareness with people and the community about anti-TIP.

Source: Report of the VWU the results of the implementation of the Program on prevention and combat of human trafficking in the period 2016-2020.

- Developing diverse and rich communication materials for anti-TIP

Agencies and organizations of the IAWT, especially the Viet Nam Women's Union (VWU), have developed a variety of communication materials on anti-TIP which are appropriate for target groups. In the context of the COVID-19 pandemic, communication on central and local mass media (press, radio and television); communication on social networks like Zalo groups and Facebook fan pages was enhanced. Women's Unions at all levels compiled and distributed various types of anti-TIP communication materials at the grassroots levels such as handbooks, leaflets, posters, and comic books.

The Project supported the VWU to develop and publish 1,000 handbooks: "Behaviour Change Communication on Anti-TIP". The contents include an overview of TIP, the Vietnamese law on prevention and combatting of TIP, and basic knowledge of communication and behaviour change communication on anti-TIP. Furthermore, the Project supported the VWU to develop an animated film on anti-TIP. The product is used as training material for lecturers, reporters and collaborators in communicating about anti-TIP by the VWU, Ministries, Agencies and localities nationwide. It is also used by the VWU in training courses for their members who are working on anti-TIP as well as in communication campaigns or events, especially in the National Day against TIP on July 30th annually. The Project supported the Border Guard Command to develop leaflets and semi-permanent boards at border areas for communication and dissemination of regulations on anti-TIP, methods and tricks of traffickers to raise awareness about the crime among people in the border areas, and teach them how to protect themselves. The products were distributed to border areas, especially key areas of TIP.

The Viet Nam Women's Union has produced 6,000 leaflets, 1,000 handbooks, 800 wall calendars, 3,200 T-shirts, and 500 raincoats with messages about safe migration, providing supporting addresses and phone numbers in case of TIP or if someone needs counseling before migrating, as well as 25,000 legal bulletins on anti-TIP.

Lecturers, reporters and officers who joined the training courses gave positive responses on the training material "Behaviour Change Communication on Anti-TIP". The material has systematized the most basic and essential knowledge and skills for communication staff on anti-TIP. It especially provides instructions for developing a behaviour change communication campaign on anti-TIP around unsafe migration for people who will migrate to work far from home...The material is useful not only for those who directly participate in training courses, but also for self-study and it becomes a useful reference for those working on anti-TIP...The handbook will be updated annually and used for training courses for anti-TIP communicators.

...Women's Unions of provinces/cities: 40/63 provinces/cities have compiled, replicated and provided more than 16,800 handbooks, legal books (in the form of Q&A), nearly 400,000 leaflets/brochures, nearly 2,800 posters, slogans, 1,040 billboards placed in crowded places, 365 street banners, 1,110 DVDs, CDs, 330 skits, 3,560 communication handbooks for communicators, 63,000 leaflets, 365,000 brochures, 410 posters/slogans; 312,500 women's information books on anti-TIP for provinces...

...Using animated films for anti-TIP communication helps to diversify communication

materials and types...Thanks to animated films, communication on anti-TIP becomes more interesting and attractive... messages on anti-TIP are accessible...

...the Project supported the BGC to produce leaflets and semi-permanent boards to communicate with people living in border areas, especially key areas of TIP... those products are developed to be culturally appropriate for people in border areas, helping them easily access information on anti-TIP... Thus, people in border areas will have better understandings on risks of TIP, tricks of traffickers and prevention methods.

IDIs with officials of the Viet Nam Women's Union and BGC.

Communication materials are compiled with short, easy-to-understand, easy-to-remember content and images to have direct influence on the perception of recipients. Communication materials on anti-TIP policies and laws are distributed to the right audiences throughout the country. In addition, the anti-TIP content is prepared and integrated into other communication materials on crime, prevention of domestic violence and other social evils, and promotion of life skills and gender equality.

The VWU encourages members to maintain law bookshelves at their localities and agencies on anti-human trafficking. In areas with a large number of ethnic minorities such as Lao Cai, Ha Giang, Cao Bang... communication materials on anti-TIP issued by the VWU have been translated into ethnic minority languages.

- Implementation *time for communication activities*

Communication activities are conducted in campaigns such as “The peak months for anti-TIP” (from July to December annually). “The peak attacks of human trafficking crimes” (from July to September annually).

- Budget *for communication on anti-TIP*

Funding for communication on human trafficking is mobilized from many sources such as: The National Programme on Anti-TIP (Project 1: The Government's Communication on Anti-TIP toward 2020); funding for propaganda and communication activities of agencies and organizations; and funding from international organizations' programmes and projects on anti-TIP etc.

- General *assessment on anti-TIP communication*

Results of in-depth interviews with representatives of relevant agencies in five provinces on the “Assessment of the quality and effectiveness of communication activities on Anti-TIP” over the past few years, 5/24 (20.8 per cent) rated “Very good”; 14/24 (58.3 per cent) rated “Good” and 3/24 (12.5 per cent) rated “Fair” and 2/24 people (8.3 per cent) had no idea.

Box 4. Communication activities of the Ministry of Information and Communications on Anti-TIP

The Ministry of Information and Communications directs agencies at lower levels to closely coordinate with the Propaganda Department of the Provincial Party Committee and the City Party Committee to incorporate anti-TIP content into the monthly orientation at the press briefing; directs press agencies to disseminate policies and laws on anti-TIP; orients users of telecommunications, information technology, and Internet services to post articles on anti-TIP in their personal accounts, SNS to enhance communication effectiveness; directs publishers and associated partners to post information about the National Day/World Day against TIP on July 30 annually since 2021; requests network operators to send free SMS messages about National Day against TIP to about 120 million mobile subscribers with an amount equivalent to 36 billion VND; broadcasts nearly 5,000 reports and articles on anti-TIP on mass media and grassroots institutional systems; builds specialized pages and categories to provide information and guide people in handling situations related to TIP. Typically, the Viet Nam Television Station has developed and broadcasted reportage films and news bulletins in response to the National Day/World Day against TIP on July 30; Nhan Dan Newspaper has developed a journal with a series of articles related to anti-TIP; Local media agencies such as Nghe An, Bac Kan, Yen Bai, Lao Cai, Lang Son, Hoa Binh continuously reported on the status of workers illegally leaving the country to China, South Korea, Taiwan, Thailand, Laos and Malaysia.

Source: Report of The Ministry of Information and Communications on results of implementation of the National Day against TIP

Box 5. Communication activities of the Border Guard have their own characteristics

The Border Guard directs its units to actively coordinate with the Fatherland Front, local departments, agencies and branches to organize communication and dissemination activities on policies and laws on anti-TIP and methods and tricks of traffickers so that people in border areas can raise awareness, be alert and know how to protect themselves; deploy information emails and hotlines about criminal activity in key areas of TIP; direct BG units to include anti-TIP content with communication on border protection

with participation of the general public.

Communication to each population cluster of the commune, such as clusters with many ethnic minorities, clusters of different religions; clusters of households close to the border, and clusters of households engaged in seafaring...

...Leaflets and semi-permanent boards are very useful for BGC in communicating with border people on anti-TIP, ...Semi-permanent boards were set up at border areas and places that easily attract attention... The BGC communicates directly with groups at high-risk of TIP... The traditions, culture and customs of ethnic minorities and localities were considered in the development of BGC's leaflets and semi-permanent boards...

...While fighting against TIP or participating in rescuing and receiving TIP survivors, BG will communicate directly with survivors and their family members, ...

IDI with BG officials in Hanoi and Da Nang

Difficulties and limitations in communication on anti-TIP

Although communication activities on anti-TIP have received attention from the State, ministries, sectors and mass organizations in recent years, there are still many difficulties in implementation. Details are as follows:

- Communication *objectives* are varied, each group has different characteristics in terms of level, awareness and understanding, differences in economic and occupational circumstances, different cultures, interests, religions, beliefs, etc. This is a challenge for communication work when it's unable to meet the needs of each target group.

Some target groups are at high risk of TIP but it's difficult to reach some groups with communication materials, such as regular seafarers, labor migrants, ethnic minorities living in remote areas who cannot speak Vietnamese, and people who follow certain religions and have little contact with the community, etc.

- Development of *communication products and messages*

Most of the communication products are designed, produced and distributed nationwide. There is still a lack of communication products that are appropriate for different the different socio-cultural contexts, meaning that effectiveness and impact are not high.

Communication products produced by agencies, units and localities themselves are quite simple in design and don't use modern and professional communication techniques and therefore do not attract the attention communication targets, especially young people.

- Capacities of *agencies, organizations and individuals* in charge of communication on anti-TIP, especially in localities are still limited in both quantity and quality. Most of the ministries are assigned to concurrently carry out communication on anti-TIP alongside their main duties; the percentage of staff trained in communication, especially communication on anti-TIP, is still low.

- Training for *implementing anti-TIP communication at the central and local levels* does not meet the actual needs. Most of the training courses are only half a day or one day with basic content that does not meet the requirement of communication on anti-TIP.

- Funding for anti-TIP communication activities from the government, socio-political organizations, mass organizations; national programmes and projects on anti-TIP communication activities is very limited, both at central and local levels. Funding from international organizations, non-governmental organizations, etc. is only used in a few localities and regions with difficult conditions, for short periods of time and on a small scale.

Recommendations

Communication plays a significant role in anti-TIP at central and local levels. Therefore, it is necessary to promote this activity in a professional and effective manner.

- Regarding communication plans of localities and organizations:

+ Localities and units need to continue to review and classify groups of subjects at high risk of being trafficked in their areas;

+ Conduct surveys and assess characteristics, habits and needs of each target group, especially those at high risk of being trafficked, as a basis for building periodic and annual communication plans and programmes on anti-TIP.

- Regarding capacity enhancement for staff working on anti-TIP communication in ministries, localities and agencies:

+ Agencies and organizations need to determine the importance of communication on anti-TIP, in order to develop strategies to build professional communication staff who are capable of performing the assigned work to a high standard;

+ Each agency of the IAWT needs to train at least one staff to be qualified to implement communication

on anti-TIP and at the same time, continue to build a team of communication collaborators on anti-TIP from other specialized and professional departments/divisions;

+ Enhance training in knowledge, skills, communication techniques in general and communication on anti-TIP in particular;

+ Take advantage of training courses on anti-TIP communication organized by international organizations, central and local agencies to send staff to participate;

+ There should be policies to encourage communicators to participate in training courses on anti-TIP communication such as support in terms of time, travelling expenses, accommodation and other support during the training period;

- Regarding developing and publishing communication products and messages on anti-TIP:

+ Adequate investment should be made to develop quality mass communication products and direct communication products to meet various needs of various target groups (local socio-cultural characteristics, regions, age groups, gender, religion, occupation, etc.).

- Funding for communication on anti-TIP:

+ When approving budgets for national and local plans/programmes/projects on anti-TIP, attention should be paid to allocate adequate funding for communication activities;

+ Call and mobilize financial and technical support from international NGOs and agencies for communication on anti-TIP.

7. Current public awareness of anti-TIP and the Anti-TIP Hotline

7.1 General information about the survey respondents

The study collected information from 300 people living in three provinces, Cao Bang, Ha Tinh, and Tay Ninh, about public awareness of anti-TIP and the Anti-TIP Hotline. The 2021 survey used the same design and survey sample as the Baseline Survey conducted in 2019, so it is possible to compare the results of the two surveys to see the changes of the survey subjects during the period 2019-2021.

Table 7. General information about the survey respondents

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage (%)	Cao Bang	Ha Tinh	Tay Ninh
1. Age group	300	100.0	100.0	100.0	100.0
≤30	46	15.3	6.0	27.0	13.0
31- 40	89	29.7	39.0	36.0	14.0
41 -54	99	33.0	41.0	15.0	43.0
>55	66	22.0	14.0	22.0	30.0
2. Gender	300	100.0	100.0	100.0	100.0
Male	82	27.3	17.0	34.0	31.0
Female	218	72.7	83.0	66.0	69.0
3. Ethnicity	300	100.0	100.0	100.0	100.0
Kinh	202	67.3	3.0	100.0	99.0
Tay	67	22.3	66.0	0.0	1.0
Nung	30	10.0	30.0	0.0	0.0
Other	1	0.3	1.0	0.0	0.0
4. Religion	300	100.0	100.0	100.0	100.0
No religion	245	81.7	100.0	97.0	48.0
Buddhism	29	9.7	0.0	1.0	28.0
Christianity	3	1.0	0.0	2.0	1.0
Caodaism	23	7.7	0.0	0.0	23.0
5. Marital status	300	100.0	100.0	100.0	100.0
Married	243	81.0	98.0	82.0	63.0
Living together, not married	8	2.7	0.0	0.0	8.0
Single/never married	28	9.3	0.0	13.0	15.0
Separated	8	2.7	1.0	2.0	5.0
Widowed/ Divorced	13	4.3	1.0	3.0	9.0

The total number of respondents in the three provinces of Ha Tinh, Tay Ninh and Cao Bang was 300 people, of which 100 were surveyed in each province. In the survey sample, the number of female

respondents was nearly three times higher than that of men (females accounted for 72.7 per cent and males for 27.3 per cent).

Regarding age, 15.3 per cent of people in the sample were under 30 years old; 29.7 per cent were 31-54 years old and 22.0 per cent were aged 55 and over.

Regarding ethnicity, 67.3 per cent of respondents were Kinh and 32.7 per cent were ethnic minority people, of which Tay people accounted for 22.3 per cent, the Nung people 3.3 per cent and a small percentage were Khmer, Thai and Dao ethnic people.

Regarding religion, 81.7 per cent of respondents were non-religious; 9.7 per cent were Buddhist, 1.0 per cent were Christian, and 7.7 per cent followed Cao Dai.

Regarding marital status, 81.0 per cent of respondents were married, 2.7 per cent were living with his/her partner but not married, 9.3 per cent were single/never married and 4.3 per cent were widowed or divorced.

Regarding the educational level, professional and technical qualifications: more than 43 per cent of respondents completed junior high school or lower, 5 per cent had never attended school. 33.4 per cent of respondents had obtained technical/professional qualifications (intermediate, college and university level and above). Among the three surveyed provinces, Ha Tinh respondents had the highest level of education, with over 65 per cent having technical/professional qualifications (intermediate, college and university level and above). In contrast, only 9 per cent of Tay Ninh respondents had technical/professional qualifications (intermediate, college and university level and above).

