

National Practitioner Forum on Reintegration of Victims of Human Trafficking



Acknowledgement

The Organizing Committee wishes to gratefully thank all participants from various NGO and UN Agencies whose active participation and contribution to the forum was so invaluable. They are frontline staff who have been involving directly with the return and (re)integration of victims and those who are dealing with decision-making, policy, programme intervention, coordination and collaboration, and fund-raising. We thank Ms. Chan Kanha, IOM, Cambodia, for her invaluable presentation and sharing on repatriation and integration of male victims of human trafficking.

The timing of the forum was very sensitive given the tragic incident of Koh Pich which happened only two weeks earlier. Government ministries, particularly the Ministry of Social Affairs, Veteran, and Youth Rehabilitation (MoSVY), Ministry of Interior (MoI), Ministry of Woman Affairs (MoWA), and the Office of Deputy Prime Minister (PDM) H.E. Sar Kheng were all very busy with the emergency response and assistance to the victims and their families. The Organizing Committee also wishes express special gratitude for the presence and opening remarks of **H.E. Sar Kheng**, Deputy Prime Minister, Minister of Interior and the Head of National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children (STSLs), **His Excellency Dr. Ith Samheng**, Minister of Social Affairs, Veterans and Youth Rehabilitation (MOSVY), Vice Chair of National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children (STSLs), **His Excellency Vong Sauth**, Minister of the Ministry of Labor and Vocational Training, **Her Excellency San Arun**, Secretary of State of Ministry of Woman Affairs, **Her Excellency Chou Bun Eng**, Secretary of State, Ministry of Interior, Chairperson of National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children (STSLs). Their presence and contribution to the forum reiterates and reflects government endorsement and commitment to the betterment of trafficking victim assistance and assurance of support to effort being made by NGOs and UN agencies. Other key contributors from the MoSVY that deserve thanks and appreciation for their presentations of various important policy, guidelines, standards, flowcharts, and experience are **Ms. Sorn Saborn**, Director of Social Welfare Department, **Ms. Ing Van Rithy**, Deputy Director of Social Welfare (Reintegration and Child Protection) Department, and **Mr. Kim Sovandy**, Chief of Anti-Human Trafficking and Juvenile Protection (Repatriation) Office.

Last but not least, we wish to thank our colleagues from both WVC and UNIAP who have been working tirelessly behind the scene from the preparation stage to the successful completion of the forum. We acknowledge and thank senior management of both WVC and UNIAP for their full support, guidance, and approval for the forum to move forward until it's successfully completed. Both WVC and UNIAP made the forum possible through shared financial contribution.

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The Organizing Committee

Chea Sophal, MDRTS-2 Project Manager, WVC

Ray Sano, CIC Program Manager, WVC

World Vision Cambodia
20 Street 71, Tonle Bassac, Chamkar
Morn, Phnom Penh
Central Post Office, PO Box 479
Phnom Penh, Cambodia

Contacts: +855 (23) 216052 / (23) 217923

Website: www.worldvision.org.kh

So Hoeun, National Project Officer, UNIAP

Lim Tith, National Project Coordinator, UNIAP

United Nations Inter-Agency Project on Human
Trafficking (Cambodia)

UNDP Building #1, No. 164, Street 51
Sangkat Boeung Keng Kang, P.O Box 877
Phnom Penh, Cambodia

Tel.: (855) 23 216 217 (ext. 333)

Web: www.no-trafficking.org

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I. Background of the Forum

The National Practitioner Forum, in Phnom Penh, on 7-8 December 2010 was hosted by World Vision Cambodia (WVC) and the United Nations Inter-Agency Project on Human Trafficking (UNIAP). It was intended to:

- 1- Create a national dialogue and network to better understand and respond to the needs of victims of trafficking for their effective reintegration into society and to share experiences and lessons learned among relevant stakeholders;
- 2- Review reintegration services provided to victims of trafficking upon voluntary return by government agencies, IOs, NGOs and community groups;
- 3- Identify and prioritize practical challenges, obstacles, gaps and recommendation to effective voluntary return and (re)integration;
- 4- Review application of national minimum standards & guidelines in (re)integration work and identify strengths as well as areas for improvement;
- 5- Take into account relevant government policies, procedures, and practices, and their effectiveness and impact on (re)integration of victims of trafficking

Moreover, the conduct of the forum responded to the pledge made by COMMIT Taskforce at the Senior Ministerial Meeting 7 in Myanmar 2010 on good practices in reintegration assistance (COMMIT PPC-5) compared against the COMMIT SPA II Joint Targets and Timelines.

The Forum attracted various practitioners of both governmental and non-governmental actors who directly and indirectly provide reintegration services for (potential) victims of trafficking and labor exploitation. In total, there were 159 participants who represent Ministries of Interior, of Social Affairs, of Labor, of Women's Affairs and of National Committee to Suppress Trafficking and of Cambodia COMMIT Task Force , Embassies of Thailand and Vietnam , international organizations/UN agencies and donors and various local NGOs who are currently working in reintegration sector (annex 2: list of participants) .

A regional report combining the outcomes of the national forums in the six countries of the Greater Mekong Sub-region (GMS) will be prepared for submission to the Cambodian Government (through the Ministry of Social Affairs, Veterans and Youth Rehabilitation), COMMIT Task Force members at SOM-8 and IMM in mid 2011. Recommendations from the report will be put forth for inclusion in the planning and implementation of COMMIT SPA-3.

II. Opening remarks

Representatives from World Vision Cambodia and the United Nations Inter-Agency Project on Human Trafficking welcomed the participants in the forum. They stated that reintegration of victims of trafficking is a great challenge no matter where it is implemented around globe.

H.E. San Arun, Secretary of State of the Ministry of Women's Affairs and the COMMIT Taskforce Chair thanked World Vision Cambodia, UNIAP and other partners for organizing the practitioner forum in order to share experiences and gaps/issues and collect recommendations to improve reintegration work in the future. Her Excellency stated that Royal Government of Cambodia, particularly the COMMIT taskforce, has been strongly committed to working with different stakeholders to combat trafficking.

H.E. Sar Kheng, Deputy Prime Minister, Minister of Interior and the Head of National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children (S.T.S.L.S) appreciated the initiative and the commitment to fight against human trafficking and emphasized that reintegration was critical to assist victims of trafficking and he encouraged the stakeholders, including civil society private sectors and ministries, to provide services to respond to the needs of victims human trafficking cooperatively.



III. Presentations¹

Repatriation and Reintegration of Male victims of Trafficking By Ms. Chan Kanha, IOM

In cooperation with the Ministry of Foreign Affairs and International Cooperation (MoFAIC) an official procedural mechanism for the return was established to allow for an efficient and safe return of Cambodian trafficking victims from Malaysia.

In the past five years cases of trafficking to Malaysia involved both men and women and for a range of exploitative purposes, especially men for fishing industry.

The Cambodian Embassy in Malaysia identifies the victim using the International Organization for Migration (IOM) screening form. When case(s) are identified, the embassy notifies MoFAIC of the victims and requests assistance from the IOM. After having the approval from its Head Quarter (HQ), IOM works with the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) to repatriate the victims with protection standards to the rights of victims of human trafficking. Within this protection stage, returnees receive medical checkups, family tracing and reintegration with their family. So far, IOM has assisted MoSVY to reintegrate and support 47 male victims of trafficking.

Experiences on Reintegration of Victims of Trafficking for Sexual Exploitation and Labor Exploitation By Mr. Ray Sano, World Vision Cambodia

Since late 1997, World Vision Cambodia (WVC) has been implementing reintegration services to assist victims of human trafficking for sexual abuse and labor exploitations with collaboration and support from various partners including government ministries, embassies, NGOs. The support for the victims including immediate assistance to cover basic needs, counseling and medical assistance, sheltering for both short and long term, vocational training, family tracing and assessment, capital for income generating activity, legal supports in collaboration with NGO partners and following up with the family of the returnees.

