

Vietnam Anti-TIP Hot Line News

Vol. 9

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

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Experience Sharing Workshop on 14th February 2022.

Experience Sharing Workshop was held and the Project was completed !

The Project organized Experience Sharing Workshop on 14th February 2022 and concluded the achievements of the Project which has been implemented since November 2018.

The Workshop was chaired by Vice Minister of Ministry of Labor, Invalids and Social Affairs (MOLISA), Ms. Nguyen Thi Ha and attended by 73 participants including government officials of Department of Child Affairs (DCA), Ministry of Public Security (MPS), Border Guard Command (BGC), Vietnam Women's Union (VWU), and Regional Call Centers (RCC) in Da Nang and An Giang, Ha Giang DOLISA, and JICA Headquarter and Vietnam Office.

The documentary film of the project activities was shown and the achievements of the Project with the results of the Endline Survey were presented. The major achievement of the Project are as follows:

- ☆ Most of the indicators of Output 1 (Inter-agency coordination) were achieved. Especially, it is noteworthy that the Anti-TIP Hotline is clearly mentioned in National Plan of Action (2021-2025) to prevent and combat Human Trafficking.
- ☆ Most of the indicators of Output 2 (Capacity development of the RCCs) were achieved. However mainly due to COVID-19, the completion rate of referral cases did not achieve its target of 65%.
- ☆ All indicators of Output 3 (Awareness raising of general public) were achieved. Especially, the percentage of the people who know the Anti-TIP Hotline was increased from 12.3% at the Baseline Survey in 2019 to 51% at the Endline Survey in 2021.
- ☆ Policy aspect Indicator of the Project Purpose was achieved while indicators

regarding the number of calls to the Anti-TIP Hotline were not achieved mainly due to COVID-19.

In the Endline Survey which was organized from July to November 2021, research team interviewed government officials of relevant agencies, the Hotline counselors of RCCs and 300 general public of three provinces (100 people each of Cao Bang, Ha Tinh and Tay Ninh province respectively). The major improvements and changes observed in the Endline Survey are as follows:

- ☆ All the Hotline counselors are satisfied with the training which the Project supported. However, the Hotline counselors still need continuous training.
- ☆ Regarding referral from RCC to the relevant agencies, the percentage of the reviewers of relevant agencies 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. On the other hand, the Hotline counselors sometimes encounter difficulties in referral to the provinces without Inter-Agency Working Team (IAWT) in province/city.
- ☆ Among 300 general public, the number of people who had used or knew someone who had used the Anti-TIP Hotline's services increased from 1 person in 2019 (0.3% of the total survey respondents) to 50 persons in 2021 (16.7%).
- ☆ In case of need help for TIP, people will call to "Local police" (93.5%), while the percentage of the people who call to the Anti-TIP Hotline increased from 8.7% in 2019 to 35.5% in 2021.
- ☆ The communication activities which general public think effective are ①

Communication activities by government officials and mass organizations of communes/villages and hamlets, ② Mass media, ③ SNS, ④ Loudspeaker.

- ☆ The people's recognition on migration for work has been changed in these 3 years. The percentage of the people who "agree" and "strongly agree" on migration was halved from 43% to 20%.

In the Experience Sharing Workshop, MPS, BGC and VWU expressed that they will continuously support the Anti-TIP Hotline. The Project also could propose the recommendations from the results of the Endline Survey. It was really lucky that we could organize "face to face" Experience Sharing Workshop after nearly two years online communication.



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

Support of the upgrade of the Anti-TIP Hotline 111

The Project has supported the development of the Hotline systems in Hanoi (covering the Northern area), and two Regional Call centers, Da Nang (covering Central area), and An Giang (covering the Southern area), in addition to the other support, such as development of decree on trafficking in persons, training of hotline counselors, and public relations activities.

Followings show the detail of the support under the Project

- Procurement of necessary equipment for the Anti-TIP Hotline, such as UPS and headsets for call center counselors

- Installation of the following systems
 - Call center Quality Management System (QMS) system (to evaluate and analyze counseling content)
 - Remote monitoring system (to check for system malfunctions from Hanoi)
 - Automatic voice response system (automatic voice response for some incoming calls)

Moreover, at the start of the Project, DCA had two systems: the National Child Help Line, which is to provide services related to helping children, and the Anti-TIP Hotline, which provides trafficking-related services to adults. The Project had supported to upgrade the system and integrate these two systems for

the purpose of centralized management of service users' (including the survivors) data.

We hope that the system will contribute to the fight against trafficking in persons in Vietnam even after the completion of the Project.



Workstation procured under the Project

Implementation of Communication activities in collaboration with IAWT members

The spread of COVID-19 has affected many people's lives in Vietnam. In February, the Project produced masks with the hotline logo and these were distributed to the participants of Experience Sharing Workshop. Also, these masks will be distributed to people in key provinces through social work centers.



Ms. Iwashina, wearing a mask with Hotline logo at the time of TV interview by VTV.

From the beginning of the Project, we have conducted various communication

activities from the grassroots level to the national level in cooperation with MOLISA, VWU, MPS, and BGC. At Experience Sharing Workshop, it was reported that the level of awareness of the hotline has increased from 12% of those surveyed at the Baseline Survey to 50% at the Endline Survey. Some comments were made that this result was one of the major accomplishments of the Project. At the same time, the importance of each ministry and agency continuing to engage in communication and awareness-raising activities was also confirmed. The various Communication materials produced by the Project will continue to be used in a variety of situations after completion of the Project.

During the Project period, 22 different communication activities were conducted. Specifically, the project produced and distributed PR goods, installed signboards

and banners, and conducted communication activities through multiple medias. Leaflets, Card-visits, T-shirts, Caps, Ballpoint pens, Calendars, Handy fans, and Masks were produced and distributed at events and communication activities of other agencies. The standees were displayed at various events, and Semi permanent boards were installed at border areas. In addition, banners were put up at places where people gather in key provinces. Public relations activities through the media included articles and advertisements in print/web magazines and newspapers, and radio and TV broadcasts in Vietnamese and ethnic minority languages.



To watch the video clips produced by the Project, please scan, or click the QR code on the left.

Messages from Mr. Nam, Director General of DCA

The Anti-TIP Hotline has already been operated by the budget allocation from the Government of Vietnam for salary, insurance for employees, collaborators, telephone fee, office in 3 RCCs and so on since before the Project started. The Project has supported the quality improvement of the nationwide service. At the end of the Project, messages from Mr. Nam, Director General of DCA are as follows:

- ☆ Regarding legal status of the Anti-TIP Hotline, the draft Decree replacing Decree No. 09 will be fully utilized and approved after the revision of the Anti-TIP Law.
- ☆ Now that the Anti-TIP Hotline is included in the NPA (2021-2025) and Victim Support Plan, DCA proposed MOLISA and secured budget for operation of the Anti-TIP Hotline.

- ☆ DCA will continue the activities of IAWT. We already signed the Joint Plan among relevant agencies on strengthening cooperation among relevant levels in the sector. We plan to promote cooperation with various agencies in coming years. On the other hand, inter-agency coordination at local levels still remain as issues.



Mr. Nam delivering speech at Experience Sharing Workshop.

- ☆ All the products of the Project, such as communication materials and training materials are continuously used and updated.

Project members

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