Table 8. Educational level, professional and technical qualifications of the survey respondents in 2021

	Total		Percentage by provinces (%)		
	Quantity (person)	Percentage (%)	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Never attended school	15	5.0	0.0	0.0	15.0
Not completed primary school	19	6.3	3.0	0.0	16.0
Primary education completed	48	16.0	16.0	1.0	31.0
Junior high school completed	47	15.7	11.0	13.0	23.0
Senior high school completed	71	23.7	44.0	21.0	6.0
Professional vocational school	21	7.0	8.0	12.0	1.0
College/University	71	23.7	18.0	47.0	6.0
Graduate school/PhD	8	2.7	0.0	6.0	2.0

Regarding employment status, 36 per cent of respondents were “wage earners”, 27.3 per cent were “unpaid household workers”, 18.7 per cent were “housewife” and 4.3 per cent were unemployed. Among the three surveyed provinces, Ha Tinh province had the highest percentage of “wage earners” at 68 per cent, followed by Tay Ninh province at 33 per cent, while Cao Bang province had 7 per cent.

Table 9. Employment status of the survey respondents in 2021

	Total		Percentage by provinces (%)		
	Quantity (person)	Percentage (%)	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Wage earner	108	36.0	7.0	68.0	33.0
Own-account worker	39	13.0	24.0	7.0	8.0
Unpaid household worker	71	23.7	57.0	8.0	6.0
Housewife	56	18.7	6.0	14.0	36.0
Unemployed	13	4.3	1.0	1.0	11.0
Other (Going to school, retiring)	13	4.3	5.0	2.0	6.0

Compared with the Baseline Survey sample in 2019, the education level of the respondents in the 2021 Endline Survey was significantly higher. The number of people with technical/professional qualifications (intermediate, college and university level and above) in 2021 was 3.6 time higher than in 2019. The

employment status of survey respondents in 2021 was better than in 2019. The percentage of “wage earners” was about 10 per cent higher (the percentage was 36 in 2021 and 26 in 2019).

7.2 Current use of information technology among survey respondents

7.2.1 Mobile phone use

Endline Survey results in 2021 showed that 96 per cent of people used a phone; 5 per cent higher than in 2019 at 91 per cent. Of the three surveyed provinces, Ha Tinh had the highest rate of phone use, with up to 99 per cent, and Tay Ninh had the lowest, at 80 per cent.

75.3 per cent of survey respondents in 2021 used a “smartphone”, and 20.7 per cent used a “mobile phone that cannot be connected to the Internet”. The percentage of people using “smartphones” was much higher in comparison with 2019 (75.3 per cent in 2021; 57.7 per cent in 2019). Among the three surveyed provinces, Ha Tinh has the highest rate of using “smartphones”, up to 93 per cent; followed by Tay Ninh (accounting for 68 per cent) and Cao Bang (accounting for 65 per cent).

Table 10. Mobile phone use of survey respondents in 2019 and 2021

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage (%)	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total	300	100.0	100.0	100.0	100.0
Smartphone	173	57.7	51.0	84.0	38.0
Mobile phone	100	33.3	43.0	15.0	42.0
No	27	9.0	6.0	1.0	20.0
Endline 2021					
Total	300	100.0	100.0	100.0	100.0
Smartphone	226	75.3	65.0	93.0	68.0
Mobile phone	62	20.7	27.0	7.0	28.0
No	12	4.0	8.0	0.0	4.0

By age group, in Endline Survey, the proportion of people using smartphones tended to decrease gradually with age. Young people (30 years old and younger) and those 31 – 40 years old tended to use smartphones the most, both accounting for 93.3 per cent, while the age group of 55 years and older was lower with 54.3 per cent. In comparison with Baseline Survey in 2019, the percentage of people using smartphones increased in all age groups in 2021, of which the group of 55 years old and older had a strong increase from 27.5 per cent in 2019 to 54.2 per cent in 2021.

By gender, the number of women and men who use smartphones was equal, accounting for about 75 per cent.

By ethnicity, in 2021, the proportion of Kinh people using smartphones was the highest with 80.7 per cent, for Tay people and Nung people it was 70.1 per cent and 50 per cent respectively. Compared to 2019, the gap in smartphone usage between Kinh people and ethnic minority people decreased significantly (in 2019 this gap was 1.8 times).

Table 11. Percentage of the people using smartphones/mobile phones in 2019 and 2021

	Total		Percentage by smart phone/mobile phone, %	
	Quantity (person)	Percentage (%)	Smart phone	Mobile phone
Baseline 2019				
Total	273	100.0	63.4	36.6
<30	101	37.0	85.1	14.9
31-40	73	26.7	68.5	31.5
41-54	59	21.6	44.1	55.9
>55	40	14.7	27.5	72.5
Endline 2021				
Total	288	100.0	78.5	21.5
<30	46	16.0	93.2	6.8
31-40	88	30.6	93.2	6.8
41-54	95	33.0	69.5	30.5
>55	59	20.5	54.2	45.8

The Endline Survey results showed that the purposes for using smartphones were quite diverse and did not change much compared to 2019. People use smartphone for purposes such as: “Talking with family members, relatives and friends” (73.6 per cent), “Obtaining necessary information/Internet surfing ” (56.3 per cent); “Accessing SNS (Facebook, Zalo, Viber, YouTube, Instagram, Tik Tok, and Zing me,...)” (48.3 per cent), “Checking messages” (35.5 per cent); other purposes such as “Transferring credit”, “Playing games”, “Buying goods online”, “Finding a job” account for 3 per cent to nearly 20 per cent.

Table 12. Percentage of smart phone users by purposes

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage %	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total	273	100.0	100.0	100.0	100.0
Talking with family members, relatives & friends	173	63.4	54.3	84.8	47.5
Obtaining necessary information/ Internet surfing	159	58.2	50.0	81.8	38.8
Accessing SNS (Facebook, Zalo, Viber, YouTube, Instagram, Tik Tok, Zing me,...)	164	60.1	52.1	84.8	38.8
Check Short Messages(Receive Short Message but ignore)	97	35.5	5.3	65.7	33.8
Playing games	47	17.2	13.8	23.2	13.8
Transferring/ receiving credit	13	4.8	0.0	10.1	3.8
Buying goods online	46	16.8	2.1	33.3	13.8
Working or selling goods online	17	6.2	1.1	6.1	12.5
Endline 2021					
Total	288	100.0	100	100	100.0
Talking with family members, relatives & friends	212	73.6	69.6	91.0	59.4
Obtaining necessary information/ Internet surfing	162	56.3	57.6	76.0	34.4
Accessing SNS (Facebook, Zalo, Viber, YouTube, Instagram, Tik Tok, Zing me,...)	139	48.3	19.6	83.0	39.6
Check Short Messages(Receive Short Message but ignore)	38	13.2	1.1	24.0	13.5
Playing games	24	8.3	2.2	14.0	8.3
Transferring/ receiving credit	55	19.1	5.4	43.0	7.3
Buying goods online	45	15.6	3.3	35.0	7.3
Finding a job	9	3.1	4.3	2.0	3.1

7.2.2 Joining social networks

Survey results in the Endline Survey showed that 73.6 per cent of people joined Facebook, 69.8 per cent joined Zalo, 43.8 per cent joined YouTube, 19.8 per cent joined TikTok, 9.4 per cent joined Instagram and nearly 6 per cent joined Viber. Among the three surveyed provinces, the highest percentage of people participating in social networks was Ha Tinh province, followed by Tay Ninh province and the lowest was in Cao Bang province.

Compared to the results of the Baseline Survey in 2019, the number of people participating in social networks has increased. For example, the percentage of people joining Facebook increased from 54.0 per cent in 2019 to 73.6 per cent in 2021, people joining Zalo increased from 45.7 per cent in Baseline Survey (2019) to 69.8 per cent in the Endline Survey (2021).

Table 13. Percentage of Smartphone users by social networks they join

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total of respondents having a smartphone	173	100	51	84	38
Facebook	162	54.0	48.0	84.0	30.0
Zalo	137	45.7	43.0	63.0	31.0
YouTube	142	47.3	47.0	72.0	23.0
Viber	15	5.0	0.0	15.0	0.0
Instagram	8	2.7	0.0	8.0	0.0
Tik Tok	19	6.3	1.0	18.0	0.0
Zing me	15	5.0	1.0	14.0	0.0
Other (Webchat, Bigo live)	6	2.0	0.0	6.0	0.0
Endline 2021					
Total of respondents having a smart phone	288	100.0	100.0	100.0	100.0
Facebook	212	70.7	51.0	93.0	68.0
Zalo	201	67.0	51.0	91.0	59.0
YouTube	126	42.0	10.0	72.0	44.0
Viber	17	5.7	2.0	13.0	2.0
Instagram	27	9.0	1.0	18.0	8.0
Tik Tok	57	19.0	4.0	35.0	18.0
Zing me	24	8.0	2.0	13.0	9.0
Other (Webchat, Bigo live)	3	1.0	0.0	3.0	0.0

In the Endline Survey in 2021, 77.4 per cent of social network users were connected (making friends, talking, following) with family members and relatives; nearly 58 per cent were connected with friends; 2.1 per cent were connected with artists or celebrities, and 1.4 per cent were connected with strangers for reasons such as “introduced by friends/family members”, or “they are in the same commune/town with me or nearby” or “are the same age as me”.

Compared to the Baseline Survey results in 2019, the percentage of people joining the social network who “have connection with strangers” has changed markedly. In 2019, up to 23.5 per cent of people joined the social network had “connection with strangers”, but by 2021, this rate had dropped sharply to only 1.4 per cent. This may be the result of communication and awareness-raising in general and in the field of anti-TIP in particular.

7.3 General public’s awareness about the Anti-TIP Hotline and use of Anti-TIP Hotline services

7.3.1 Awareness of the general public about the Anti-TIP Hotline

The Endline Survey results in 2021 showed that 51 per cent of respondents knew about the Anti-TIP Hotline, which is more than four times higher than the corresponding rate of the baseline survey in 2019 with 12.3 per cent.

Of the three surveyed provinces, the highest percentage of people who knew about the Anti-TIP

Hotline was Ha Tinh (accounting for 85 per cent), followed by Tay Ninh (accounting for 41 per cent) and the lowest was Cao Bang (accounting for 27 per cent). Compared to the Baseline Survey, the people’s awareness of the Anti-TIP Hotline increased the most in Ha Tinh (11 per cent in the Baseline Survey; 85 per cent in the Endline Survey), followed by Tay Ninh (3 per cent in the Baseline Survey, 41 per cent in the Endline Survey). While in Cao Bang, the level of people’s awareness about the Anti-TIP Hotline increased quite slowly (23 per cent in the Baseline Survey; 27 per cent in the Endline Survey).

Table 14. Percentage of people who were aware of the Anti-TIP Hotline/ who had ever heard about the Anti-TIP Hotline

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total	300	100.0	100.0	100.0	100.0
Yes	37	12.3	23.0	11.0	3.0
No	263	87.7	77.0	89.0	97.0
Endline 2021					
Total	300	100.0	100.0	100.0	100.0
Yes	153	51.0	27.0	85.0	41.0
No	147	49.0	73.0	15.0	59.0

Information channels about the Anti-TIP Hotline

The Endline Survey results in 2021 showed that the survey respondents knew about the Anti-TIP Hotline mainly through four information channels, namely “Mass Media” (75.2 per cent), followed by “Government officials and communal/village/hamlet communication” (54.2 per cent), and “Social networks” (42.5 per cent). Other information channels took from 4 per cent to 23 per cent. Compared to the Baseline Survey in 2019, the most important types of information channels to inform people about the Anti-TIP Hotline have not changed significantly.

Communication activities about the Anti-TIP Hotline in the period of 2019-2021 through “Leaflets, name cards, posters, calendars on Anti-TIP”, “Banners, sign boards, standees ” or other communication products have had an undeniable impact on people’s awareness and understanding. However, the rate of people who know about the Anti-TIP Hotline through these channels was still significantly lower than the above four information channels.

In the three surveyed provinces, people in Tay Ninh, knew about the Anti-TIP Hotline mainly through “Mass Media” (80.5 per cent). Other channels only accounted for a small percentage. While in Cao Bang and Ha Tinh provinces, people knew about the Anti-TIP Hotline through more diverse information channels.

Table 15. How those who knew about the Anti-TIP Hotline? (%)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	153	100.0	100.0	100.0	100.0
Government officials and communal/village/hamlet communication	83	54.2	51.9	51.8	61.0
Mass media (radio, newspaper, television, ...)	115	75.2	74.1	72.9	80.5
Social network (YouTube, Zalo, Facebook, Instagram, Viber, Tik Tok, Zing me,...)	65	42.5	33.3	57.7	17.1
Online media (online news, Government websites, etc.)	22	14.4	7.4	18.8	9.8
Leaflets, cards, posters, calendars on anti-TIP	26	17.0	3.7	25.9	7.3
Banners, sign boards, standees	14	9.2	3.7	14.1	2.4

Communication products (pens, T-shirts, hand fan,...)	10	6.5	0.0	9.4	4.9
Events	6	3.9	0.00	5.88	2.44
Loud speakers of communes, villages	35	22.9	3.0	25.0	7.0
Friends or relatives	15	9.8	1.0	11.0	3.0
Communication in schools	16	10.5	0.0	14.0	2.0

Understanding of Anti-TIP Hotline's services

Among those who knew about the Anti-TIP Hotline, 57.5 per cent knew about service of “Providing direct counseling and information on anti-TIP, migration, labor export and employment”, 52.3 per cent knew about the service of “Providing legal aid and support for victims”, 48.3 per cent knew about the service “Providing psychological counseling”, 32 per cent knew about the service “Gathering and classifying information”, and 26.1 per cent knew about the service “Making referrals/Searching for victims or missing persons”. There were 5.9 per cent who did not know anything about the Hotline's services.

Of the three surveyed provinces, the lowest percentage of people knowing about the Anti-TIP Hotline's services was in Tay Ninh (the most well-known service percentage was close to 44 per cent), while in Ha Tinh and Cao Bang, the percentage of the most popular service was nearly 65 per cent and 81.5 per cent respectively.

Table 16. Percentage of people's awareness of the Anti-TIP Hotline's services

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	153	100.0	100.0	100.0	100.0
Providing psychological counseling	67	43.8	81.5	34.1	39.0
Providing legal aids and support for victims	80	52.3	74.1	55.3	31.7
Gathering and classifying information	49	32.0	66.7	31.8	9.8
Providing direct counseling and information on Anti-TIP, migration, labor export and employment	88	57.5	55.6	64.7	43.9
Making referrals/ Searching for victims or missing persons	40	26.1	51.9	18.8	24.4
Other	5	3.3	14.8	1.2	0.0
Don't know/ No answer	9	5.9	0.0	5.9	9.8

7.3.2 Status of Anti-TIP Hotline use

The Endline Survey results in 2021 showed that, out of a total of 153 people who knew about the Anti-TIP Hotline, 50 people (32.7 per cent) had used or knew about someone who had used the Anti-TIP Hotline's services. Of the three surveyed provinces, Cao Bang had the highest percentage of people who had used or knew someone who had used the Anti-TIP Hotline at 38.8 per cent, compared to Tay Ninh at 29.6 per cent.