Through implementation of the reintegration services, WVC has had some good practices and challenges. Good practices include the involvement of family as soon as possible, involvement and support of local authority, and government staff especially those of social affairs, women affairs, police, and education, etc. These are the people who will be with the community even after NGO had left. Family assessment and relevant support e.g. housing repair, and material and capital for income generating activity are crucial for long-term and sustainable reintegration. Medical check-up and health care, counseling, vocational and life skill, and regular follow-up are very critical elements for successful reintegration. Challenges and difficulties are remoteness and scattering geographical locations of clients' home villages, high cost of reintegration, limited cooperation from victims in the legal process due to time consuming and their fear of implication and involvement of family members in trafficking.

¹ There are copies of separate powerpoint presentations made available to individual participants.

Overview on government's reintegration services and existing guidelines, standards, and policies.

by Ms. Sorn Sabonne, Ms. Ing Vanrithy and Mr. Kim Sovandy (MoSVY)

The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) had established the Anti-Trafficking in persons and Reintegration Office (ATRO) under the supervision of Department of Social Welfare and Poipet Transit Center to accept and reintegrate victims of human trafficking from Thailand and Vietnam to return and live with their families and communities.

MoSVY has experience in repatriation of victims to Vietnam. There were nine different steps in the process.

- Rescue and Recovery: this is done by the Anti-Human Trafficking and Juvenile Protection Department (AHTJPD) with collaboration from officials from Social Affairs at the municipal and provincial level for victim identification and service referral.
- Volunteer repatriation: Vietnamese victims who wish to return home, will be interviewed in a particular form in three languages, Khmer Vietnamese and English, with consent;
- MoVSY, Directorate of Technical Department, coordinates with the Vietnamese embassy in Cambodia for official repatriation;
- Vietnamese authority at home country opens up family tracing and assessment;
- After feedback from the Public Security, the Vietnamese embassy informs ATRO and they are ready to issue a border pass to the victims and MoSVY will carry on next steps in the procedures;
- Repatriation will be set on before Vietnamese embassy, MoSVY, IoM and Shelter;
- MoSVY submits a request to Mol, the National Police Commissariat, for an Exit Pass, and an immigration police officer involvement in escorting;
- Repatriation takes place;
- Official reception from both countries' respective authority, shelter service providers, IOM at border check point Bavet-Mokbai.

IV. Group Discussion

On the first day of the Forum, participants were divided into 6 groups to discuss reintegration service availability, working geographical areas, referral system, challenges, gaps and recommendations to improve the current situation. The six groups are 1) immediate support and emergency package; 2) Medical and psychological support; 3) Shelter and interim care; 4) Education, vocational training and employment; 5) Legal aid; and 6) Community acceptance and integration. There were 41 organizations and 2 government ministries who directly joined the discussions and presented the following:

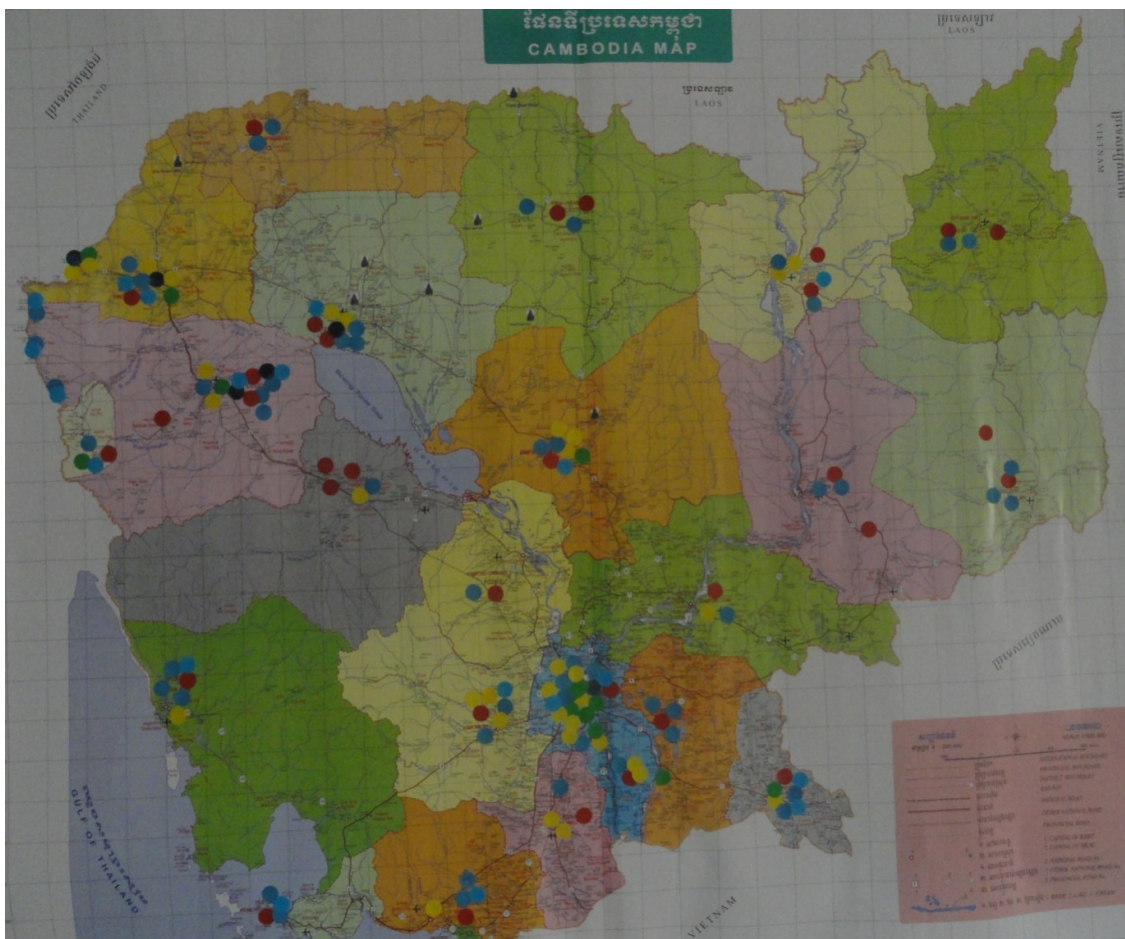
A. Available Services:

- Repatriation and return facilitation
- On-arrival support/reception
- Temporary accommodation
- Basic need package
- Transportation fee for traveling back home
- General medical care
- Clinical treatment
- Mental health care and psychological therapy
- Psycho-social counseling
- Transportation fee to access health services
- Shelters/centers
- Interim care (including food, supplies, health check-up, life skills...)
- Formal education and available support/scholarship
- Informal education and available support/scholarship
- Job placement
- Start-up capital and logistics assistance
- Vocational training
- Legal counseling, investigation and representation
- Family tracing
- Post-reintegration follow-up and monitoring
- Referral hotline and coordination service
- Self-help group service

Even not all the above services cover all capital/provinces of Cambodia, some organizations tried to extend their available services to 24 capital/provinces.

Service mapping of both governmental and non-governmental organizations who reported to the Forum

- Light blue (●): Immediate support and emergency package
- Green (●): Education, vocational training and employment
- Yellow (●): Medical and psychological support
- Red (●): Legal aid
- Dark blue (●): Shelter and interim care
- Black (●): Community acceptance and integration



B. Gaps and Recommendations from Groups Discussions:

Group 1: Immediate Support and Emergency Package

Stakeholders found out gaps / challenges in implementation as follows:

- There is lack of cooperation and coordination with partners in the country and with neighboring countries.
- The family tracing is not always successful due to incorrect address and remoteness;
- There is a lack of shelters for victims, particularly male victims
- The resource and finance to implement the activities are limited;
- Victim identification is still a challenge.

