

Vietnam Anti-TIP Hot Line News

Vol. 8

Newsletter for the Project for strengthening the operation of hotline for counseling and supporting trafficked survivor

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Signing Ceremony of the Joint Plan on 6th October 2021.

External quality assessment on counseling services has done !

In June and July 2021, the Project organized external quality assessment on counseling services. Continued from the assessment in the last year, 60 cases from May 2020 to May 2021 were assessed based on the voice records. Five cases each of all counselors in Da Nang and An Giang regional call centers (RCC) and new counselors in Hanoi Operation Center were assessed by Dr. Nguyen Thi Hai from the viewpoint of Trafficking-in-person (TIP) and Dr. Tran Thi Minh Duc from the viewpoint of psychological counseling.

Assessment results shows that the counseling quality has been greatly improved from the last year! The improved points are as follows:

- ☆ Significantly reducing the errors of the previous stages such as late connection, relying on information of local officials without feedback and clarification of the information of the clients.
- ☆ All counselors have enthusiastic, responsible and patient working attitudes with clients, especially with clients who call from ethnic minorities or callers with difficult regional accents. The counseling records were made in detail.
- ☆ Counselors know well about TIP, procedure of receiving information, rescuing, supporting, and protecting TIP survivors and duties of relevant agencies that the referral procedure is smooth and cooperation with agencies go well.

On the other hand, there are following problems:

- ☆ After 7 days since the notification, the counselor should call back to ask for result

and confirm the situation of the client before closing the case.

- ☆ Some counselors have not had enough understanding of the emergency, separation and respite care in case clients were abused by their family members. More training is needed and leaders of the Hotline should timely help them to deliver suitable solutions.
- ☆ To grasp the needs of the client more precisely, listening skills and questioning skills of the counselors need to be improved for the clients to speak up their needs. Counselors must listen to the clients first for the clients to express their feelings.
- ☆ There were still some cases which counselors confused identification of the problems and setting-up counseling goals.
- ☆ Poorly managed counseling process makes the story of the client more complicated and makes the counseling difficult. This kind of difficulty is caused by the lack of experiences of the counselors.
- ☆ There are still some cases in which counselors do not listen to the client's needs fully, too much generalize the client's problems, and rush to push the advice from the counselors.



Training for the Hotline counselors was done based on the results of external assessment.



The training for the Hotline counselors was organized online with connecting 3 RCCs.

- ☆ There were some cases in which responding was inadequate when the actual clients are the different persons from the callers.

This year, the Project will organize the training for Hotline counselors to solve these problems.



TỔNG ĐÀI
QUỐC GIA BẢO VỆ TRẺ EM

Anti-TIP Hotline has Facebook site. Users can make phone call, chat, and inform location without direct call.

Please tell your friends about the Anti-TIP Hotline Facebook site !

Search with "Tong Dai 111"(Hotline 111) or scan the QR code to access to our face book page.



This newsletter lists the progress of the project, the surrounding information, and the views of JICA experts. It is not an official view of JICA and counterparts

Training for the Hotline counselors was organized !

From 27th September to 1st October 2021, the training for the Hotline counselors was held in Hanoi. Totally 28 participants, including all counselors of Da Nang and An Giang RCC, new counselors and some experienced counselors in Hanoi Operation Center and collaborators of 3 RCCs participated.

Based on the results of external assessment of the counseling quality, the training aimed for improving the counseling skills for better problem identification and setting of counseling goals. Dr. Tran Thi Minh Duc was the trainer.

The training was organized under movement restriction under COVID-19. Thus, three RCCs were connected by Zoom, and some participants participated from their home. Every counselor participated very actively and we felt their high commitment as counselors.

In the training, we had many role plays in which participants from different venues play the role of client and counselor. The participants “as client” created the case mostly utilizing their experiences in daily counseling. The role plays in which counselors cannot see the client’s face is similar to the real working situations.

From the responding of the counselors and feedback from all participants, we could find the capacity of counselors has been greatly improved. Especially, shift leaders of all RCCs can stably provide good counseling services.

In the last year, counselors tended to just repeat what the client said when they want to show empathy and summarize the client’s story. From now on, counselors try to show empathy to whole client’s story and personality. This skill seems difficult just by this training, so the Project will organize training again in this year including this skill.

Joint Plan among four relevant agencies has extended and signed !

On 6th October 2021, the Project held signing ceremony of the extended Joint Plan (2021-2025) among Ministry of Public Security (MPS), Border Guard Commands of Ministry of National Defense (BGC-MND), Vietnam Women’s Union (VWU) and MOLISA-DCA. The former Joint Plan (2016-2020) was developed by the preceding project of this project (Phase 1).

The Joint Plan aims for the effective operation of the Anti-TIP Hotline and prescribes the roles of each agency and how to cooperate including the methods of information sharing. This Joint Plan is the legal basis of the cooperation among four relevant agencies. Now the cooperation

among four relevant agencies is going well, and the cooperation from MPS, BGC and VWU is indispensable in rescue and community reintegration.

In the extended Joint Plan, the aim of the cooperation to achieve the National Plan of Action (NPA) is clearly written, and the description about cooperation of relevant agencies at local levels is strengthened which sometimes the Hotline counselors feel difficulties.

In the signing ceremony, Director and/or Deputy Directors of four agencies as well as representatives of JICA Vietnam Office participated. The Hotline continues good communication with relevant agencies

including local levels for the effective operation of the Hotline.



Mr. Nam- Director General of DCA made speech at the ceremony

Implementation of PR activities through various media

In order to prevent the spread of COVID-19, there have been some changes to the scheduled events in Vietnam. For example, the ceremony for Anti-TIP Day on 30th July could not bring many people together, and only a limited number of people attended the ceremony at the venue, while the rest of the participants participated online via Facebook live streaming. The Project had planned to distribute communication materials at the event, but in order to get the message across to a wider group of people, communication activities were conducted using media such as TV, radio, and the Internet.

For Anti-TIP Day, the Project supported MPS to produce 2-3 minutes TV programs and 10 minutes special program. From 21st July to 30th July, these programs were broadcast on ANTV (People's Police TV / Ministry of Public Security TV Channel), to raise awareness of people about TIP.

Also, messages promoting Hotline were broadcast by VOV (Voice of Vietnam radio

station) in Vietnamese and 3 ethnic minority languages (Hmong, Khmer, and Ede) from 18th July to 15th August.

In addition, articles and photos related to the hotline have been posted on the Internet news site “Magazine of Labor and Society” (<http://laodongxahoi.net>) from July to the end of October, and a banner advertisement have been placed on the site from 15th July to 15th October to promote the use of the hotline through SNS (Zalo).

The project will continue to implement communication activities through a variety of channels.



Screenshot of TV program broadcast on ANTV.

Coming activities

(Including on-going activities)

- Endline Survey
- Develop training materials for BGC officers
- Develop standardized training material for the Hotline counselors
- Conduct survey on NPA with VWU and develop a reportage
- Training for the Hotline counselors
- DOLISA Focal Point seminar
- Communication activities

Project members

Masako Iwashina: Chief Adviser / Inter-agency Cooperation / Training Management 1/ Human Trafficking / Gender

Takayuki Kurita: It, Equipment Procurement / PR Activities 1

Teppei Okano: Project Coordinator / Training Management 2/ PR Activities 2