In comparison, the Baseline Survey results in 2019 showed that the number of people who had used or knew someone who had used the Anti-TIP Hotline's services had increased rapidly, from one person in 2019 (accounting for 0.33 per cent of the total survey respondents) to 50 persons in 2021 (accounting for 16.67 per cent of the total survey respondents).

Table 17. Percentage of people who used the Anti-TIP Hotline’s services

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total	37	100.0	100.0	100.0	100.0
Yes	1	2.7	4.3	0.0	0.0
No	36	97.3	95.7	100.0	100.0
Endline 2021					
Total	153	100.0	100.0	100.0	100.0
Yes	50	32.7	38.8	32.7	29.6
No	103	67.3	61.2	67.3	70.4

How to use the services of the Ant-TIP Hotline

The Endline Survey results in 2021 showed that, out of 50 people who had used the services or knew someone who had used the services of the Anti-TIP Hotline, 50 per cent had contacted the Anti-TIP Hotline by calling the number 111; 48 per cent contacted via SNS (Facebook, Zalo, etc.) and about 2 per cent sent letters by post or directly went to the RCCs.

Table 18. How did the survey respondents contact the Anti-TIP Hotline?

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Endline 2021					
Total	50	100.0	100.0	100.0	100.0
Dial 111	25	50.0	100.0	33.3	66.7
Through SNS (Facebook, Zalo, etc.)	24	48.0	0.0	66.7	22.2
Other	1	2.0	0.0	0.0	11.1

Types of Anti-TIP Hotline services used

The Endline Survey results in 2021 showed that out of 50 people who had used or knew someone who had used the Anti-TIP Hotline’s services, 25 people (accounting for 50 per cent) had used the “Psychological counseling” service; 24 people (accounting for 48 per cent) had used the service “Legal aid and support for victims”; 9 people (accounting for 18 per cent) had used the service “Direct counseling and information provision on TIP, migration, labor export and employment”, only 1 person (accounting for 2 per cent) had used the service “Gathering and classifying information”, and 1 person (accounting for 2 per cent) had used the service “Making referrals/Searching for victims or missing persons”.

By province, survey respondents in Tay Ninh used the “Legal aids and support for victims” service (66.7 per cent) the most, while Cao Bang respondents used the “Psychological counseling” service (75 per cent) and “Legal aid and support for victims” (50 per cent).

Table 19. Percentage of types of services that the survey respondents have used (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	50				
Psychological counseling	25	50.0	75.0	30.3	22.2
Legal aid and support for victims	24	48.0	50.0	27.3	66.7
Gathering and classifying information	1	2.0	0.0	0.0	11.1
Direct counseling and information provision on TIP, migration, labor export and employment	9	18.0	25.0	18.2	11.1
Making referrals/Searching for victims or missing persons	1	2.0	0.0	3.0	0.0
Don't know/ No answer	2	4.0	0.0	3.0	11.1

Evaluate service quality of the Anti-TIP Hotline

The Endline Survey results in 2021 showed that 68 per cent of users evaluated the service “Accessible”; 48 per cent thought that “The quality of information and support is helpful”, 40 per cent agreed that “The counselors are helpful and professional”; 28 per cent were satisfied by the “Timely support and intervention”.

Table 20. Percentage of survey respondents’ evaluation of the Anti-TIP Hotline (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	50				
Accessible	34	68.0	12.5	87.88	44.44
Helpful and professional counselors	20	40.0	62.5	42.4	11.1
Informative and supportive	24	48.0	37.5	57.6	22.2
Support and timely intervention	14	28.0	62.5	18.2	33.3
Don't know/ No answer	2	4.0	12.5	3.0	0.0

Expectations for the Anti-TIP Hotline support

In most of cases, people’s expectations for the Anti-TIP Hotline’s services are as same as the functions of the Anti-TIP Hotline: 40.3 per cent wanted support with “Verifying, inspecting and rescuing victims”; 40.3 per cent wanted “Direct counseling and information provision on TIP, migration, labor export and employment”; 29.0 per cent wanted “First aid to victims: health care, information about shelters, etc.”, and 21.7 per cent wanted “Reintegration services”. Other expectations included, “Gathering and classifying information” (27.0 per cent) and “Psychological counseling” (23.0 per cent). In the Endline Survey in 2021, the percentage of “Don’t know” answers when asked about the need for support services from the Anti-TIP Hotline halved compared to the Baseline Survey in 2019 (40.7 per cent in 2019, 20.7 per cent in 2021). This reinforces the perception that the level of people’s understanding of the Anti-TIP Hotline in 2021 is higher than in the Baseline Survey in 2019.

Table 21. Expectations for the Anti-TIP Hotline (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage %	Cao Bang	Ha Tinh	Tay Ninh
Total	300				
Providing psychological counseling	69	23.0	23.0	29.0	17.0
Providing legal aid and support for victims	81	27.0	16.0	36.0	29.0
Gathering and classifying information	52	17.3	27.0	20.0	5.0
Providing direct counseling and information provision on TIP, migration, labor export and employment	121	40.3	61.0	32.0	28.0
Verifying, inspecting and rescuing victims	121	40.3	54.0	35.0	32.0
Providing first aid to victims: health care, information about shelters, etc.	87	29.0	34.0	43.0	10.0
Providing reintegration services	65	21.7	21.0	37.0	7.0
Other	3	1.0	0.0	3.0	0.0
Don't know/ No answer	62	20.7	23.0	9.0	30.0

7.4 Awareness of general public about migration and TIP in Viet Nam

7.4.1. Viewpoint on migration for work

Viewpoint on migration to other provinces / cities to work

The Endline Survey results in 2021 showed that only 20 per cent of the respondents answered that they “Agree” and “Strongly agree” to migrate to another province/city in Viet Nam to work when they had an opportunity. Surprisingly, up to 67.7 per cent “Disagree” and 3.7 per cent “Strongly disagree” with domestic migration. The percentage of “Disagree” and “Strongly disagree” on the migration of survey respondents in Cao Bang province was up to 78 per cent.

In terms of age groups, those who were in favour of migration (“Strongly agree” and “Agree”) were mainly the younger groups (under 30 years old) with the highest rate of 30.4 per cent. By gender, the migration needs of men and women are not different, about 22 per cent.

Compared to the Baseline Survey results in 2019, the proportion of respondents answered “Agree” and “Strongly agree” to move to another province/city decreased by more than half (in 2019 it was 43 per cent and in 2021 became 20 per cent), which shows that the COVID-19 pandemic has strongly affected people’s psyche, making them worry that migration will be riskier and more likely to fail.

Table 22. People’s viewpoint on domestic migration

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	11	3.7	1.0	6.0	4.0
Agree	49	16.3	14.0	22.0	13.0
Neutral (neither agree nor disagree)	20	6.7	6.0	5.0	9.0
Disagree	203	67.7	73.0	64.0	66.0
Strongly disagree	11	3.7	5.0	3.0	3.0
Don't know/ No answer	6	2.0	1.0	0.0	5.0

Viewpoint on migration overseas to work

The desire to migrate abroad to work was lower than that of domestic migration in the Endline Survey result. Among the respondents, only 17.4 per cent “Strongly agree” and “Agree” to migrate abroad to work;

while 74.7 per cent answered “Disagree” and “Strongly disagree”. Among the three surveyed provinces, Ha Tinh people had the highest desire to migrate to work abroad, with 31 per cent “Strongly agree” and “Agree”; while the corresponding rate in Tay Ninh is only 10 per cent.

Compared to the Baseline Survey results in 2019, the percentage of respondents “Agree” and “Strongly Agree” to migrate abroad to work also decreased by more than half (in 2019 it was 36.3 per cent and in 2021 was 17.4 per cent). The results of the IDIs showed that the reasons for the decrease in the percentage of people who wanted to work abroad were: fear of the COVID-19 pandemic, risks of TIP, and many good job opportunities domestically and locally.

Table 23. People’s viewpoint on international migration for work

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	8	2.7	0.0	6.0	2.0
Agree	44	14.7	11.0	25.0	8.0
Neutral (neither agree nor disagree)	19	6.3	6.0	3.0	10.0
Disagree	212	70.7	75.0	62.0	75.0
Strongly disagree	12	4.0	7.0	4.0	1.0
Don’t know/ No answer	4	1.7	1.0	0.0	4.0

In terms of age groups, as in domestic migration, young people (under 30 years old) were the group with the highest desire to migrate abroad, with the rate of “Strongly agree” and “Agree” at 26.1 per cent; while the corresponding rate in the group of 55 years old and older was 12.1 per cent. This was completely consistent with the age characteristics, young people were active, less tied down to family and children, healthy, and eager for discovery and new labor markets. Next is the group of 31-40 years old with 19.1 per cent and the lowest group was 55 years old and older with 12.1 per cent.

In terms of gender, men showed more interest in migrating abroad than women, but the difference was not remarkable (20.7 per cent for male and 16.1 per cent for female).

Regarding the reasons for migration: 54.1 per cent of respondents said that the reason for migration to find a job was “Want to get a better salary/earnings”; 46 per cent answered “It is difficult to earn a living in this area”, and 21.6 per cent “Want to see a new world/society”, a more developed society than where they lived.

By province, 100 per cent of survey respondents in Tay Ninh wanted to work abroad because of “Want to get a better salary/earnings”; while 80 per cent of the people in the Cao Bang wanted to migrate abroad because “It is difficult to earn a living in this area”; 57.9 per cent of survey respondents in Ha Tinh wanted to migrate abroad because they “Want to get a better salary/earnings”.

Table 24. Migration for work/marriage (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage %	Cao Bang	Ha Tinh	Tay Ninh
Total	37				
It is difficult to earn a living in this area	17	46.0	80.0	36.8	25.0
Want to get better salary/ earnings	20	54.1	10.0	57.9	100.0
Want to see a new world/ society	8	21.6	0.0	31.6	25.0
Heard other people earn a better earning by migration	3	8.1	10.0	5.3	12.5

Viewpoint on migration for marriage

The Endline Survey results in 2021 showed that 18 per cent of the general public “Strongly agree” and

“Agree” with the idea that “Migrating for marriage can be a good opportunity to improve their lives”; while 59 per cent of the people “Strongly disagree” and “Disagree” with this view.

By the survey sites, Ha Tinh’s survey respondents “Strongly agree” and “Agree” with this view with the highest rate of 27 per cent, compared to the corresponding rate of Tay Ninh at 18 per cent and Cao Bang at 9 per cent.

Compared to the Baseline Survey results in 2019, the percentage of people who “Strongly Agree” and “Agree” with this view has decreased sharply (in 2019 it was 40.3 per cent, in 2021 it was 18 per cent).

Table 25. People’s viewpoint on migration for marriage

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	5	1.7	0.0	3.0	2.0
Agree	49	16.3	9.0	24.0	16.0
Neutral (neither agree nor disagree)	44	14.7	13.0	11.0	20.0
Disagree	166	55.3	70.0	49.0	47.0
Strongly disagree	11	3.7	7.0	3.0	1.0
Don’t know/ No answer	25	8.3	1.0	10.0	14.0

Awareness of possible risks and dangers of migration for work or marriage

Overall, 39.7 per cent of people “Agree” and “Strongly agree” with the idea “Migration for work/marriage can be risky and dangerous for migrants”. In Ha Tinh, up to 63 per cent of survey respondents “Agree” and “Strongly agree” with this idea, in Tay Ninh it was 50 per cent, and in Cao Bang it was just 6 per cent.

Table 26. People’s views on possible risks when migrating for work or marriage

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	9	3.0	0.0	6.0	3.0
Agree	110	36.7	6.0	57.0	47.0
Neutral (neither agree nor disagree)	36	12.0	13.0	11.0	12.0
Disagree	103	34.3	72.0	14.0	17.0
Strongly disagree	6	2.0	4.0	1.0	1.0
Don’t know/ No answer	36	12.0	5.0	11.0	20.0

Possible risks and dangers of migration for work or marriage

The Endline Survey results in 2021 showed that the respondents were afraid of many possible risks for migrants such as “labor exploitation” (accounting for 64.7 per cent), “domestic violence” (accounting for 37.0 per cent), “Sexual abuse/ exploitation” (accounting for 30.3 per cent), “Forced labor” (accounting for 26.3 per cent), “Sexual harassment” (accounting for 19.0 per cent) and some other reasons such as “Owed salary/refused to pay salary”, “Discrimination at work/at home”, “Organ removal”, etc.

However, there were also 13.3 per cent of people in the survey who answered “Don’t know” about possible risks to migrants. In the three surveyed provinces, the percentage of people in Cao Bang who answered “Don’t know” about possible risks to migrants was up to 18.0 per cent, Tay Ninh was 16.0 per cent while in Ha Tinh it was only 6 per cent.

In comparison to the Baseline Survey results in 2019, the percentage of people who “Don’t know” about possible risks to migrants decreased sharply, from 42 per cent in 2019 to 13.3 per cent in 2021, showing people’s awareness of risks during migration had gradually improved, although the level of improvement has not been even across the regions.

Table 27. Possible risks when migrating for work or marriage (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300				
Domestic violence	111	37.0	11.0	71.0	29.0
Forced labor	79	26.3	16.0	48.0	15.0
Labor exploitation	194	64.7	56.0	75.0	63.0
Sexual abuse/ exploitation	91	30.3	37.0	33.0	21.0
Sexual harassment	57	19.0	3.0	38.0	16.0
Organ removal	27	9.0	2.0	15.0	10.0
Discrimination at work/at home	49	16.3	2.0	35.0	12.0
Owed salary/refused to pay salary	53	17.7	7.0	36.0	10.0
Other	3	1.0	1.0	1.0	1.0
Don't know/ No answer	40	13.3	18.0	6.0	16.0

Viewpoint on migration using “illegal” brokers

According to the Endline Survey in 2021, only 12.7 per cent of respondents “Agree” and “Strongly agree” to use “illegal” brokerage services for migration purposes. Of the three surveyed provinces, Ha Tinh had the highest percentage of people willing to use brokers to migrate, with 28 per cent of people saying “Strongly agree” and “Agree” to use “illegal” brokerage services” for migration purposes; while this rate was only 8 per cent and 2 per cent in Tay Ninh and Cao Bang respectively.

Young people (aged 30 and under) had the lowest rate of “Agree” and “Strongly agree” to use “illegal” brokerage services for migration purposes at 6.5 per cent, while the rate in the group 31-40 years old was the highest at 19.1 per cent. This is a sign that awareness and understanding of safe migration among youth had improved. Men still “took more risks” than women with up to 15.8 per cent responding “Agree” and “Strongly agree” to use “illegal” brokerage services for migration purposes; while this rate in women was 10.6 per cent.