Group 2: Medical and Psychological Support

At the end of group discussion, a few main challenges were revealed:

- The treatment of trauma victim only at certain places such as in Takmao Hospital, Kandal Province, and Russia hospital
- There is a lack of psychosocial specialists.
- No psychosocial technical model for working with victims of sexual abuse
- Victims wait for a long time to receive medical care and service

Group 3: Shelter and Interim Care Services

Hagar International, Pteah Toek Daung, Poipet Transit Center, Destiny Rescue, World Hope International, Health Care for Children, White Lotus, World Vision Cambodia and ARM International provided shelter and interim care services to the victim in short and long term. They face some challenges:

- Security at a shelters is a great concern;
- There are no shelters with specialized expertise in hosting handicapped women and children;
- It is difficult to find children's original families as they do not have birth certificates.
- Financial support is required for running a shelter as the cost is high

Group 4: Education, Vocational Training and Employment

The stakeholders provided education services both formal and informal education and vocational training but gaps remain:

- Partnership with private sector is very limited
- No market assessment has been conducted.
- The training courses do not respond to the labor market in the areas where returnees are reintegrated to.
- Some vocational training courses require victims to have some levels of literacy first before they are allowed to get the skills.
- Interests of loans from microfinance institutions are too high (5% and above) for the vulnerable families to afford.

Group 5 Legal Aid Support

Several NGOs provided legal supports to the victim from the consultation to representation at the court. Nevertheless, these institutions faced challenges such as:

- Budget and resources including human resources like lawyers particularly on cross-border cases are far from sufficient,
- Cooperation from the victims and families in the legal process is limited as they are fearful of implication
- No law on evidence makes it difficult for legal support work.

Group 6: Community Acceptance and Integration

Below are the gaps stated by the group:

- The turnover rate of official both from government and civil society is quite high; therefore, communicating took more time to find the right person.
- It is difficult to locate victims as they often move from place to place.

- Life cycle of most of the project for victim reintegration is short, which is a constraint for successful reintegration.

Note: Though most available services are provided to only women and children, several NGOs such as The Future (012 310 582), Hagar, Women Association for Community Development (017 734 114), World Vision Cambodia and Cambodia Red Cross ascertained that their projects also covered male victims of trafficking.

For more details please see all group discussions' results in annexes.



On the second day of the Forum, participants were divided into 4 groups to discuss capacity building and ethics, practitioner system and collaboration and policy framework and resources and sustainability by focusing on available things, gaps and recommendations.

Following the discussion, most participants expressed that more and better capacity building is still needed on various topics including TIP law and victim identification, practical case management system, proposal review and best technique to mobilize resources and systematic approach to reintegration process. Other organizations found that there is still a lack of sharing external evaluation and research results to outside agencies. Some shelters and NGOs seek more cooperation and legal framework (for example guardianship) from authority and strongly suggested that there should be a government policy on taking over from NGO partners after the reintegration. Furthermore, victims and their families sometimes make it difficult for service providers to implement NGOs' projects. In the name of government, MoSVY officials insisted that all NGOs should follow the Circular on Ministerial Guidelines so that the national minimum standards will be

fully applied nationwide. A representative of Anti-Human Trafficking and Juvenile Protection Police found that Cambodia starts developing the standard operating procedure, particularly with Vietnam, so that victim identification and rescue will be conducted effectively.

For more details please see all group discussions' results in annexes.



After plenary reporting session, participants drew attention on issues faced. The most common and highlighted were:

- There was a case of a child born in Cambodia from alien parents whose status has been in trouble in seeking citizenship document for proceeding formal education as required. The service provider was suggested that it would be better to refer this case to the Ministry of Interior at the Department of Local Administration for recommendation. Moreover, the forum was told to refer to the law on immigration and a sub-decree on the issuance of Khmer ID card dated 1996 in which describes how the Cambodian nationality being granted. Basically, the child is born from alien parents who must be born and live legally in Cambodia.
- Another important issue emphasized was lawful operating of shelters, The Ministry of Social Affairs Veterans and Youth Rehabilitation encouraged the shelter service providers to work out with MoSVY for a Memorandum of Understanding (MoU). It would be very important tool to mutually support the implementation. Recently, there were some complaints lodged against shelter in unlawful detention or confinement. Brigadier General from the Department of Anti-Human Trafficking and Juvenile Protection (AHTJP) of the Ministry of Interior (MoI) informed that police did

not have shelter to host victims, so cases had been referred to NGO shelters. To make it safer, NGO shelters should have a regular basis report submit to the police so that the unit would be able to inform prosecutor on the case before something bad happened. It was also good news to learn that Ministry of Justice drafted a guardianship law to ease condition but we did not know that latest status and when it would finish.

- One significant concern from the forum was both government and NGO agents, throughout discussion, shared about limited cooperation. The question was how to tackle this challenge. According to the official, there were two reasons that drive to non-smooth cooperation. First of all, turnover rate in the police unit was quite high, consequently, the communication has lost midway at the same time that person transferred to other section. Secondly, finding a key person would solve this limitation. Hence, development partners had to understand and find out the right person to work with, otherwise it took lots of time to proceed. So, he gave direct contact for any related trafficking complain:
 - General Bith Kim Hong, Head of AHTJP could be reached at: 012 669999
 - General Chiv Phally, Deputy Head of AHTJP could be reached at: 012 21 24 17
 - Hotline of Mol: 023 99 79 19

V. Gaps and Recommendations

Lim Tith, UNIAP National Project Coordinator, summed up the discussion in the forum and came up, inter alia, with the following recommendations:

- 1- Capacity building needed to be carried out in all forms to equip to stakeholders on:
 - Policies
 - Standard Operating Procedure
 - Fund raising and budgeting
 - Ethical standards on caring victim of trafficking at shelters.
- 2- MoSVY and NGOs which run shelter should develop and formalize any regulations to become a lawful shelter so that NGOs would have rightful custodianship to protect victims;
- 3- Coordination between stakeholders was limited due to time and interest therefore, information sharing was absent;
- 4- There is no monitoring and evaluation mechanism on reintegration in Cambodia yet;
- 5- The protection support was merely to the victims. But the whole family were in need so the vulnerability and re-victimization were at large;

VI. Closing

In his closing remarks, **His Excellency Dr. Ith Samheng** the Minister of Social Affairs, Veterans and Youth Rehabilitation (MOSVY), Vice Chair of National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children (S.T.S.L.S) thanked the participants of the forum for their time and efforts. He said the experience and lessons learned from the forum play an important role in strengthening the existing mechanism for implementing plan of action to have successful reintegration. He also said that to make this happen, MOSVY wished to highlight some key points as follows:

- MOSVY will continue the cooperation with stakeholders to implement the Policy and Minimum Standards for Protection of the Rights of Victim of Human Trafficking.
- MOSVY requests that authorities at all levels and the communities should collaborate in assisting victims of human trafficking.
- The existing mechanisms should be strengthened and used as channels between ministries and local levels to offer protection and support for the victims of human trafficking.
- Victims and their needs should be clearly identified so as to effective responses.
- Policies and regulations should be created to serve the best interests of the victims and reduce/prevent vulnerability of the people in the short and long terms
- Human resources should be developed with attachment of the importance of good will and wisdom
- Resources such as equipment, materials and budget are required to have functional administration and achieve mission.

In addition, H.E. Dr. Ith Samheng took time to respond to some gaps and challenges which were raised by the group discussion in the Forum as the following:

- **Some gaps in human resources development:** This is an important issue. To provide good quality services for victims, human resources with wisdom, responsibility and skills are needed. MOSVY is in the process of creating a National Institute of Social Work under MOSVY in order to train MOSVY officials and other relevant stakeholders in the government, NGOs and private sector.
- **Limited financial resources:** MOSVY has faced the challenge. NGOs have contributed to mitigating this challenge. To be able to have some fund for reintegration work, MOSVY must comply with the regulations and policies.
- **Referral to shelters:** MOSVY has only Poipet Transit Center and has planned to have a shelter in Svay Rieng to receive the victims and vulnerable people from Bavet border crossing. MOSVY is grateful for NGOs who have admitted victims to their shelters. However, regulations, particularly on custodianship for shelters, are to be established and standard of services should be set.
- **Limited knowledge on ethics for victims:** It needs to be further strengthened and disseminated.
- **Promotion of implementation of the National Policy for Protection of the Rights of Victim of Human Trafficking:** Cambodia is the first country to have this kind of policy. All stakeholders should make more efforts to disseminate and implement it.
- **Limited cooperation between government institutions and NGOs:** MOSVY alone cannot carry out counter trafficking activities, particularly reintegration. This requires coordination to be able to successfully and effectively do the tasks.
- **No monitoring and evaluation system:** it is needed to understand whether a project has been successfully executed or not and to collect lessons learned for future project activities.



VII. Conclusion

In conclusion, the main and crucial question for the host agencies is whether the forum able to achieve its stated objective. Perhaps, a table below is helpful in answering this question.

Stated Objectives	Achievements and References
1. Create a national dialogue and network to better understand and respond to the needs of victims of trafficking for their effective reintegration into society and to share experiences and lessons learned among relevant stakeholders;	<p>There were some 159 participants from UN, NGO and Governmental agencies. They are frontline staff who have been involving directly with the return and (re)integration of victims and those who are dealing with decision-making, policy, programming intervention, coordination and collaboration, and fund-raising.</p> <p>There are high level government representatives including the DPM Sar Kheng, H.E. Ith Sam Heng, MoSVY, H.E. Vong Sauth, MLVT, Secretary of States, and many other senior officials.</p> <p>Their presence and active participation and contribution in the forum reiterate and reflects commitment to betterment of trafficking victims assistance and assurance of continue dialogues and cooperation. In the post-forum evaluation, the majority of the participants gave favorable feedbacks and recommended some more to follow-up forums.</p> <p>Copy of contact list of all participants was made available to the participants.</p>
2. Review reintegration services provided to victims of trafficking upon voluntary return by government agencies, IOs, NGOs and community groups;	<p>Please refer to the result of group discussion on Available services on page 9 and mapping of service on page 10.</p> <p>Presentations by IoM and WVC representatives are also a good source of references.</p> <p>Please also refer to group discussion results in a table format in the annexes of this report.</p>
3. Identify and prioritize practical challenges, obstacles, gaps and recommendation to effective voluntary return and (re)integration;	<p>Please refer to Gaps and Recommendations on page 11 and page 15 concerning challenges, gaps, and recommendations.</p> <p>Please also refer to group discussion results in a table format in the annexes of this report.</p>
4. Review application of national minimum standards & guidelines in (re)integration work and identify strengths as well as areas for improvement;	<p>On page 15-16, H.E. Ith Sam Heng, MoSVY, referred the forum to government policy and National Minimum Standards (NMS) and encouraged further understanding and wider use and implement of the policy and NMS. He encouraged and recommended government officials especially those under MoSVY and NGO and UN agencies to continue and strengthen partnership and cooperation (ref: Closing Remarks).</p>
5. Take into account relevant government policies, procedures, and practices,	<p>On page 8, there is highlights of the key points from the presentation of MoSVY senior officials on existing government guidelines, standards e.g. National Minimum</p>

Stated Objectives	Achievements and References
and their effectiveness and impact on (re)integration of victims of trafficking	Standards, and policy. Complete copies of these documents were made available to the participants.

VIII. Annexes

1. Agenda

Time	Activities	Persons
DAY 1: Tuesday 7 December 2010		
7:30 – 8:00	Registration	WVC
7:50	Arrival of guests of honor	
8:00 – 8:15	Announcement of the event and other logistics	MC
8:15 – 8:17	National anthem and mourning for dead victims	
8:17 – 8:30	Welcoming remarks from UNIAP and WVC	Mr. Lim Tith , UNIAP National Project Coordinator, and Mr. Jojo Pastores , WV Senior Program Manger
8:30 – 8:50	Remarks from the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) <ul style="list-style-type: none"> ❖ Overview on process of work on reintegration guidelines in the Mekong region and developing principles/policy at the national level; ❖ Overview of the current (re)integration national framework and the role of government and non-governmental actors. 	Representative of MoSVY
8:50 – 9:05	Remarks from the Ministry of Women's Affairs (MoWA)	H.E. San Arun , Secretary of State of MoWA
9:05 – 9:30	Opening speeches addressed by the Ministry of Interior (Mol)	H.E. Sar Kheng , DPM and Minister of Mol
9:30 – 9:45	Coffee break	
9:45 – 10:30	Overview on NGOs' reintegration services done by IOM, WVC and UNICEF: <ul style="list-style-type: none"> ❖ Current resources and services available; ❖ Good practices; ❖ Challenges. 	Ms. Chan Kanha , IOM Project Officer, and Mr. Ray Sano , WVC CIC Program Manager
10:30 – 11:15	Overview on government's reintegration services done by	Ms. Sorn Sabonne , Ms. Ing Vanrithy

Time	Activities	Persons
	MoSVY: ❖ Current resources and services available; ❖ Good practices; ❖ Challenges.	and Mr. Kim Sovandy
11:15 – 11:45	Q & A	All
11:45 – 12:00	Brief introduction of topics for discussion and expectations for the group work in the afternoon.	MC
12:00 – 1:30	Lunch break (to be served at the venue of the event)	
1:30 – 3:00	Small group discussion 1: thematic group discussion on <u>what services</u> , <u>which geographical area</u> , <u>referral</u> (how to/from), and <u>what gaps and recommendations</u> all practitioner organizations have: 1) Immediate support and emergency package; 2) Medical and psychological support; 3) Shelter and interim care; 4) Education, vocational training and employment; 5) Legal aid; 6) Community acceptance and integration. 7)	All participants
3:00 – 3:15	Coffee break	
3:15 – 4:45	<ul style="list-style-type: none"> • Presentations of the group work; • Questions-Answers. 	Representative of each group
4:45 – 5:00	Closing program for Day 1 with brief outline and reminder for the continued sessions on the next day	MC
DAY 2: Wednesday 8 December 2010		
7:30 – 8:00	Registration	WVC
8:00 – 8:20	<ul style="list-style-type: none"> • Welcoming remark with overview of the session from Day 1 and results; • Introductions and expectations of Day 2 session. • 	Facilitators
8:20 – 9:00	Small group discussion 2: What are <u>available things</u> practitioners have, <u>gaps</u> practitioners face and <u>recommendations</u> practitioners propose with regard to: 1) capacity building and ethics; 2) practitioners systems and collaboration and policy framework;	All participants

Time	Activities	Persons
	3) resources and sustainability.	
9:00 – 9:15	Coffee break	
9:15 – 11:00	<ul style="list-style-type: none"> • Presentations of the group work • Questions-Answers • Evaluation 	Representative of each group
11:00 – 11:20	Summing up of the two-day forum	Mr. Lim Tith , UNIAP National Project Coordinator
11:20 – 11:50	Closing speeches addressed by MoSVY	H.E. Ith Sam Heng , Minister of MoSVY
11:50	National anthem and closing of forum	
Closing lunch at the venue		