Table 28. Level of willingness to use illegal brokerage services for migration purposes

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	2	0.7	0.0	1.0	1.0
Agree	36	12.0	2.0	27.0	7.0
Neutral (neither agree nor disagree)	15	5.0	5.0	6.0	4.0
Disagree	213	71.0	86.0	59.0	68.0
Strongly disagree	11	3.7	7.0	0.0	4.0
Don't know/ No answer	23	7.7	0.0	7.0	16.0

Viewpoint on illegal migration

The Endline Survey results in 2021 showed that 39.3 per cent of survey respondents “Disagree” and “Strongly disagree” not to migrate without valid/legal documents. However, there were 46 per cent who responded “Agree” and 6.7 per cent “Strongly agree” not to migrate without valid/legal documents. This means that the percentage of the people who will not migrate without legal document (52.7 percent) is more than the percentage of the people who will migrate without legal document (39.3%). Among the three surveyed provinces, Ha Tinh had the highest percentage of people will not migrate without sufficient valid/legal documents at 64 per cent “Agree” and 13 per cent “Strongly agree”.

Table 29. People’s view on “not to migrate” without valid/legal documents

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Total	300	100.0	100.0	100.0	100.0
Strongly agree	20	6.7	0.0	13.0	7.0
Agree	138	46.0	12.0	64.0	62.0
Neutral (neither agree nor disagree)	10	3.3	4.0	3.0	3.0
Disagree	108	36.0	79.0	9.0	20.0
Strongly disagree	10	3.3	4.0	5.0	1.0
Don’t know/ No answer	14	4.7	1.0	6.0	7.0

7.4.2. Awareness of general public about TIP

The Endline Survey results in 2021 showed that, out of 300 survey participants, 14 people (accounting for 4.7 per cent) had ever gone abroad, of which five people had gone abroad to work, one person for marriage purposes, and the remaining eight people for tourism and sightseeing purposes.

Among the 300 people surveyed, 154 people, accounting for 51.3 per cent, had heard information about TIP. The percentage of women and men who had heard about TIP was not significantly different (50 per cent male and 51.8 per cent female).

Among the three surveyed provinces, the percentage of Ha Tinh people who had heard about TIP was the highest at 77 per cent, this rate in Tay Ninh and Cao Bang was 50 per cent and 27 per cent, respectively.

Understanding of types of TIP

The Endline Survey results in 2021 showed that people knew quite a lot about types of TIP such as “Information on child trafficking” (65.6 per cent), “Information on TIP for labor exploitation” (35.7 per cent); “Sexual Exploitation” (35.1 per cent), etc. There were also 3.9 per cent of people who had heard about TIP but did not know about types of TIP.

Table 30. People’s understanding of TIP and types of TIP (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage %	Cao Bang	Ha Tinh	Tay Ninh
1. Have heard about TIP					
Total	300	100.0	100.0	100.0	100.0
Yes	154	51.3	27.0	77.0	50.0
No	146	48.7	73.0	23.0	50.0
2. Types of TIP					
Total	154				
Recruitment, transfer or reception of person by force, threat or deception	24	15.6	0.0	20.8	16.0
Forced labor	32	20.8	3.7	23.4	26.0
Labor exploitation	55	35.7	14.8	49.4	26.0
Sexual abuse / exploitation	54	35.1	29.6	44.2	24.0
Removal of organ	46	29.9	44.4	24.7	30.0
Child trafficking	101	65.6	77.8	55.8	74.0
Don’t know/ No answer	6	3.9	0.0	6.5	2.0

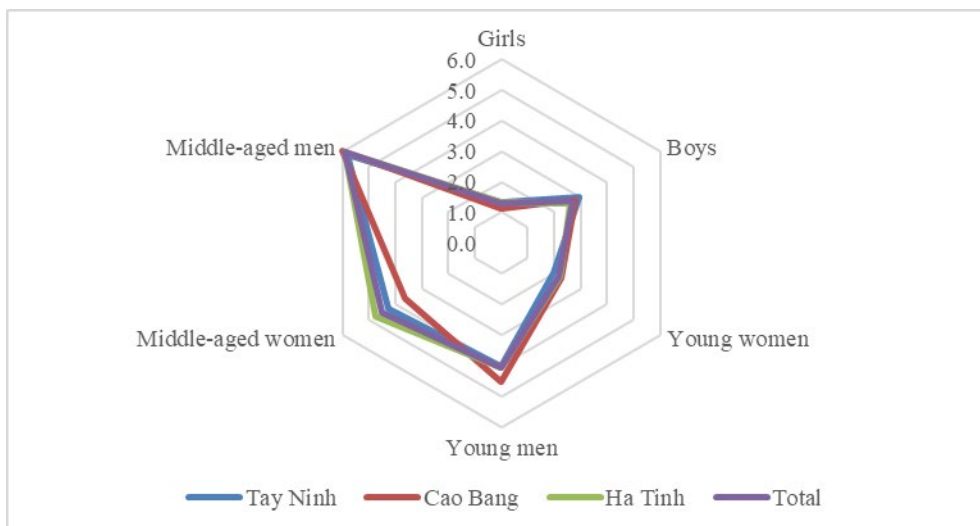
Groups at the highest risk of TIP

Groups which are considered to be at the highest risk of becoming victims of human trafficking were ranked from 1 to 6 with 1 being the highest (highest risk).

In terms of age and gender: “Girls” were considered to be the most at-risk groups of TIP (1.3 points), followed by “Young women” (2.2 points), “Boys” (2.7 points), “Young men” (4.1 points), “Middle aged women” (4.5 points), and “Middle aged men” have the lowest risk (5.5 points).

Compared with the Baseline Survey results in 2019, the ranking results of risk groups that were victims of TIP by age and gender have remained unchanged.

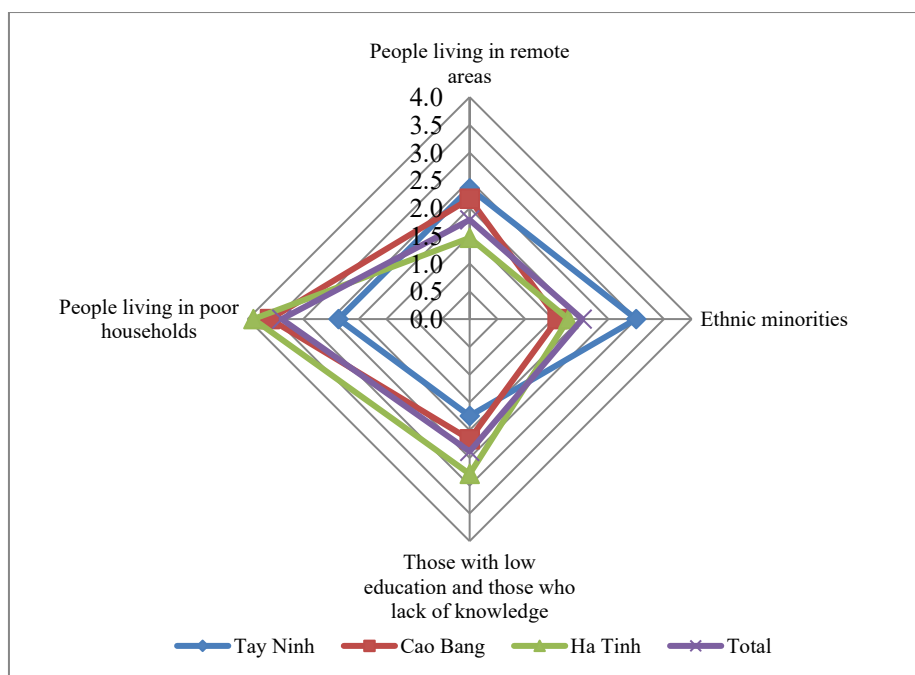
Chart 5: Risk groups of TIP victims (1 is the highest risk group)



In terms of living conditions: “people living in remote areas” are considered to be the most at risk of becoming victims of trafficking with 1.8 points; followed by “Ethnic minorities” with 2.0 points. The two groups considered to be less at risk were “those with low education” and “those who lack knowledge” with the same 2.4 points and “people living in poor households” with 3.4 points.¹²

Compared with the survey results in 2019, the ranking results of risk groups as the potential victims of TIP by living conditions have remained almost unchanged.

Chart 6. Potential victims of TIP (1 is the highest risk group)



Who are the brokers of TIP?

The Endline Survey results in 2021 showed that brokers can be anyone. According to the ranking order of the survey participants, “Women in the commune” were most likely to be human traffickers with 2.4 points; followed by “strangers” with 2.7 points; “Labor export companies” with 2.9 points, “Men in the commune” with 3.3 points, “tourist companies” with 3.8 points and the least was “acquaintances, friends, family relatives”

¹² Scores rank from 1 to 4 with 1 is the highest at-risk group and 4 is the least at-risk group.

with 4.9 points. Compared to the survey results in 2019, the ranking results for the traffickers were almost unchanged.

Common tricks of TIP brokers

The Endline Survey results in 2021 showed that the most common trick was “Luring people with promises of a good job, high income or legal migration overseas” with 1.6 points; followed by “luring for tourism, sightseeing domestically and overseas” with 2.2 points, “kidnapping” with 2.7 points and the last was “fake marriage” with 3.1 points.¹³ Compared to the survey results in 2019, the ranking results of common tricks of TIP brokers were almost unchanged.

TIP trends in the past three years

TIP trends in the localities: The Endline Survey results showed that 36.5 per cent of survey respondents thought that TIP has decreased in the past three years; 6.3 per cent said “Constant”; and 31.5 per cent selected “Increased”, while 25.8 per cent answered “Don’t know” and could not answer questions about the situation of TIP in their locality.

TIP trends at national scale: Over 51 per cent of respondents did not know about the trends of TIP in the last three years at the national scale. The rest have mixed opinions. 26.6 per cent said “increased” while 16.4 per cent said “decreased”. By province, Cao Bang had the highest percentage of people who “Don’t know/don’t answer” with nearly 89 per cent, followed by Tay Ninh with 76 per cent.

Table 31. People’s view on the situation of TIP

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Provincial scale					
Total	159	100.0	100.0	100.0	100.0
Increased	50	31.5	18.5	51.2	6.0
Constant	10	6.3	0.0	7.3	8.0
Decreased	58	36.5	22.2	25.6	62.0
Don’t know/ No answer	41	25.8	59.3	15.9	24.0
National scale					
Total	158	100.0	100.0	100.0	100.0
Increased	42	26.6	0.0	44.4	12.0
Constant	9	5.7	0.0	7.4	6.0
Decreased	26	16.4	11.1	24.7	6.0
Don’t know/ No answer	81	51.3	88.9	23.5	76.0

Support channels for TIP

When seeking support for issues related to TIP, 93.5 per cent of respondents said they would seek help from “Police”; 48.7 per cent would tell the “Head of hamlet”; 37.9 per cent would inform “Women’s Union”; 37.3 per cent would call “Border Guards” and 35.5 per cent would call the “Anti-TIP Hotline” for support.

Compared to the Baseline Survey results in 2019, the percentage of people choosing to contact the “Anti-TIP Hotline” for support in cases of TIP had increased quite sharply, from 8.7 per cent in the Baseline Survey to 35.5 per cent in the Endline Survey. Again, this is an indicator of people’s awareness and evaluation of the Anti-TIP Hotline’s activities in the past three years (2019 – 2021).

¹³ Scores rank from 1 to 4 with 1 is the highest.

Table 32. What organization or person would you contact if you or your family members need any help in relation to TIP cases (multiple answers allowed)

	Total		Percentage by provinces, %		
	Quantity (person)	Percentage, %	Cao Bang	Ha Tinh	Tay Ninh
Baseline 2019					
Total	300				
Local Police	271	90.3	87.0	96.0	88.0
Border Guards	58	19.3	48.0	6.0	4.0
LISA official	6	2.0	1.0	5.0	0.0
Call the Hotline 113	24	8.0	3.0	16.0	5.0
<i>Call the Anti-TIP Hotline 111</i>	26	8.7	5.0	20.0	1.0
Head of hamlet	166	55.3	82.0	37.0	47.0
Women's Union	32	10.7	15.0	3.0	14.0
Other (Relatives, friends)	45	15.0	11.0	26.0	8.0
Don't know/ No answer	11	3.7	2.0	2.0	7.0
Endline 2021					
Total	300				
Local Police	286	93.5	95.0	97.2	88.0
Border Guard	114	38.8	42.0	36.8	33.0
LISA official	99	33.0	21.0	38.7	37.0
Call the Hotline 113	93	31.0	19.0	33.0	39.0
<i>Call the Anti-TIP Hotline 111</i>	108	36.0	24.0	44.3	37.0
Head of hamlet	149	49.7	46.0	62.3	37.0
Women's Union	116	38.7	36.0	45.3	32.0
Other (Relatives, friends)	12	4.0	4.0	1.9	6.0
Don't know/ No answer	3	1.0	1.0	0.9	1.0

7.5 Recommendations for effective communication activities for the Anti-TIP Hotline

Current communication activities in communities and evaluation of the general public on types of communication activities

Types of communication on the Anti-TIP Hotline

In the area where the survey respondents were living, the most popular method of communication was “Communication from commune, hamlet officials and mass organization” (2.1 points); followed by “Mass media” (2.2 points); “Loud speakers” (2.4 points); “Social networking services” (YouTube, Instagram, Viber, Tik Tok, and Zing me,...) (4.0 points); and “Leaflets, posters, calendars” (4.6 points). The remaining forms were considered less popular such as “Communication in schools”; “Call to the Anti-TIP Hotline” (6.5 points); “Friends and relatives”, etc. (over 6.0 points).¹⁴

Evaluation of types of communication activities about TIP

“Communication from commune, hamlet officials and mass organization” were assessed as the most effective with a rating of 2.0 points. The results of IDIs showed that this score is consistent with reality, especially in areas with socio-economic difficulties and ethnic minority areas, where this form of communication was very suitable and trusted by the public.

Mass media (newspaper, radio, television, etc.) was ranked second with 2.1 points. The advantage of this information channel was convenient and easy to use because most households have a TV or radio to catch up on the news. In addition, information from the mass media is diverse, abundant, updated, and official, so it is trustworthy.

Social networking services (YouTube, Zalo, Facebook, Instagram, Viber, Tik Tok, and Zing me, ...) were ranked the third with 3.1 points thanks to advantages such as convenience, ease of access, diverse information, suitable for all ages, especially young people.

Loudspeakers were ranked fourth with 3.1 points. The advantages of this form of communication are convenience, time saving, those who are busy can listen to the information while they are at work, the information is trustworthy since it is official. However, the disadvantages are: some households are too far

¹⁴ Ranking from 1 to 9 with 1 is the most common

from the loudspeaker, loud speakers are used at times when people have gone to work so that they do not hear the information.