2. Group Discussion Guidelines

I. Group discussion 1: mapping categories of services, geographical areas and gaps

- ☞ After lunchtime of the first day, organizing committee should reserve 10 minutes to give orientation to participants.
- **Step 1**: Divide participants into six groups. Make sure each group consists of participants from both government and non-government organizations.
 - Lists of group members shall be typed and classified into service categories (separate slip put on together with attendance list) by the forum secretariat after all participants register their names in the official attendance lists;
 - Facilitators shall stick the name printouts on the wall;
 - The six groups reflect six topics to be discussed:
 - 1) Immediate support and emergency package;
 - 2) Medical and psychological support;
 - 3) Shelter and interim care;
 - 4) Education, vocational training and employment;
 - 5) Legal aid;
 - 6) Community acceptance and integration.
 - Flip charts shall be designed/formatted by facilitators.
 - Encourage groups to appoint a note taker to write on formatted flip charts and a spokesperson to present groups' ideas/results.
- **Step 2**: Discuss the points (approximately 1 hour and 20 minutes) following the coordination of facilitators:
 - When the groups' note takers write down on the formatted flip charts, facilitators shall copy the handwriting and type it in laptop reserved for each group;
 - After finishing the discussion, participants are nearly ready to get coffee break;
 - However, before going out for break, facilitators shall ask each group's members to stick color pins (each category of service should have one specific color) on a big map (reflecting geographical areas of services provided) displayed in the main room;
 - In the meantime, facilitators shall finish typing and copy text to the main room's laptop so that all groups' results will be shown on the screen during the plenary session (after the coffee break).

Facilitators shall also take a photo of the pinned map and transfer it into main room's laptop in order to show participants the visual mapping.

- **Step 3:** After the break time is up, plenary session should start with presentation of each group's result (facilitator will show each group's result on LCD screen); then questions can be raised following each presentation.

II. Group discussion 2: available things, needs for practitioners and recommendations

- **Step 1:** Divide participants into 4 groups:
 - i. **Group 1:** Government law enforcement officers (including anti-human trafficking police, immigration police, border police, gendarmerie and so on);
 - ii. **Group 2:** Government social workers and other Government agencies' officers (including health agencies);
 - iii. **Group 3:** International organizations and donors (expat and local staff will be split up into two different sub-groups);
 - iv. **Group 4:** Local non-governmental organizations.
- List of each group members shall be typed and posted on the wall by forum secretariat;
- The four groups shall discuss in detail the following points:
 - 1) What are available things practitioners have?
 - 2) What are the gaps practitioners face?
 - 3) What are recommendations proposed?

☞ Nevertheless, the three questions above shall be discussed within the scope of ①capacity building and ethics, ②practitioners systems and collaboration and policy framework; ③resources and sustainability.
- Flip charts for the four groups shall be formatted/designed by facilitators;
- Encourage groups to appoint a note taker to write on formatted flip charts and a spokesperson to present groups' ideas.

- **Step 2:** Discuss the points (approximately 40 minutes) following the coordination of facilitators:
- When the groups' note takers write down on the formatted flip charts, facilitators shall copy the handwriting and type it in laptop reserved for each group;
 - After finishing the discussion, participants are ready to get coffee break;
 - In the meantime, facilitators shall finish typing and copy results to the main room's laptop so that all groups' ideas will be shown on the screen during the plenary session (after the coffee break).
- **Step 3:** After the break time is up, plenary session should start with presentation of each group's result (facilitator will show each group's result on LCD screen); then questions can be raised following each presentation.

***All invitees should be encouraged to prepare list of their available services and to bring relevant informational materials for the forum.

👉 **Logistics needed:** flip charts, markers, masking tape, color pins, a big map, laptops, printer & paper, LCD (2) & screen and cameras.

3. Group Discussion Results

Group Discussion 1:

1-Immediate Support and Emergency Package: "GROUP 1"

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-Repatriation/ return facilitation	AFESIP	Work over 24 capital/provinces	Mr. Sao Chhoeut: 012 888 840	Get from PTC and other referring organizations	-Limited capacity to trace victims' families (cannot find whereabouts of their families); -Victims' addresses are not correct; -Limited outreach to communities.	-Wish to have more collaboration from authorities; -Relevant organizations should be collaborative and provide information as soon as possible.
	CRC	Work in 10 capital/provinces such as Svay Rieng, Banteay Meanchey, Koh Kong, Kampong Thom, Kampot, Siem Reap, Steung Treng, Phnom Penh,	Ms. Sun Kanha: 012 71 66 11	Police of Poipet Checkpoint	Limited outreach to communities	-Relevant organizations should be collaborative and provide information as soon as possible.

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
		Kampong Speu and Battambang.				
	WVC (TRP)	Work over 24 capital/provinces	Mr. Heng Soheanh: 090 38 06 06	Get from MoSVY	Staff members are not aware deeply of victim situation	Should increase more cooperation with Vietnamese partners
	MPK	Districts of Kamrieng and Battambang of Battambang province	Mrs. Phy Montha: 012 653 623	Get from IOM who refers victims from boundary provinces, military police, police, DoSVY and other authorities	-Cannot find their families during family tracing; -Information provided by victims is late; -Have not conduct direct follow-up.	Other organizations should provide information quickly
2-On-arrival support/reception	COSECAM	Work in 5 provinces such as Battambang, Pailin, Banteay Meanchey, Svay Rieng and Preah Sihanouk.	-Mr. Kung Samnang: 012 991 123; -Mr. Yi Chandara: 012 830 295; -Mr. Ban Sambath: 012 790 907	Police AHT, Banteay Srey organization, MoSVY, PTC, CWCC (25 NGOs)	-Referral structure is not manifest; -Lack of shelters for victims; -Lack of resources.	-Victim indentification should be followed common criteria; -Referral of victims' cases should be attached with the case notes; -Should have a unique one-window service for

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
						referral system.
	WVC (MDRTS2)	Work in 3 provinces: Siem Reap, Battambang and Banteay Meanchey.	Mr. Chea Sophal: 017 515 134	PTC, NGOs, Police AHT, Authorities, DoSVY,	Cannot find victims' families during family tracing; -Client's information is not complete;	N/A
	MPK	Districts of Kamrieng and Battambang of Battambang province	Mrs. Phy Montha: 012 653 623	Get from IOM who refers victims from boundary provinces, military police, police, DoSVY and other authorities	-Staff members' knowledge is limited; -Unclear identification; -It is difficult to seek available services for male victims.	Relevant NGOs should provide information as soon as possible
	COSECAM	5 provinces: BTB, Pailin, BMC, SVR and Preah Sihanouk				
3-Temporary accommodation	TCC (Teen Challenge Cambodia): <i>assist only drug addicts.</i>	Takeo	Mr. Nou Mab: 092 930 279	-Shelters of DoSVY; -Reintegration to communities.	-Sheltering victims is limited (place is limited and is available for only females); -The referring	-Wish to get understanding and favor from the referring organizations/persons; -Referral should be

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	MPK	Districts of Kamrieng and Battambang of Battambang province	Mr. Leng Samon: 089 892 044	Reintegration to communities	organizations should get the cases back after the end of the support;	attached with case notes.
	WVC	Phnom Penh	Mr. Sok Heanh: 090 380 606	Receive from MoSVY	-Information is not complete; -Staff members' knowledge is limited.	N/A
	AFESIP	Siem Reap, Phnom Penh and Kampong Cham	Mr. Mam Sokhon: 012 849 788	Self-referral and the referral done by PTC	N/A	N/A
4-Basic need package	WVC	BTB, SRP and BMC	Mr. Chea Sophal: 017 515 134	PTC, DSAVY, NGOs (ex. LICADHO)	-Budget package is limitd;	-Wish to raise more funding from donors;
	AFESIP	Kampong Cham, SRP and PP	Mr. Mam Sokhon: 012 849 788	Self-referral and referral done by PTCa and DoSVY	-Lack of human resource.	-Build coordination network to work with victims.
	CRC	Work in 10 capital/provinces such as Svay Rieng, Banteay Meanchey,	Ms. Sun Kanha: 012 71 66 11	Police of Poipet Checkpoint		