8. Conclusion and recommendations

8.1 Conclusions

The Endline Survey was carried out to gather the necessary data for the purpose of measuring the intended achievements of the Project for Strengthening the Operation of the Anti-TIP Hotline for Counseling and Supporting Trafficking Survivors in the Socialist Republic of Viet Nam after three years of implementation (from November 2018-2021). The survey used a combination of methods including reviewing secondary documents; qualitative survey methods (in-depth interviews) and quantitative surveys (household surveys). The qualitative survey method was used to collect information on the activities of the three RCCs in Hanoi, Da Nang and An Giang (including six in-depth interviews with counselors), and to collect information on referral activities from relevant agencies and organizations at the central and provincial levels (including 24 in-depth interviews with police officers, border guards, LISA institutions and women's unions). The quantitative survey method was used to survey 300 households in six communes of Cao Bang, Ha Tinh and Tay Ninh provinces, to collect information about the general public's awareness of the Anti-TIP Hotline and effective communication activities.

The multi-stage sampling method, in combination with purposive and random selection, was used to identify survey sites and respondents.

The results of the survey are as follows:

1. Since 2018, according to the provisions of the Law on Children (2016) and Decree No. 56/2017/ND-CP¹⁵, the National Child Helpline has added more functions to accommodate the Anti-TIP Hotline, sharing the same number 111. The Anti-TIP Hotline includes one Operation Center located in Hanoi (under the Department of Child Affairs) and two RCCs. In October 2018, the establishment of two Regional Centers was completed, including Da Nang Regional Call Center (receiving calls from 16 central provinces and Central Highlands) and An Giang Regional Call Center (receiving calls from 19 Southern provinces). The Anti-TIP Hotline has used more formats to receive information such as App, Facebook, Fan page, E-mail, Zalo, etc., to help people connect with the Call Center more conveniently.

2. According to the report of the Department of Child Affairs (MOLISA), from the time the hotline started operating until the end of September 2021, the Anti-TIP Hotline received 21,046 calls; 7,475 of which were received between January 2019 and September 2021.

3. Characteristics of callers to the Anti-TIP Hotline:

The comparison between the two periods (phase 1: from October 2012 to December 2018; and the Project: from January 2019 to June 2021) shows that the proportion of young people (age 25 and under) calling the Anti-TIP Hotline has dropped from 54 per cent (10/2012-12/2018) to 23 per cent (1/2019-9/2021). On the other hand, the proportion of people aged 26-40 years old increased from 32 per cent (10/2012-12/2018) to 54 per cent (from 1/2019-9/2021) and the group of people over 40 years old increased from 17 per cent (10/ 2012-12/2018) to 22.5 per cent (from 1/2019 to 9/2021).

The proportion of men calling to the Anti-TIP Hotline accounted for 61.1 per cent, 1.5 times higher than that of women (accounted for 38.9 per cent).

4. Content of calls to the Anti-TIP Hotline in the period from 1/2019 to 9/2021 include 86.2 per cent of calls for "Providing information"; 12.3 per cent call for "Counseling" and 1.6 per cent for "Intervention, connection" (referral) support.

5. Storing and managing information of TIP calls:

Since 2020, the Anti-TIP Hotline has completed the installation of equipment and upgraded the technical system for the Anti-TIP Hotline at the Hanoi Operation Center and RCCs of Da Nang and An Giang.

The new "TIP call management software" has been put into use since 2019 for all three RCCs. Database management of TIP cases is divided into three groups: (i) Providing information cases; (ii) Counseling cases; and (iii) Cases for referral (TIP cases that need support and intervention).

While operating, the software has been regularly updated, modified and supplemented to meet the requirements of the Anti-TIP Hotline, to assist counselors in entering information, storing and extracting data

¹⁵ Decree No. 56/2017/ND-CP dated May 9, 2017 detailing some articles of the Law on Children.

about TIP cases for case management and reporting as required.

6. Completing the Operational Guidelines of the Anti-TIP Hotline: (i) Updated the system of legal documents on Anti-TIP; (ii) Completed the questionnaire to suit the current context of anti-TIP and the operation model of the National Child Helpline 111; (iii) Completed the procedure for receiving, making referral TIP calls from the Anti-TIP Hotline, procedure for implementation of focal points when receiving referral from the Anti-TIP Hotline; (iv) Typical TIP cases have been collected; (v) Systematically gathered necessary knowledge and skills for counselors of the Anti-TIP Hotline.

7. Capacity of RCCs in An Giang and Da Nang has improved in the last two years (2020-2021). As a result, from May 2020, the RCCs of Da Nang and An Giang have officially received and handled TIP cases in their areas or responsibility, which has helped to ease the overload of the Hanoi Operation Center.

8. Training for counselors of the Anti-TIP Hotline

- 100 per cent of counselors have been trained in basic knowledge and skills; some counselors have participated in many advanced training courses on knowledge and skills for anti-TIP.

- Under the framework of the Project, in the period of November 2018-2021, nine training courses were conducted with 229 participants, including counselors and social workers from Social work centers nationwide.

- Establishing and maintaining a group of experts in counseling and training for counselors including experts with many years of experience in the field of psychology and human trafficking prevention. Counselors have highly appreciated the usefulness and effectiveness of this form of training.

9. Intervention and connection activities (referral):

Results of IDIs with representatives of relevant agencies in the provinces on “Assessment on satisfaction with the Anti-TIP Hotline referral service from January 2019 to September 2021, 14/24 respondents (58.3 per cent) rated the referral service as “Good”, an increase of 18.3 per cent compared to the Baseline Survey; and 10/24 (41.7 per cent) refused to evaluate because there was not enough information, a decrease of 18.3 per cent compared to the Baseline Survey in 2019.

In recent years, more and more cases of TIP have been referred by the Anti-TIP Hotline to NGOs. NGOs have strong points such as: (i) Having well-trained, professional staff in the field of TIP, enthusiastic in their work; (ii) Having a professional and clear process and method of implementing work; (iii) have sufficient funds to pay for activities to support TIP victims.

Difficulties: The IAWT has not been established evenly across the provinces/cities, causing difficulties for referral to localities. Currently, the regulations regarding the certification of TIP victims according to the law's provisions are too complicated and inappropriate to the actual circumstances, making it difficult for agencies and organizations to complete the procedures for admission as well as assist victims with referrals from the Anti-TIP Hotline. In addition, this affects the rights of TIP victims and their rehabilitation.

10. Communication activities of relevant agencies

Agencies and organizations participating in the IAWT on anti-TIP (Police, Border Guards, Marine Police, LISA sector – preventing social vice, Women’s Union, Youth Union, local authorities, People’s Committees, etc.) are responsible for communicating on anti-TIP. Assigned units/ officers in charge of communicating on human trafficking develop an annual communication plan, including a budget for implementation. One hundred per cent of respondents answered that their agencies/units have organized annual anti-TIP communication activities in various forms.

Methods and types of communication on anti-TIP include: (i) Implementing behaviour change communication strategies in the community on a national scale, giving priority to key areas of human trafficking; (ii) Building, maintaining and replicating communication models on human trafficking at the grassroots level in various forms that are close to the local situation.

Evaluation of the quality and effectiveness of communication activities on anti-TIP: 5/24 (20.8 per cent) rated “Very good”; 14/24 (58.3 per cent) rated “Good” and 3/24 (12.5 per cent) rated “Average” and 2/24 people (8.3 per cent) have no idea.

Difficulties: Communication objectives are varied and cannot meet the demand; communication products do not address the socio-cultural characteristics of the different regions and localities; the capacity of agencies, organizations and individuals conducting communication on anti-TIP, especially in mountainous areas, is still limited in both quantity and quality. Funding for anti-TIP communication activities from the government, socio-political organizations, mass organizations; national programmes and projects to anti-TIP communication activities are very limited, both at central and local levels.

11. People's awareness about the Anti-TIP Hotline: The Endline Survey results in 2021 showed that 51 per cent of people in the survey areas know about the Anti-TIP Hotline, four times higher compared to results of the Baseline Survey in 2019, which was 12.3 per cent.

12. Use of the Anti-TIP Hotline's services: the number of people who had used or knew someone who had used the Anti-TIP Hotline's services had increased rapidly, from one person in 2019 (accounting for 0.3 per cent of the total survey respondents) to 50 persons in 2021 (accounting for 16.7 per cent of the total survey respondents). This is a very fast growth in the rate of service users, which shows the importance of the anti-TIP Hotline in the surveyed provinces in particular, and the whole country in general.

Out of 50 people who have used or know someone who has used the service of the Anti-TIP Hotline, 25 people (36 per cent) used the service of "Psychological counseling"; 24 people (38 per cent) used the service "Legal support"; nine people (18 per cent) used the service "Direct counseling and providing information on human trafficking prevention, migration, labor export and employment" and only one person (2 per cent) used the service "Receiving and classifying information" and one person (2 per cent) used the service "Referring/searching victims".

Sixty-eight per cent of users answered the service was "Accessible"; 48 per cent answered "The counseling and supporting information is helpful", 40 per cent said "The counselors were helpful and professional"; 28 per cent answered "Timely support and intervention".

13. There are three services of the Anti-TIP Hotline that are used the most by 50 people who had used or knew someone who had used the Anti-TIP Hotline's services, including psychological counseling; legal support; direct counseling and information provision on TIP, migration, labor export and employment. In general, people who have used the Anti-TIP Hotline service rate the service quite highly and have a high level of satisfaction.

14. In the coming time, among 300 respondents of general public, people need the Anti-TIP Hotline to provide services including: (1) Verification, investigation and rescuing; (2) Direct counseling and providing information on anti-TIP, migration, labor export and employment; (3) Initial support for victims including health support, legal support, information about shelters.

15. Perspectives on migration for work purposes: Compared with the survey results in 2019, the percentage of people in the survey sample who "Agreed" and "Strongly agreed" to migrate to another province/city has decreased by more than a half (43 per cent in the Baseline Survey and 20 per cent in the Endline Survey). This shows that the COVID-19 pandemic has strongly affected people's psychology, making them worry that migration will be risky and more likely to fail.

The number of people in survey samples who "Agreed" and "Strongly Agreed" about going abroad to work has also decreased by more than half (36.3 per cent in the Baseline Survey and 17.4 per cent in the Endline Survey). The results of the IDIs show that the reasons for the decrease in the percentage of people who want to migrate abroad for work are fear of the COVID-19 pandemic, concern about the risks of TIP, and there are good job opportunities in localities and in the country.

16. People's awareness of migration risks: In more developed socio-economic areas, there is a better awareness of the risks of migration compared to underdeveloped regions. Ha Tinh is the province with the highest proportion of migrants working abroad and most aware of the risks. The people in Cao Bang who "don't know" about possible risks to migrants is 18 per cent, Tay Ninh is 16 per cent while in Ha Tinh it's only 6 per cent.

In comparison with the Baseline survey results in 2019, the percentage of people who "Don't know" about possible risks to migrants among three sample regions decreased sharply, from 42 per cent in 2019 to 13.3 per cent in 2021, showing people's awareness of risks about migration had gradually improved, although the level of improvement has not been even across the regions.

17. The survey results in 2021 show that 51.3 per cent of people have heard about human trafficking, it is 77 per cent in Ha Tinh, 50 per cent and 27 per cent in Tay Ninh and Cao Bang respectively. The most well-known forms of human trafficking are child trafficking, and trafficking related to labor, exploitation and sexual exploitation.

18. Groups at risk of TIP

Considering age and gender: "Girls" are the most at-risk group of being TIP victims (1.3 points),

followed by “Young women” (2.2 points), and “Boys” (2.7 points). Compared with the survey results in 2019, the ranking results of risk groups that are potential victims of TIP by age and gender have remained unchanged.

In terms of living conditions: “People living in remote areas” are the most at-risk group of being TIP victims (1.8 points); followed by “Ethnic minorities” (2.0 points). Compared with the survey results in 2019, the ranking results of risk groups that are potential TIP victims by living conditions is almost unchanged.

19. TIP criminals / Traffickers: “Women in the commune” are those who often become TIP criminals with a ranking score of 2.4 points; followed by “Strangers” (2.7 points); and “Labor export company” (2.9 points). Compared to the survey results in 2019, ranking results of TIP criminal groups almost unchanged.

20. The most commonly used tricks of TIP criminals / traffickers is “Luring for good jobs, high salary and legal migration” (1.6 points); followed by “Luring for travelling, sightseeing in or outside the country” (2.2 points), “Kidnapping” (2.7 points) and finally “Luring for fake marriage” (3.1 points). Compared to the survey results in 2019, the ranking results of TIP tricks have remained unchanged.

21. The contact when there is a need of support for TIP: Main supporting agencies for anti-TIP that people usually trust in are police, heads of hamlets, BG,... those supporting agencies remain unchanged. The percentage of people choosing to contact the Anti-TIP Hotline for support for TIP cases has increased sharply, from 8.7 per cent in 2019 up to 35.5 per cent in 2021. Once again, this is an indicator of the general public’s increased awareness of the Anti-TIP Hotline over the past three years (2019-2021).

22. Effective communication activities

“Government officials and mass organizations of communes/villages and hamlets conduct communication” is assessed as the most effective form of communication on anti-TIP (2.0 points); “Mass media” (radio, newspaper, television etc.) is ranked second (2.1 points); “Social networks” (YouTube, Zalo, Facebook, Instagram, Viber, Tik Tok, and Zing me,...) are ranked in third place (3.1 points) and “Loudspeakers” are ranked fourth (3.1 points).

8.2 Recommendations

Recommendation 1: Support the improvement of the legal system, policies on anti-TIP, and the Anti-TIP Hotline

Specific solutions

1.1 As DCA and the Project have gained considerable experience in recent years with anti-TIP and the Anti-TIP Hotline, DCA should prepare a "Policy Brief" and engage in advocacy activities in order to amend Law on Anti-TIP and the Law on Children (Regulations related to the Anti-TIP Hotline).

1.2 Several issues should be advocated for amendments to the Law on Anti-TIP and the Law on Children (Regulations related to the Anti-TIP Hotline) based on the Evaluation Report of the Implementation of Decree No. 09/2013/ND-CP, Operational Guidelines of the Anti-TIP Hotline and Standardized Training Material for the Hotline Counselors :

- Review the system of policies and laws on receiving, verifying, protecting, and supporting returned trafficking victims to propose corrections and improvements to be in line with international conventions that Viet Nam is signatory to, and the actual situation in Viet Nam.

- Review the regimes to support trafficking victims; regulations on the amount of time to support trafficking victims (increasing to suit the requirements of psychological and legal support); regulations on a mechanism to coordinate with other departments in identifying, rescuing, transferring, and supporting victims; regulations on the investigation, and providing a victim-friendly legal process, and especially regulations on supporting sustainable community integration related to a safe living environment and sustainable livelihood.

- Anti-TIP Laws must be amended to cover new purposes of TIP such as surrogacy, fetal trading, and TIP for the purpose of growing opium and marijuana.

- Research and establish a specialized facility to support trafficking victims to ensure security, safety and protect trafficking victims from social stigma.

Recommendation 2: Complete and sustain the organizational structure and staffing of the Anti-TIP Hotline

Specific solutions

- Regularly improve the quality of the services provided by the Anti-TIP Hotline including the system and the counselors, ensuring they have enough knowledge, skills, and experience to handle difficult cases of TIP.

- It is necessary to improve the system to assess the counselors' capacity, including the process and criteria for assessment, ranking results, and working efficiency. These are the grounds for building plans for appropriate counselor allocation design, including recruitment, and necessary input for capacity building, including training, salaries, promotions, appointments, emulations, and commendations for the counselors.

- Increase the effectiveness of training for the counselors; continue to give priority to counselors in Da Nang and An Giang RCCs and the counselors with less than three years of working experience.

- Focus on training 5-10 counselors who are capable of assessing and deciding on cases that need support and intervention (referring) accurately and in a timely manner.

- Organize training courses in a variety of ways, suitable to the characteristics of the job and continuously ensure that all counselors have the opportunity to participate in training. Strengthen the organization of field practice sessions so that the counselors have the opportunity to come into contact with survivors, criminals, experts, and officials of agencies and organizations in the anti-TIP network.

- Organize training courses that are gender-sensitive, ensuring that pregnant counselors and counselors who are nursing children have the opportunity to participate in training courses equal to other staff members (give priority to select a training course, training time, implementation of online training, etc.).

- Continue to support and maintain a team of experts to support the counselors in the process of handling difficult and complicated cases in reality.

Recommendation 3: Continue to strengthen the referral system of the Anti-TIP Hotline

Specific solutions

- Continue to supplement and complete the system of guiding documents to support the operation of the Call Center and relevant agencies such as completing the "Process of handling TIP cases in which victims are adults", "Operating procedures of focal point referred from the Anti-TIP Hotline" and "Casebook of typical TIP cases in practice".

- Continue training to improve qualifications, expertise, and skills for officials in charge of receiving, verifying, protecting, and supporting victims at social support establishments, social work centers, LISA officials at all levels, border guards, and voluntary social work teams who directly support victims at the grassroots level.

- Research and develop regulations on inter-sectoral coordination in receiving and supporting victims of trafficking at central and local levels, ensuring timely and effective support, based on the needs and characteristics of each victim.

- Establish IAWT for anti-TIP in all provinces/cities to facilitate local connections and referrals.

Recommendation 4: Strengthen communication activities to promote the Anti-TIP Hotline in a professional and effective manner

Specific solutions

- Continue to improve capacity of staff in charge of communication on TIP:

+ Promote trainings on knowledge, skills, communication techniques in general and communication on TIP in particular, to ensure work requirements are met. Take advantage of opportunities to participate in TIP communication training and training courses organized by international organizations, central and local agencies, and appoint officials to participate.

+ Adopt policies to encourage officials engaged in communication activities to participate in trainings on TIP communication such as support for time, travel expenses, accommodation and other support during the training period.

- Continue to develop high quality mass communication and direct communication products to meet the diverse needs of different target groups (local socio-cultural and regional characteristics, age group, gender, religion, occupation, etc.).

Recommendation 5: Continuously raise public awareness about anti-TIP and the Anti-TIP Hotline

Specific solutions

- Continue to increase people's awareness of safe migration and anti-TIP through effective communication:
 - + Prioritize high TIP risk areas with difficult socio-economic conditions, along borders, islands, high poverty rates, underemployment or low-income jobs, etc.)
 - + Use different types of communication for different target groups.
 - + Increase use of information technology and social networking services (such as YouTube, Zalo, Facebook, Instagram, Viber, Tik Tok, and Zing me)
 - + Strengthen communication in schools with attractive formats for students and parents such as organizing games (traditional and modern) and contests (arts, painting, etc.)
 - + Develop specialized communications for ethnic minority groups: Tailor communication formats and products to the culture of ethnic minorities, using ethnic minority languages; locations such as local markets, and local cultural events, etc.
 - + Strengthen the production and use of modern communication products such as short videos, images with the appearance of popular celebrities (pay attention to regional preferences) etc.

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Website:

1. <http://caobangtv.vn/tin-tuc-n37326/cong-an-huyen-trung-khanh-bat-2-doi-tuong-ve-toi-to-chuc-cho-nguoi-khac-xuat-canh-nhap-canh-trai-phep.html> (accessed 4 January 2022)
2. <https://nld.com.vn/cong-doan/10-huyen-thi-thanh-pho-bi-cam-xuat-khau-lao-dong-sang-han-quoc-20200607215743161.htm> (accessed 4 January 2022)

If Yes, Try your best to answer the question(s) *If No, Continue with the survey*

KEY QUESTIONS

A. PERSONAL INFORMATION

A 1. Gender
 a) Male b) Female c) Others (please specify):.....

A 2. Marital status
 a) Married b) Single c) Divorced/separated d) Widowed

A 3. Age group
 a) 18 – 24 b) 25 – 40 c) 41 – 60 d) Over 60

A 4. Ethnicity
 a) Kinh b) Other (please specify):.....

A 5. Educational attainment
 a) No degree/certificate b) Elementary c) Intermediate
 d) College e) Tertiary education and higher

A 6. Religion (if applicable)
 a) Buddhism b) Christianity c) Caodaism d) No religion e) Islam f) Other.....

A 7. Work post at the current organization
 a) Admin b) Program implementer c) Communication and education
 d) Criminal prevention and judgement e) Social and psychological counseling
 f) Other (please specify).....
Please describe the work responsibilities.....

A 8. Years of working experience
 a) < 1 year b) 1 -2 years c) 2 – 5 years d) over 5 years

B. SITUATION OF TRAFFICKING IN PERSONS, REFERRED CASES AND THE CAPACITY OF PROVIDING SERVICES IN THE PROVINCE

B 1. Please briefly describe the situation of trafficking in persons in the province from 2019 to present (Number (by age, gender, educational level,...), trends and their changes, immigration and migration status after the COVID-19 Pandemic,...)?

What are the causes of the changes?

Are there gender differences related to trafficking in persons? If yes, please specify?

B 2. Since 2018, has your institution cooperated with Regional Call Centers or related agencies in the province or other provinces to deal with trafficking in persons cases as well as to provide support to the victims?

- a) Yes
- b) No

If Yes, please indicate the number of cases and the contents of the services referred to your institution by Regional Call Centers, related agencies in the province or other provinces for counseling and support since 2018? Please specify each case?

.....
.....
.....

B 3. Please specify the content and referral/ support process for the types of support and services provided by your institution at both central and local levels for TIP survivors and their family? (Specific questions for each type of service)

.....
.....
.....

B 4. Are you satisfied with the referral and support services related to trafficking in persons provided by Regional Call Centers in the past time?

- a) Very satisfy
- b) Satisfy
- c) Partly satisfy
- d) Not satisfy
- e) Don't know/don't want to respond

If YES, Which kind of services are you satisfied with? Please provide reasons.

.....
.....
.....

If NO, which kind of services have you not satisfied with? Please provide reasons. In your opinion, what are the specific causes?

.....
.....
.....

B 5. In your opinion, have the above-mentioned types of services and support met the needs of the end-users or not?

- a) Yes
- b) No
- c) Don't know/don't want to respond

If not, why? In your opinion, what kind of services and support should be added or improved?

.....
.....
.....
.....

B 6. Do you satisfy with current resources in terms of infrastructure, human, etc. of the support services related to TIP?

- a) Yes
- b) No

If Yes, please explain the reason? (give explanation in terms of infrastructure, human resources (quantity and quality), etc.)

.....
.....
.....

If No, please explain the reason? (give explanation in terms of infrastructure, human resources (quantity and quality), etc.)

.....
.....
.....

B 7. Do you have any suggestions/recommendations to improve the quality of referral services and information provided by the Hotline regarding technical infrastructure, facilities, human resources (quantity, quality), etc.) and their given function/working structure/regulations? If yes, please specify?

.....
.....
.....

B 8. Since the Project started in 2018, has there been any change/improvement of TIP issues and TIP measures from a perspective of gender equality?

.....
.....
.....

C. LEVEL OF SATISFACTION ON THE COOPERATION BETWEEN RELEVANT STAKEHOLDERS AND POST-REFERRAL

C 1. Please tell me in detail about the collaborating process between relevant bodies in your province, with other provinces and with the central agencies in supporting and handling cases related to TIP?

.....
.....
.....

C 2. How do you rate the coordination between institutions in the province in referring and handling TIP cases?

- a) Very good b) Good c) Neutral d) Poor e) Very poor f) Don't know/don't want to respond

Why did you rate that? Please specify?

.....
.....
.....

C 3. Are you satisfied with the coordination between central agencies and between the agencies in your provinces and your institution in referring and handling TIP cases?

- a) Very satisfy b) Satisfy c) Partly satisfy d) Not satisfy e) Don't know/don't want to respond

Why did you rate that? Please specify?

.....
.....
.....

C 4. Are you satisfied with the coordination between central agencies and between the agencies in other provinces and your institution in referring and handling TIP cases?

- a) Very satisfy b) Satisfy c) Partly satisfy d) Not satisfy e) Don't know/don't want to respond

Why did you rate that? Please specify?

.....
.....
.....

C 5. In your opinion, are the current Law on Trafficking in Persons Prevention and Control, and in the current Decrees and Regulations, appropriate? If not, why? Please specify?

.....
.....
.....

C 6. Do you have any suggestions/ recommendations to enhance the effectiveness of coordination among stakeholders in referral and settlement of TIP cases? If yes, please specify?

.....
.....
.....

D. EVALUATION ON THE EFFECTIVENESS OF REGIONAL CALL CENTERS

D 1. Have the Regional Call Centers conducted any assessment on the satisfactions of relevant agencies?

- a) Yes b) No c) Don't know

If yes, in what form? How were the results? Why?

.....
.....
.....

D 2. In your opinion, what are the potential shortcomings regarding Anti-TIP activities and the Call Centers which need to be addressed?

.....
.....
.....

D 3. In your opinion, how these shortcomings could be overcome?

.....
.....
.....

E. CURRENT PR ACTIVITIES CONDUCTED BY RELEVANT INSTITUTIONS TO RAISE PUBLIC AWARENESS OF THE ANTI-TIP HOTLINE AND TIP ISSUES

E 1. Has your institution carried out any PR activities to raise public awareness about the Anti-TIP Hotline and Anti-TIP issues?

- a) Yes b) No

If Yes, please describe what communication activities were carried out (*incl. PR materials & methods used, amount of annual budget spent, where such activities were conducted, who were the main target groups of PR activities, when did you carried out?*)

.....
.....

E 2. Please assess the quality and effectiveness of the activities?

- a) Very good b) Good c) Neutral d) Poor e) Very poor

Please tell me why you think so? (ex. The people are very interested in the PR material, They don't understand the PR materials, etc...)

.....

.....
.....
E 3. In addition to your institution, do you know any other institutions, which also conduct PR activities for the Anti-TIP Hotline and Anti-TIP issues?

- a) Yes b) No

If yes, what are the main PR activities *(including PR materials & methods used)*?

.....
.....
.....

E 4. How do you find their PR activities in terms of effectiveness for raising public awareness?

- a) Very good b) Good c) Neutral d) Poor e) Very poor

E 5. What PR materials, approaches and methods could be the most effective in raising the awareness about the Anti-TIP Hotline and Anti-TIP among public as well as those people prone to TIP?

.....
.....
.....

E 6. What socio-economic and ethnic groups of population are with high risks of being trafficked *(socio-economic, ethnic groups, etc.)*?

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.....
.....

E 7. What communication approaches are effective for increasing awareness of those high-risk groups about risky migration and TIP as well as the existence of Anti-TIP Hotline *(prompts: young women, ethnic minorities, girls and boys)*?

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.....

E 8. Could you specify which methods are most effective for reaching out each of target groups?

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.....
.....

E 9. Where, how and when are the best to communicate with them?

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.....
.....
.....

E 10. Please share the PR messages on Anti-TIP that your institution or others (if you know) have been used?

.....
.....

E 11. Could you please share the difficulties and obstacles that faced in carrying out effective PR activities for Anti-TIP?

.....

How these could be overcome?

.....

E 12. Have you watched TV spot, news on TIP? Have you listened CM, message on TIP on radio?

- a) Yes b) No

If "Yes" please tell us the detail (What did you watch / listen? What did they say on TV spot?)

.....

F. OTHER COMMENTS

F 1. Do you have any other comments or feedback related to our discussion topic today? If yes, please share?

.....

Thank you for your participation and responses!