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
		Koh Kong, Kampong Thom, Kampot, Siem Reap, Steung Treng, Phnom Penh, Kampong Speu and Battambang.				
5-Transportation fee (travel back to home village)	COSECAM	Work in 5 provinces such as Battambang, Pailin, Banteay Meanchey, Svay Rieng and Preah Sihanouk.	-Mr. Kung Samnang: 012 991 123; -Mr. Yi Chandara: 012 830 295; -Mr. Ban Sambath: 012 790 907	Police AHT, Banteay Srey organization, MoSVY, PTC, CWCC (25 NGOs)	-Short of community resource coordination; -Have far difference of providing assistances.	-Encourage to have commitment from the local resource commission; -Providing of assistances should follow a common standard.
	WVC (MDRTS2)	BTB, SRP and BMC	Mr. Chea Sophal: 017 515 134	Police AHT, PTC, NGOs, DoSVY, UNIAP, IOM, authorities, BIGC, WVFT		
	CRC	Work in 10 capital/provinces such as Svay Rieng, Banteay Meanchey, Koh Kong, Kampong	Ms. Sun Kanha: 012 71 66 11	Police of Poipet Checkpoint	N/A	N/A

Immediate Support and Emergency Package	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
		Thom, Kampot, Siem Reap, Steung Treng, Phnom Penh, Kampong Speu and Battambang.				
	AFESIP	Work over 24 capital/provinces	Mr. Sao Chhoeut: 012 888 840	Get from PTC and other referring organizations		
	MPK	Districts of Kamrieng and Battambang of Battambang province	Mrs. Phy Montha: 012 653 623	Referred by IOM from boundary provinces, military police, police and authorities		
6-Authority conducts raid/rescue	Mol		012 66 99 99 (Bith Kim Hong) 012 21 24 17 (Chiv Phally) 023 99 79 19 (Hotline)			

2- **Medical and Psychological Support:** “GROUP 2”

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-General medical care	Domnok Toek	Poipet and BMC province	Mrs. Pin Kimheng Tel:012 773 148	In the shelter	Only provide pills, can't get injection or IV	Small clinic
	Destiny Rescue	Veal vong district, Kampong Cham province	Mrs. Barry Jessen Tel: 092 286 760	Destiny Rescue medical offices	Staff education needs to be improved (not enough human resource)	
	Hagar	PP (shelters client)	Mrs(Dr.) Meng Sokchea Tel:023 211 961	Case manager refer to hospital	Only have one doctor providing to all Hagar clients	More Medical staff (including doctors) or medical partners
	WHI	SRP town and PP	Mr.Va Tong Tel:012841296	-In center, Clinic, Hospital		
	GOHC(Garden of Phnom Penh Hope In Cambodia		Mr.Sok Poeun Tel: 092 168 709 Ms. Debbie	From Chabдай, World Hope, IJM	Lack of experiences	Cooperation is needed

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
			Tel:012 510 397			
	SCTP (WVC)	Phnom Penh	Mrs. Sorn Nary	Komar Cheat hospital		
			Tel:012 38 52 83			
	CRC	PP,Svay Reang, BMC, KKg, BTB, KSP, SRP, KPT, STG, KTM	Ms.Chum Vichara Tel:092 131 792	-Sent to hospital, clinic others partner		
	AIM (Agape International Mission)	Phnom Penh	Mr. Nov Sam Ol Tel:089 22 9 041 Mrs. Kheng sisarat Tel:089 229 042	-Sent to Chey Chumneas hospital (Takmao), Russy hospital -Private clinic	Limited services, take long time to wait for services	UN, NGOs, Institutes take more action with Health service
	Neavea Thmey Center					
2-Clinical treatment	Domnok Toek	Poipet and BMC province	Mrs. Pin Kimheng Tel:012 773 148	Refer to public hospitals	Serious patients	Small clinic
	Destiny Rescue	Veal vong district, Kampong Cham province	Mr.Barry Jessen Tel: 092 286 760	Basic care and sent to clinic Kg Cham. Complex care to hospital/specialists in	Lack of quality care in Kg Cham	

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
				PnP		
	Hagar	PNP	Dr& Case manager refer to hospitals Tel:023 211 961	-Kun Theak Bopha hospital -National children hospital -Public hospitals & private hospitals		
	WHI	SRP town PnP	Mr.Va Tong Tel:012841296	In center, Clinic, Hospital		
	AIM					
3-Mental health care	Domnok Toek	Poipet and BMC province	Kim Vet Tel:012 241 573	In the shelter	Young children (3 years old only)	Small clinic
	Hagar	PNP	Mrs. Tiv Linat	Case manager refer to counselor	-Capacity building -Experience	-Access more training -Better recruitment

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	WHI	SRP town	Mr.Va Tong	In-center		
		PnP	Tel:012841296			
	AIM					
	WVC					
4-Psycho-social counseling	SSC	1- Takhmao town (Kandal province); 2- Kg Speu	Ms.Bou Leak, Ellen Minotte Tel: 012 932 900	-To: LSCW, LICADO, -From: ADHOC, Police -Hospital Chey Chum neas PP municipal -RHAC clinic -Maries Stop clinic -Legal aid NGOs (legal service) -NGOs partner (long-term shelter/skill training)	-NGOs who are working with victims; -SA no technical model	NGOs who are working with SA victim should have technical model to work with victim SAS
	1-Destiny rescue	Veal vong district, Kampong Cham	Mr. Barry Jessen-	-Licado/ADHOC	Expense, difficult to access from Kg Cham	

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	(Specialist counseling in PP if required)	province	Tel: 092 286 760			
	WHI	SRP town PnP	Mr.Va Tong Tel:012841296	-In center		
	GOHC(Garden of Hope In Cambodia	Phnom Penh	Khen sisanara Tel: 012 505 258	From Chabдай, World hope, IJM	Lack of experience	Cooperation is needed
	HPO(Hard Place Organization	PNP	Alli Tel:077 933 015		Not yet run	
	SCTP (WVC)	Phnom Penh	Mrs. Sorn Nary Tel:012 38 52 83		Lack of staff	Recruit one staff
5-Psychological therapy	Destiny Rescue	Veal vong district, Kampong Cham province	Mr.Barry Jessen- Tel: 092 286 760	-Chey Chumneas hospital		
	Hagar	PNP	Case manager refer	-Hospital chey chumneas -TPO	-Teen challenge	Hagar should have more staff for mental care

Medical and Psychological Support	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	WHI	SRP town PnP	Mr.Va Tong Tel:012841296	Takmao and Russia hospitals	Take longer time to get service	-Continue to provide good support for NGO's clients.
	WVC (SCTP)	-Takeo -Kg Chnang -Pursat	Oum Mao Tel:012 515 543 Mull Phal Tel: 017 833 671	Takmao and Russia hospitals		
	AIM(Agape International Mission)	Phnom Penh	Mr. Nov Sam Ol Tel: 089 22 9 041 Mrs. Kheng sisarat Tel:089 229 042	-Sent to Chey Chumneas hospital (Takmao), Russia hospitals -Private clinic	Limited services and need long time to get service	
6-Transportation fee to access health services	CRC	PP,Svay Reang, BMC, KKg, BTB, KSP, SRP, KPT, STG, KTM	Ms. Chum Vichara Tel:092 131 792	Sent to hospital, clinic others partner		Find out CRC service in book service

3-[Shetler and Interim Care](#): "GROUP 3"

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-Shelter/Center	1. Hagar	24 city/provinces	Mrs. Soeung Veasna 012 202 905 012 33 66 94	Referral from: Police, MoSVY, NGOs, Local Authority,	-Children stay in for longer time, but the project is lacking of funding; -Parents do not want to get their children back; -No safety in communities; -Children have no birth certificate; -Cannot find children's original families.	
	2. PTD	Whole BB province	Tel: 012 653 623,	WHI, MoSVY, NGO partners,		
	3. PTC	Poipet (BMC province)	Chhea Manith 012 725 057	-Receive clients from Thai shelter; -Refer to other NGOs;	-Difficult to refer handicapped women and children; -Family tracing is	-Propose government and other NGOs to establish shelters or drop-in centers for

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
				Send them back home.	sometimes not successful (could not find their families); -Difficult to seek for shelters to take care of victims.	handicapped children; -Propose local authorities to consider on this point.
	4. Destiny Rescue	Whole Kompongcham, Kompong Chnang, Rattanakiry, Prey Veng, and Kratie	Barry Jessen: 092 286 760; Nalen Tel: 092 632 832	<u>Referral from:</u> World Hope, Police and MoSVY, local authorities and communities. <u>Reintegration:</u> NGOs and their family where possible and kinship care		N/A
	5. World Hope International	Centers: Phnom Penh & Siem Reap Target: 24 capital/provinces	PP: Sopheap: 012 355 074 SR: Mitnea: 012 739158	-Receive clients from police, MoSVY/DoSVY and their families; -Transfer to families of origin/relatives, other NGOs providing medium	-Lack of detective camera; -Have no security camera at the entrance	Request to the NGOs who are providing medium- and long-term aftercare to improve the living environment so that children can live in

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
				and long-term aftercare.	-Need female security guards for the center.	a good environment
	6. HCC	5 province: Kandal/PP, Koh Kong, Svay Rieng, and Prey Veng	Ven Savoeun Tel: 012 925 946	Referral from: NGOs partners, police, DoSVY, and local authorities	Limited support from DoSVY	
	7. White Lotus	Two centers in PP	-Social Worker: 012 877 645; -Nalen: 092 632 832	-Receive client from other NGOs and families; -Referral – to the families of origin, relatives or foster families/parents/guardians	-Security issue; -Families are far away from PP that makes difficulties in the communication and the court cases went without victims.	Request to the police to continue to arrest the criminals in order to get them punished and compensation for victims
	8. WVC-TRP	24 capital/provinces	Sopheap Tel: 012 942 710	Referral: WHI, DoSVY, NGOs partners		
	9. ARM	BTB, SR	Dear Sourm Tel: 012 993 223	Referral: DoSVY, NGOs partner,	Limited fund	
2-Interim care (food, supplies, health check-up, life skills...)	1. WHI (Families assessment;	PNH- SRP	PP – Sopheap 012 355 074	Referral: to medium- and long-term aftercare shelters	no camera	

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	Provide 3 meals and 2 snacks per day; Basic need materials; Reintegration package; Short-term life skills)		SR - Mitnea 012 739158			
	2. Poipet Transit Center (Provides 3 meals per day, Short-term accommodation; Basic need materials; Primary health care)	Poipet (BMC province)	Chhea Manith 012 725 057	-Receive clients from Thai shelter; -Refer to other NGOs; -Send them back home.	-Difficult to refer handicapped women and children; -Family tracing is sometimes not successful (could not find their families); -Difficult to seek for shelters to take care of victims.	-Propose government and other NGOs to establish shelters or drop-in centers for handicapped children; -Propose local authorities to consider on this point.
	3. White Lotus (Two-year accommodati	Two centers in PP	Social Worker 012 877 645	-Receive client from other NGOs and families;	-Security issue; -Families are far	Request to the police to continue to arrest the criminals in order to get

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	on; Food; Clothing, Hygiene material s [according to basic need]; Health care; Legal support; Training in primary health care; Counseling service; Non- formal education; Skills training [sewing, weaving, hair dressing, income generation skill, practice small business to earn incomes];			Referral – to the families of origin, relatives or foster families/parents/ guardians	away from PP that makes difficulties in the communication and the court cases went without victims.	them punished and compensation for victims

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	Support for the visit to families; Keep and build relationship with families; Reintegration, [saving cash and cash management support]; Assist client in seeking jobs; Monitoring and follow-up)					
	GOHC	Center in PP and covers 24 capital/provinces	Chhoy Tepy: 012 510 397	Other partners such as CHABDAI, WHI...		
	HCC	3 shelters (in Kandal and Koh Kong) and covers five provinces Kandal, PP, Koh	Ven Savoeun: 012 925 964	MoSVY, NGOs; then refer to other NGOs and their families	Limited support from DoSVY	Suggest to have more responsibility and cooperation from MoSVY's

Shelter and Interim Care	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
		Kong, Svay Rieng and Prey Veng.				officials/personnel
	ARM	BB and SRP	Dear Soeum: 012 99 32 23	Received from other partner NGOs and keep in the long-term shelter for getting vocational training	-Project budget is limited; -Basic knowledge of children is limited	Wish more collaboration from MoSVY because sometimes MoSVY has not participated in the activities.
	MPK					

4- Education, Vocational Training and Employment: “GROUP 4”

Education, Vocational Training and Employment	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-Formal education/ available support (ex. scholarship)	KK (Konne Khmeng)	PP	Pang Sophang: 012 577542			
	ARM	Battambang & Siem Reap	Dear Soeurm: 012 993223	In: NGOs Partners Out: Communities	Different levels and take time	
2-Informal education/ available support (ex. scholarship)	ARC	PP	Sam Ol: 012 974 145	In: Police, NGOs, MoSVY Out: Community, Family		Government should set up adult literacy program
	GHOC	PP	Ratana: 092 186 883	In: NOGs Out: Communities		
	EC	Kampong Thom, PP	Malis: 012 374 134	In: NGOs, Communities Out: Communities, NGOs		
	KK (Konne Khmeng)	PP	Pang Sophay: 012 577542			
	WVC/TRP Project	PP/	Heng Soheanh: 090 383806	In: MoSVY, Police, NGOs Out: Communities		
	White Lotus	PP	012 877 424			
	ARM	BB and SRP	Dear Soeurm: 012 993223			
3-Job Placement	Cater Help	PP, Preah Sihanouk	Frank Woods: 012	In: NGOs, Communities	Limited partnership	

Education, Vocational Training and Employment	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	(Social Enterprise)		311 078 www.caterhelp.org	Out: Communities, NGOs	with the business sector;	
	EC	PP & Kampong Thom	Malis: 012 374 134	In: NGOs, Communities Out: Communities, NGOs	-Preparing to reality outside centers;	
	Bloom	PP	Leap: 088 8077001	In: NGOs, Communities Out: Communities, NGOs	-Lack of study materials	
	ARC	PP	Sam Ol: 012 974 145	In: Police, NGOs, MoSVY Out: Community, Family		
	White Lotus	PP	012 877 424			
	ARM	BB and SRP	Dear Soeurm: 012 993223			
4-Start-up capital assistance	KK	Kandal & Battambang Provinces	Pang Sodany: 012 577 547	In: NGOs, Communities Out: Communities, NGOs	No MFI/Capital provision for less than 5%, or no loan for most vulnerable families, and low comments	-Encouragement; -Build self confidence
	ARM	BB and SRP				
5-Start-up logistics	WACD	Pailin	Chao Kim Eng: 017	In: Victims, communities	Not enough capital,	-Fund raising, include