1.2. Questionnaire to counselors

Project for “Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam”

**GUIDELINES FOR IN-DEPTH INTERVIEWS
WITH COUNSELORS OF REGIONAL CALL CENTERS**

Respondent No.	
Respondent’s full name	
Survey Date(day / month/ year)	

Address: Province/city:	Local code <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>			

<p>AIM</p> <p>To discuss Anti-TIP activities, counseling, supporting and referrals of survivors through the Regional Call Centers</p>
<p>INTRODUCTION</p> <p>I am....., the consultant in charge of conducting a Endline Survey for the Project for “Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam” (2018–2021). For the period 2018-2021, The Ministry of Labor, Invalids and Social Affairs (MOLISA), with financial and technical support by Japan International Cooperation Agency (JICA), is currently implementing the “Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors” (2018-2021). The Project aims to establish and strengthen the operation of a nationwide Anti-TIP Hotline and build effective collaborative networks among the relevant institutions in each of the three designated regions (namely Hanoi, Da Nang and An Giang) to contribute to the joint efforts of the Government of Vietnam in the prevention of TIP as well as rescue and reintegration of TIP survivors into communities. For measuring the intended achievements of the Project, an Endline survey will be carried out to gather the necessary data in the project sites (including Cao Bang, Ha Tinh, Tay Ninh, Hanoi, An Giang and Da Nang). For collecting enough information, today we (the consultant team in charge of conducting a Endline Survey) would like to have a discussion with you on the quantity and quality of counseling services provided at the Regional Call Centers; challenges and obstacles in providing counseling services; knowledge and skills of the counselors and some others relevant issues. Please note that the information you provide is solely for using the Project and will be kept confidential. It will not be shared with any third parties without your prior consents, so please don’t hesitate to share your information directly with us.</p>
INFORMED CONSENT
<p>1. Are you happy to participate in this survey? (tick one)</p> <p style="text-align: center;">1. Yes <input type="checkbox"/> 2. No <input type="checkbox"/></p> <p><i>If Yes, continue with the survey If No, Tell the person to give you back the survey questionnaire</i></p> <p>2. Do you have any questions before we start?</p> <p style="text-align: center;">1. Yes <input type="checkbox"/> 2. No <input type="checkbox"/></p> <p><i>If Yes, Try your best to answer the question(s) If No, Continue with the survey</i></p>
KEY QUESTIONS
A. PERSONAL INFORMATION
<p>A 1. Gender</p> <p>a) Male b) Female c) Others (please specify):.....</p>

<p>A 2. Marital status</p> <p>a) Married b) Single c) Divorced/separated d) Widowed</p>
<p>A 3. Age group</p> <p>a) 18 – 24 b) 25 – 40 c) 41 – 60 d) Over 60</p>
<p>A 4. Ethnicity</p> <p>a) Kinh b) Other (please specify):.....</p>
<p>A 5. Educational attainment</p> <p>a) No degree/certificate b) Elementary c) Intermediate</p> <p>d) College e) Tertiary education and higher</p>
<p>A 6. Religion (if applicable)</p> <p>a) Buddhism b) Christianity c) Caodaiism d) No religion e) Islam f) Other.....</p>
<p>A 7. Work post at the regional call center</p> <p>a) Admin b) Program implementer c) Communication and education</p> <p>d) Criminal prevention and judgement e) Social and psychological counseling</p> <p>f) Other (please specify).....</p> <p><i>Please describe the work responsibilities</i>.....</p> <p>.....</p> <p>.....</p>
<p>A 8. Years of working experience</p> <p>a) < 1 year b) 1 -2 years c) 2 – 5 years d) over 5 years</p>
<p>B. INFORMATION ON ANTI-TRAFFICKING IN PERSONS ACTIVITIES</p>
<p>B 1. Please briefly describe the situation of trafficking in persons in the province from 2019 (Number (by age, gender, educational level, etc.), trends etc.)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>Is there any changes in immigration and migration status after the COVID-19 Pandemic?</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>What are the causes of the changes?</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>Are there gender differences related to trafficking in persons? If yes, please specify?</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p><i>Is there any improvement in gender equality in TIP issues or in Anti-TIP measures after the Anti-TIP Hotline Project supported by JICA started?</i></p> <p>.....</p> <p>.....</p> <p>.....</p>

B 2. Please describe in detail what Anti-TIP activities your Call Center are carrying out (type of services – psychological, legal aid, referral)?

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.....

B 3. Do you/ your Call Center make the referrals? A) Yes b) No

If yes, to which organization did you make and how many times?

.....
.....
.....

If yes, what services that survivors often want to be referred?

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.....
.....

B 4. In what situations and why you (counselor) / your Call Center made a decision to refer the case to other institutions?

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.....
.....
.....

B 5. What criteria have you used to choose an institution/organization to send the victims to for further assistance?

.....
.....
.....

B 6. Please tell me in detail about the coordinating process between relevant institutions in the province, with other provinces and with the central agencies in supporting and handling TIP cases?

.....
.....
.....

B 7. In your opinion, are the procedure and the institutions that involves in TIP prevention specified in the current Law on Trafficking in Persons Prevention and Control, and in the current Decrees and Regulations, appropriate? If not, why? Is there any procedure or target beneficiaries which need more clarification or detail description in the current Anti-TIP Law, Decree and Regulations? What institutions need to be added or removed?

.....
.....

B 8. How do you/your Center continue to follow up the victims who have been referred to other institutions/organizations for support?

.....
.....

B 9. In your opinion, after counseling service and support are provided to the callers, how do you find the level of satisfaction on your services from the survivors/callers?

1. Very satisfied 2. Satisfied 3. Partly satisfied 4. Not at all satisfied 5. Don't know

Currently, does your Center have any measures or mechanisms to assess the level of satisfaction of service users?

.....
.....
.....

B 10. Do your Center have any challenges in storing information about anti-trafficking activities?

- a) Yes b) No

If Yes, please specify those challenges?

.....
.....
.....

What technical and institutional support do you/ your Center need to improve the storage of anti-trafficking information?

.....
.....
.....

C. MAPPING THE CURRENT ORGANIZATIONAL STRUCTURE OF THE REGIONAL CALL CENTER AND OF THE INSTITUTION RESPONSIBLE FOR MANAGEING THE REGIONAL CALL CENTERS

C 1. Could you share (describe or draw) the current organizational chart of the Call Centers and of the institution that they belong to (prompt: draw the chart if possible)?

.....
.....

C 2. What are the current operational mechanisms of the Call Centers? (duties, assigned tasks, reporting mechanism, collaboration with other institutions, etc.)

.....
.....

C 3. Are the current organizational chart and operational mechanism of the Regional Call Centers effective?

- a) Yes b) No

If no, why and please suggest what shall be done for the improvement?

.....
.....

D. EVALUATING THE QUANTITY AND QUALITY (QUALIFICATIONS, MORALITY, KNOWLEDGE AND SKILLS) OF THE COUNSELORS WORKING AT THE REGIONAL CALL CENTERS

D 1. Please list all the knowledge and skills that a counselor should have for effectively providing counseling services and other Anti-TIP activities?

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.....
.....
.....

D 2. Which methods that counselors often use in receiving calls from survivors?

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.....
.....

D 3. Are the current contingent of counselors at your Call Center sufficient in both quality and quantity (number)?

a) Yes b) No

If not, what need to be improved?

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.....
.....
.....
.....

D 4. Have you ever participated any training courses for counselors?

a) Yes b) No

If yes, please list the training courses you have joined?

.....
.....

What are your opinion about these training courses?

.....
.....

D 5. Do you have enough skills and knowledge required to provide effective counseling services to survivors / callers?

a) Yes b) No

If no, which specific skills and knowledge you need to acquire?

.....
.....
.....

Could you tell me how these skills and knowledge could be built (e.g. training, self-improvement, etc.)?

.....
.....

D 6. After the training, have you shared what you learnt in the training to other counsellors?

- a) Yes b) No

If “No”, could you tell me the reason?(e.g. Not necessary, etc)

.....
.....

D 7. Please tell us the cases which you felt difficult and/or which you felt you might not help the callers fully?

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.....
.....

D 8. Please tell us what the challenges and difficulties you have faced in receiving calls and providing counseling services and other associated activities?

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.....
.....

What are the difficulties and constraints when referrals are made in collaboration with other institutions (mechanism of referrals)?

.....
.....

D 9. Which solutions needed to deal with those difficulties?

.....
.....

D 10. What are the major differences and difficulties in handling cases of Anti-TIP issues and those of Child Helpline?

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.....
.....

D 11. Since 2018, has there been any change/improvement of TIP issues and TIP measures from a perspective of gender equality? Is there any contribution of the Anti-TIP Hotline to the improvement? If yes, please specify.

.....
.....

D 12. What are the good points/contributions made by the Anti-TIP Hotline project supported by JICA? Is there anything which has not meet your expectation or feel not enough?

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.....
.....

E. OTHER COMMENTS

E 1. Do you have any other comments or feedback related to our discussion topic today? If yes, please share?

.....
.....
.....

Thank you for your participation and responses!

1.3. Questionnaire to general public

Project for ‘‘Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam’’

QUESTIONNAIRE FOR PUBLIC

Respondent No.	
Survey Date (day/month/year)	

Address:

- Province/city:
- District:
- Commune/ward:
- Hamlet/resident group:

Local code

INTRODUCTION

I am....., the consultant in charge of conducting a Endline Survey for the Project for ‘‘Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors in Socialist Republic of Vietnam’’ (2018–2021). This project is implemented by the Ministry of Labor, Invalids and Social Affairs, with technical and financial assistance from the Japan International Cooperation Agency (JICA). The survey aims to learn about people's perceptions of the anti-trafficking counseling and support hotline as well as their awareness of migration and trafficking in persons. In addition, the survey aims to collect suggestions and recommendations on effective communication activities from local people.

The survey sample comprise the people living in 3 provinces: Ha Tinh, Cao Bang and Tay Ninh. The survey findings will be used as evidence based on which the operation of the Hotline will be strengthened to provide effective counseling and support for TIP victims. The findings also contribute to the Government's initiatives on preventing TIP as well as supporting victims’ reintegration into their community. The survey findings are expected to be useful input for the development of future relevant projects and policies.

Your participation into this interview is definitely voluntary. All provided information will be kept confidentially and will not share with any third parties without your prior consent. You have the right to skip any question that you do not want to respond or quit the interview any time if you do not want to continue. Nonetheless, your answers and opinions are valuable to us and we do hope that you can openly share with us your opinions and experiences. You can ask interviewer to help you write your answers on the questionnaires if you want. You have the right to confirm your answers on questionnaires at any time.

INFORMED CONSENT

1. Are you happy to participate in this survey? (tick one)

1. Yes 2. No

If Yes, Continue with the survey If No, Tell the person to give you back the survey questionnaire

2. Do you have any questions before we start?

1. Yes 2. No

If Yes, Try your best to answer the question(s) If No, Continue with the survey

A. DEMOGRAPHIC/LIFE HISTORY INFORMATION

A-1	<p>Which of the following best describes your gender?</p> <p>(Tick the best answer)</p>	<p>1 <input type="checkbox"/> Male</p> <p>2 <input type="checkbox"/> Female</p> <p>3 <input type="checkbox"/> Others (for instance, the third gender)</p>
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A-2	When were you born? (number in calendar years)
A-3	Which of the following best describes your ethnicity? (tick the best answer)	1 <input type="checkbox"/> Kinh (Viet) 5 <input type="checkbox"/> Muong 2 <input type="checkbox"/> Tay 6 <input type="checkbox"/> Khmer 3 <input type="checkbox"/> Thai 7 <input type="checkbox"/> H'mong 4 <input type="checkbox"/> Nung 8 <input type="checkbox"/> Chinese origin 9 <input type="checkbox"/> Other.....
A-4	What is your religion? (tick the best answer)	1 <input type="checkbox"/> No religion 4 <input type="checkbox"/> Caodaim 2 <input type="checkbox"/> Buddhism 5 <input type="checkbox"/> Islam 3 <input type="checkbox"/> Christianity 6 <input type="checkbox"/> Other
A-5	What is your marital status?	1 <input type="checkbox"/> Married 2 <input type="checkbox"/> Living together but not married 3 <input type="checkbox"/> Single/never got married 4 <input type="checkbox"/> Separated/married but not living together 5 <input type="checkbox"/> Widowed/divorced
A-6	What is your highest level of educational achievement?	1 <input type="checkbox"/> Never attended school 2 <input type="checkbox"/> Not completed primary school 3 <input type="checkbox"/> Primary education completed 4 <input type="checkbox"/> Junior high school completed 5 <input type="checkbox"/> Senior high school completed 6 <input type="checkbox"/> Professional vocational school → A-8 7 <input type="checkbox"/> College/University → A-8 8 <input type="checkbox"/> Graduate school/PhD → A-8
A-7	If the answers in A6 are between 1 and 5, so why was you stop schooling? (Can tick more than one answer)	1 <input type="checkbox"/> Disabled/ Illness 2 <input type="checkbox"/> No school/School too far 3 <input type="checkbox"/> Cannot afford school 4 <input type="checkbox"/> Family did not allow schooling 5 <input type="checkbox"/> Not interested in school 6 <input type="checkbox"/> Education not considered valuable 7 <input type="checkbox"/> School not safe 8 <input type="checkbox"/> Work for pay as employee/ (Paid/Unpaid) Family worker 9 <input type="checkbox"/> Help at home with household task 10 <input type="checkbox"/> Other, please specify.....
A-8	What is your current employment status?	1 <input type="checkbox"/> Wage earner 2 <input type="checkbox"/> Own-account worker ¹⁶

¹⁶ Own-account workers are those workers who, working on their own account or with one or more partners, hold the type of job defined as a self- employed job, and have not engaged on a continuous basis any employees to work for them during the reference period. It should be noted that during the reference period the members of this group may have engaged employees, provided that this is on a non-continuous basis. The partners may or may not be members of the same family or household.

		3 <input type="checkbox"/> Unpaid household worker 4 <input type="checkbox"/> Housewife 5 <input type="checkbox"/> Unemployed 6 <input type="checkbox"/> Other, please specify.....
A-9	Do you have a mobile phone?	1 <input type="checkbox"/> Smart phone 2 <input type="checkbox"/> Black and white mobile phone which cannot be connected to the Internet →A-11 3 <input type="checkbox"/> No →A-11
A-10	For what purposes do you use a smart phone? (Can tick more than one answer)	1 <input type="checkbox"/> Talking with family members, relatives & friends 2 <input type="checkbox"/> Obtaining necessary information / Internet surfing 3 <input type="checkbox"/> Accessing SNS (Facebook, Zalo, Viber, Youtube, Instagram, Tik Tok, Zing me,...) 4 <input type="checkbox"/> Check Short Messages (Receive Short Message but ignore) 5 <input type="checkbox"/> Playing games 6 <input type="checkbox"/> Tranfering / receiving credit 7 <input type="checkbox"/> Buying goods online 8 <input type="checkbox"/> Find a job 9 <input type="checkbox"/> Others: please specify
A-11	Have you been using social networking sites? (Can tick more than one answer)	1 <input type="checkbox"/> Facebook 2 <input type="checkbox"/> Zalo 3 <input type="checkbox"/> Youtube 4 <input type="checkbox"/> Viber 5 <input type="checkbox"/> Instagram 6 <input type="checkbox"/> Tik tok 7 <input type="checkbox"/> Zing me 8 <input type="checkbox"/> Other, please specify: 9 <input type="checkbox"/> No →A-14 10 <input type="checkbox"/> Do not know/Do not want to answer
A-12	Currently, do you have a connections (making friends, chatting, following) with anyone via your social networking site account? (Can tick more than one answer)	1 <input type="checkbox"/> Family members and relatives →A-14 2 <input type="checkbox"/> Friends →A-14 3 <input type="checkbox"/> Cerebrities / artists →A-14 4 <input type="checkbox"/> Unknown persons →A-13 5 <input type="checkbox"/> Others, please, specify.....→A-14
A-13	You only make friend with “strangers” in social networking sites when they are: (Can tick more than one answer)	1 <input type="checkbox"/> Introduced by your friends/family members 2 <input type="checkbox"/> at the same age as yours

		3 <input type="checkbox"/> from the same commune/ward/town with you 4 <input type="checkbox"/> from the same province/district or region 5 <input type="checkbox"/> Foreigners (please, specify.....) 6 <input type="checkbox"/> Famous actors/actresses/people 7 <input type="checkbox"/> Others, please, specify.....
A-1 4	When do you usually watch TV?	1 <input type="checkbox"/> In the morning 2 <input type="checkbox"/> During lunch time 3 <input type="checkbox"/> In the evening 4 <input type="checkbox"/> In the mid night 5 <input type="checkbox"/> Seldom watch TV 6 <input type="checkbox"/> Do not watch TV 7 <input type="checkbox"/> Do not have TV
A-15	When do you listen to radio?	1 <input type="checkbox"/> In the morning 2 <input type="checkbox"/> During lunch time 3 <input type="checkbox"/> In the evening 4 <input type="checkbox"/> In the mid night 5 <input type="checkbox"/> Seldom listen to radio 6 <input type="checkbox"/> Do not listen to radio 7 <input type="checkbox"/> Do not have radio
B. LEVEL OF AWARENESS OF GENERAL PUBLIC TOWARDS ANTI-TIP HOTLINE AND ACTIVITIES		
B-1	Have you ever heard about Anti-Human Trafficking Hotline (111)?	1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No → B-10
B-2	If Yes: Where, from whom and/or how did you hear about Anti-Human Trafficking Hotline (111)? (Can tick more than one answer)	1 <input type="checkbox"/> Commune, hamlet officials, mass organizations 2 <input type="checkbox"/> Mass media (newspaper, radio, TV) (Please specify;) 2-1 <i>Have you watched TV or radio CM & message on human trafficking?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No 2-2 <i>If “Yes”, what did it say? :.....</i> 3 <input type="checkbox"/> SNS (YouTube, Zalo, FaceBook, Instagram) (Please specify; :.....) 4 <input type="checkbox"/> Web media (Internet news, Gov’t web site, etc.) (Please specify; :.....) 5 <input type="checkbox"/> Leaflet, card visit, poster, Anti-TIP calender (Please specify; :.....) 6 <input type="checkbox"/> Banner, Sign board, Standee (Please specify; :.....) 7 <input type="checkbox"/> PR goods (Pen, T-shirts, Handfan etc) (Please specify; :.....)

		8 <input type="checkbox"/> Event (Please specify; :.....) 9 <input type="checkbox"/> Loud speakers 10 <input type="checkbox"/> Friends / siblings 11 <input type="checkbox"/> Communication at schools 12 <input type="checkbox"/> Others, please specify.....
B-3	If Yes on question B-1: Could you tell me what kinds of service Anti-TIP Hotline offer to the callers? (Can tick more than one answer)	1 <input type="checkbox"/> Psychological counseling 2 <input type="checkbox"/> Legal aids and support for victims 3 <input type="checkbox"/> Gathering and classify information 4 <input type="checkbox"/> Direct consultation and information provision on TIP, migration, labor export and employment 5 <input type="checkbox"/> Making referrals/Searching for victims or missing 6 <input type="checkbox"/> Other, please specify: 7 <input type="checkbox"/> Don't know/ No answer
B-4	Have you ever used or known someone who have used Anti-TIP Hotline services (111)?	1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No → B-10
B-5	If Yes: How did you contact? To them	1 <input type="checkbox"/> Dial to "111" 2 <input type="checkbox"/> Through SNS (Facebook, Zalo, etc) 3 <input type="checkbox"/> Others (Please specify.....)
B-6	If Yes: Which kind of services that you/the person have used? (Can tick more than one answer)	1 <input type="checkbox"/> Psychological counseling 2 <input type="checkbox"/> Legal aids and support for victims 3 <input type="checkbox"/> Gathering and classify information 4 <input type="checkbox"/> Direct consultation and information provision on TIP, migration, labor export and employment 5 <input type="checkbox"/> Making referrals/Searching for victims or missing 6 <input type="checkbox"/> Other, please specify:..... 7 <input type="checkbox"/> Don't know/ No answer
B-7	If Yes: Do you/the person satisfy with the services provided?	1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No → B-9
B-8	If Yes, why? (Can tick more than one answer) → After this question, please go to B-10	1 <input type="checkbox"/> Accessible 2 <input type="checkbox"/> Helpful and professional counselors 3 <input type="checkbox"/> Informative and supportive 4 <input type="checkbox"/> Support and timely intervention 5 <input type="checkbox"/> Other, please specify:..... 6 <input type="checkbox"/> Don't know/ No answer
B-9	If No, why? (Can tick more than one answer)	1 <input type="checkbox"/> Inaccessible (making calls but not taken,...) 2 <input type="checkbox"/> Unhelpful and unprofessional counselors 3 <input type="checkbox"/> Limited information and do not meet people's needs 4 <input type="checkbox"/> Response/Support was too late/slowly. 5 <input type="checkbox"/> Other, please specify..... 6 <input type="checkbox"/> Don't know/ No answer

B-10	<p>In your opinion, what kinds of services should the Anti-TIP Hotline provide further? (Can tick more than one answer)</p>	<p>1 <input type="checkbox"/> Providing psychological counseling 2 <input type="checkbox"/> Providing legal aids and support for victims 3 <input type="checkbox"/> Gathering and classify information 4 <input type="checkbox"/> Providing direct consultation and information provision on TIP, migration, labor export and employment. 5 <input type="checkbox"/> Verifying, inspecting and rescuing victims 6 <input type="checkbox"/> Providing first aids to victims: health care, information about shelters 7 <input type="checkbox"/> Providing reintegration services 8 <input type="checkbox"/> Other, please specify: 9 <input type="checkbox"/> Don't know/ No answer</p>
B11	<p>In your opinion, what constraints potential callers / users may face when accessing or using the Anti-TIP Hotline?</p>	<p>..... </p>
<p>C. LEVEL OF AWARENESS OF GENERAL PUBLIC TOWARD MIGRATION, MIGRATION EXPERIENCE AND TRAFFICKING IN PERSONS</p>		
C-1	<p>If you have a chance, do you want to migrate to other provinces/cities of Vietnam?</p>	<p>1 <input type="checkbox"/> Strongly Agree 2 <input type="checkbox"/> Agree 3 <input type="checkbox"/> Neutral (neither agree nor disagree) 4 <input type="checkbox"/> Disagree 5 <input type="checkbox"/> Strongly disagree 6 <input type="checkbox"/> Don't know/ No answer</p>
C-2	<p>If you have a chance, you want to migrate to another country to work</p>	<p>1 <input type="checkbox"/> Strongly Agree 2 <input type="checkbox"/> Agree 3 <input type="checkbox"/> Neutral (neither agree nor disagree) 4 <input type="checkbox"/> Disagree 5 <input type="checkbox"/> Strongly disagree 6 <input type="checkbox"/> Don't know/ No answer</p>
C-3	<p>If you “strongly agree” or “agree” with the question C-1 and C-2, what is the reason for you to migrate to other regions of Vietnam or another country? (Can tick more than one answer)</p>	<p>1 <input type="checkbox"/> It is difficult to earn a living in this area, so migrate to other regions is necessary. 2 <input type="checkbox"/> It would be possible to earn a living here, but want to get a better salary/earnings. 3 <input type="checkbox"/> It is possible to earn a living here, but want to see a new world/society. 4 <input type="checkbox"/> I have ever heard other people earn a better earning by migration, so I think I also will earn a better earning. 5 <input type="checkbox"/> My parents/relatives want me to do, I cannot say “No”. 6 <input type="checkbox"/> Others, Please specify:.....</p>
C-4	<p>Migrating for marriage can be an empowering opportunity for people to improve their life?</p>	<p>1 <input type="checkbox"/> Strongly Agree 2 <input type="checkbox"/> Agree 3 <input type="checkbox"/> Neutral (neither agree nor disagree)</p>

		<input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know/ No answer
C-5	Migrating for jobs/marriage can be risky or dangerous for people?	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Neutral (neither agree nor disagree) <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know/ No answer
C6	What risks might happen to migrants (for jobs/marriage)? (Can tick more than one answer)	<input type="checkbox"/> Domestic violence <input type="checkbox"/> Forced labor <input type="checkbox"/> Labor exploitation <input type="checkbox"/> Sexual abuses/ exploitation <input type="checkbox"/> Sexual harassment <input type="checkbox"/> Organ removal <input type="checkbox"/> Discrimination at work/at home <input type="checkbox"/> Owed salary/refused to pay salary <input type="checkbox"/> Other, please specify:..... <input type="checkbox"/> Don't know/ No answer
C7	When there are no available legal migration supports or you cannot/do not know how to access them, you would migrate through "brokers"?	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Neutral (neither agree nor disagree) <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know/ No answer
C8	When you do not have legal documents, you won't migrate	<input type="checkbox"/> Strongly Agree <input type="checkbox"/> Agree <input type="checkbox"/> Neutral (neither agree nor disagree) <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know/ No answer
C9	Have you ever been abroad?	<input type="checkbox"/> Yes <input type="checkbox"/> No → C10
C9a	For what purpose and where did you live abroad?	<input type="checkbox"/> Work <input type="checkbox"/> Marriage <input type="checkbox"/> Visits/ tourism <input type="checkbox"/> Study <input type="checkbox"/> Other, please specify :.....
C9b	How did you migrate?	<input type="checkbox"/> Through licensed brokers <input type="checkbox"/> Through unlicensed brokers (Please specify "Who?")

C9c	During the process of living and working abroad, did you face any difficulties?	1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No → C10	
C9d	If yes, what are the difficulties? Please specify	1 <input type="checkbox"/> Domestic violence 2 <input type="checkbox"/> Tasks/works were different from what you heard before coming. 3 <input type="checkbox"/> Working hours were longer than what you heard before coming. 4 <input type="checkbox"/> Sexual exploitation/ abuses 5 <input type="checkbox"/> Sexual harassment 6 <input type="checkbox"/> Organ removal 7 <input type="checkbox"/> Discrimination at work/in the family 8 <input type="checkbox"/> Owed salary/ refused to pay salary 9 <input type="checkbox"/> Language and cultural barriers 10 <input type="checkbox"/> Other, please specify.....	
C-10	Have you ever heard about human trafficking?	1 <input type="checkbox"/> Yes (Please tell what you heard) 2 <input type="checkbox"/> No → C-16	
C-11	Please tell us any human trafficking cases that you have known/heard about? (Can tick more than one answer)	1 <input type="checkbox"/> Recruitment, transfer or reception of person by force, threat or deception 2 <input type="checkbox"/> Forced labor 3 <input type="checkbox"/> Exploitative labor 4 <input type="checkbox"/> Sexual abuses / exploitation 5 <input type="checkbox"/> Removal of Organ 6 <input type="checkbox"/> Selling a baby 7 <input type="checkbox"/> Forced marriage 8 <input type="checkbox"/> Other, please specify:..... 9 <input type="checkbox"/> Don't know/ No answer	
C-12	In your opinion, which following groups are considered as the potential victims of human trafficking? (Tick from 1 –6, in which 1 is the most potential group) <i>Tick from 1 –4, in which 1 is the most potential group</i>		Tick (1-6)
		1. Girls	
		2. Boys	
		3. Young women	
		4. Young man	
		5. Middle aged women	
		6. Middle aged men	
			Tick (1-4)
		1. People living in remote area	
		2. People with ethnic background	
		3. People with less education	
		4. People at poor family household	

C-13	In your knowledge, who are often the brokers of human trafficking? <i>Tick from 1 –7, in which 1 is the most likely broker</i>			Tick (1-7)
		1. Men living in the same commune		
		2. Women living in the same commune		
		3. Strangers		
		4. Labor sending companies		
		5. Tourist companies		
		6. Friends, siblings, etc.		
		7. Other, please specify:.....		
8 <input type="checkbox"/> Don't know/ No answer				
C-14	What are the common tricks that brokers use in human trafficking? <i>(Tick from 1 –5, in which 1 is the most likely trick)</i>			Tick (1-5)
		1. Kidnapping		
		2. Seduce for good job, high income or legal migration overseas		
		3. Seduce for tourism, sightseeing (in and out of the home country)		
		4. False promise of marriage foreign national in abroad		
		5. Other, please specify:.....		
6 <input type="checkbox"/> Don't know/ No answer				
C-15	In the past 3 years, do you see the human trafficking trend?		Your area	Whole country
		1. Increased		
		2. Constant		
		3. Reduced		
		4. Don't know/ No answer		
C-16	What organization or person you will contact if you or your family members need any help in relation to TIP cases? <i>(Can tick more than one answer)</i>	1 <input type="checkbox"/> Local Police		
		2 <input type="checkbox"/> Border Guard Command		
		3 <input type="checkbox"/> Official in labor and social affairs (DOLISA)		
		4 <input type="checkbox"/> Call the Hotline 113		
		5 <input type="checkbox"/> Call the Anti-TIP Hotline 111		
		6 <input type="checkbox"/> Head of hamlet		
		7 <input type="checkbox"/> Women Union		
		8 <input type="checkbox"/> Other, please specify:.....		
		9 <input type="checkbox"/> Don't know/ No answer		

D. RECOMMENDATIONS FOR EFFECTIVE PR ACTIVITIES

D-1	If you have ever heard of Anti-TIP Hotline 111, what kind of PR you satisfied? <i>(Tick from 1 – 9, in which 1 is the most satisfied)</i>		Tick (1-9)
		1. Communication from commune, hamlet officials and mass organization	
		2. Mass media (newspaper, radio, TV)	
		3. SNS (YouTube, Zalo, FaceBook, Instagram)	
		4. Loud speakers	
		5. Leaflet, poster, Anti-TIP calender	
		6. Friends / siblings	
		7. Communication at schools	
		8. Call the Anti-TIP Hotline 111	
		9. Others, please specify.....	
D-2	Why did you rank _____ as the most satisfied? (Please type in answer)	
D-3	Why did you rank _____ as the least satisfied? (Please type in answer)	
D-4	What communication materials and methods do you think effective for Anti-TIP Hotline to be known to wider population in your locality? <i>(Tick from 1 – 9, in which 1 is the most effective method)</i>		Tick (1-9)
		1. Communication from commune, hamlet officials and mass organization	
		2. Mass media (newspaper, radio, TV)	
		3. SNS (YouTube, Zalo, FaceBook, Instagram)	
		4. Loud speakers	
		5. Leaflet, poster, Anti-TIP calender	
		6. Friends / siblings	
		7. Communication at schools	
		8. Call the Anti-TIP Hotline 111	
		9. Others, please specify.....	
D-5	What information channel do you take as usual? (Tick from 1 – 9, in which 1 is the most effective method)		Tick (1-9)
		1. Communication from commune, hamlet officials and mass organization	
		2. Mass media (newspaper, radio, TV)	
		3. SNS (YouTube, Zalo, FaceBook, Instagram)	
		4. Loud speakers	
		5. Leaflet, poster, Anti-TIP calender	
		6. Friends / siblings	
		7. Communication at schools	
		8. Communication at local market	
		9. Others, please specify.....	

THANK YOU FOR PARTICIPATING IN THE SURVEY!