Education, Vocational Training and Employment	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
assistance			734 194	Out: Communities	limited fund	market for products; -Government loan for children, including training on job readiness
	White Lotus	PP				
	KK	Kandal & Battambang Provinces	Pang Sodany: 012 577 547	In: NGOs, victims, communities Out: Communities, NGOs		
	WVC/TRP Project	PP and 12 provinces	Heng Soheanh: 090 383806	In: MoSVY, Police, NGOs Out: Communities		
	ARM	BB and SRP				
6-Vocational Training	WACD	Pailin	Chao Kim Eng: 017 734 194	In: Victims, communities Out: Communities	Not enough capital and land for running small business; -Lack of commitment to run the business; -Authority participation is limited; -Low commitment; -Market study; -Vocational Training requires degree of literacy;	-Need more involvement from authority and government agencies; -Build confidence; -Design vocational training program to include non-literate. -Identify new skills/traditional skills; -More fund raising
	White Lotus	PP				
	Precious Women	PP	Seng Solida: 012 902489	In: NGOs, Communities Out: Communities, NGOs		
	EC	PP & Kampong Thom	Malis: 012 374 134	In: NGOs, Communities Out: Communities, NGOs		
	CGI	Battambang	Nim Kem Lorn: 089 338181	In: NGOs, Communities Out: Communities, NGOs		
	Damnok Toek	PP, Poipet (BMC), Neak Loeung (Kandal)	Acessandro: 078 75 22 57	In: PTC, Police Out: Communities		

Education, Vocational Training and Employment	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	KK	Kandal & Battambang Provinces	Pang Sodany: 012 577 547	In: NGOs, Communities Out: Communities, NGOs	-Need for literacy classes to compliment vocational training	

5-Legal Aid: “GROUP 5”

Legal Aid Services	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-Legal counseling/advice/assistance (complaint...)	1-CHABDAI	24 capital/provinces	Mr. Sarun: 012 532 564	CHABDAI, IJM, LSCW, LICADHO send to Police/Court; or -The above organizations can also refer to WHI (only for girl victims aged 5-17 years old [trafficking/rape] and WVC aged 9-17 years old [trafficking/special rape case], and refer to CITIPOINT [vulnerable]	-Limited resources; -Limited target areas; -Victims' knowledge is limited; -Victims are scared.	
	2-LSCW	24 capital/provinces	Hotline: 077 45 55 16			
	3-WVC	BMC, SRP, ODMC, Takeo, Kandal, Kg Speu, Kg Chhnang, PVH, and PP	-Mr. Vutha: 017 866 771; -Mr. Sao Sambath: 012 966 820			
	4-LICADHO	24 capital/provinces	Sam Ath: 012 327 770			
	5-WHI	24 capital/provinces	Va Torng: 012 841 296			
	6-IJM	24 capital/provinces	Office: 023 991 420			
2-Legal investigation	1-IJM	24 capital/provinces	Office: 023 991 420	-CHABDAI and WHI refer to IJM, LICADHO, LSCW, Police, Court, Military Police, ICE/FBI (based in US Embassy), CEOP, APLE, EU Police (based in Germany Embassy)	-Corruption; -Lack of the law on evidence; -Short of training and transfer of knowledge/experience among teams	Should have law on evidence
	2-LICADHO	12 capital/provinces: PP, KSP, KK, PSHN, KCM, PS, BTB, BMC, SRP, KTM, KCN, and KPT	Sam Ath: 012 327 770			
	3-LSCW	24 capital/provinces	Hotline: 077 45 55 16			

Legal Aid Services	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	4- WHI	24 capital/provinces	Va Torng: 012 841 296			
3-Legal representation (lawyers at the court)	1-IJM	24 capital/provinces	id.		-Limited number of lawyers and cross-border crime lawyers; -Translator/interpreter	-Linguistic support; -Vietnamese interpreter at the court
	2-LICADHO	12 capital/provinces: PP, KSP, KK, PSHN, KCM, PS, BTB, BMC, SRP, KTM, KCN, and KPT	id.			
	3-LSCW	24 capital/provinces	id.			
	4- BDASE	Pursat	Pum Phavann: 097 863 00 88			
4-Criminal case referral coordination	1-CHABDAI	24 capital/provinces	id.		-Late responses; -Hotlines always have error; -No contact phone list of the provincial police	-Strengthen the hotlines;
	2-LSCW	24 capital/provinces	Hotline: 077 45 55 16			
	3-WVC	BMC, SRP, ODMC, Takeo, Kandal, Kg Speu, Kg Chhnang, PVH, and PP	id.			
	4-LICADHO	24 capital/provinces	id.			
	5-WHI	24 capital/provinces	id.			
	6-Banteay Srey	24 capital/provinces	Mrs. Sun Malay: 017 22 01 10			
	7-BDASE	24 capital/provinces	id.			
	8-ICE	24 capital/provinces	Touch Savoeun: 097 777 96 99			
	9-CITIPOINT	24 capital/provinces	Mrs. Chany: 092 977 633			
	10-WRC	24 capital/provinces	Mr. Nop Bunnath: 097 798 99 18			
	11-IJM	24 capital/provinces				

6-Community Acceptance and Integration: “GROUP 6”

Community Acceptance and Integration	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
1-Family tracing	1- WHI	24 capital/provinces	1-Mrs. SOK SARUON: 012 446 402	Phone- personal visit with MoSVY	-District officials frequently renewed their phone numbers; -Have not reached the time deadline as recommended; Limited time	Wish to get more understanding/favor from DoSVY
	2 AFESIP		2- Mr. Ly Monyrath: 012 969567	Phone- personal visit with MoSVY		
	3 WVC		3- Mr. Ray Sano, Chea Sophal, Heng Soheanh 012 818 584	Phone, e-mail, visit with MoSVY	-Have no e-mail; -Do not know the name of responsible persons.	-Wish to have list of DoSVY focal point
	4 CITI POINT	BMC, PP, SRP, BTB	4- Miss. Sao Tevy: 092 502235	Phone, e-mail, visit with MoSVY	-Have no e-mail; -Do not know the name of responsible persons.	
	5 MoSVY	24 capital/provinces	5- Ms. Ing Vanrithy: 012 97 22 76	Get information from NGO partners	Cooperation is still limited	NGOs should follow the Ministry Guidelines Circular
	6-ARM	BTB, SRP	6- Mr. Do Kiem: 012 99 32 23	Get information from NGO partners		
2-On-going support in community (follow-up and monitoring...)	Love 146	PNH, Poi Pet, BMC	1- Mr. Phuong Sophorn: 012205564	MoSVY	-Do not work directly with communities;	-Should conduct more researches on which strategy is more effective (for example listening to victims' voices...);
	WHI	24 capital/provinces	Sok Sarun and Chhet Sovan: 017 471934	Referring organizations, MoSVY (period of 1, month, 3 months and 9 months)	-Projects run for a short term only; -Clients move to various location and it seems difficult to meet them;	-NGOs leaders should request for a longer term projects;
	IOM		Hang Ranaza: 012 897358	MoSVY	-Cooperation is still limited (in some particular cases);	-Local authority should hand in collaboration in providing more
	WVC	PNH, BTB, SRP BMC and other provinces	Mr. Ray Sano, Chea Sophal and Heng Soheanh: 012 818 584	-Follow up visit 12 months per client; -6 visits with Social and Economic support IGA	-NGOs provide information lately and	

Community Acceptance and Integration	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
				(MoSVY, local authority, NGO, UN partners)	the information provided is not complete.	information; -NGOs should provide and submit information and relevant forms as soon as possible; -All stakeholders should be cooperative and understanding.
	ARM	BTB, SRP	Cheu Chinda: 012 976 076	Follow-up 24 months		
	PTD	BTB	Phat Sopha: 097 942 56 53	Referring organizations, MoSVY and local authorities		
	AFESIP	24 capital/provinces	Mr. Sao Chhoeut: 012 839 145	Cooperate with local authority and MoSVY in following up victims' job		
	MoSVY	24 Provinces	Ms. Ing Vanrithy	24 Provinces		
3-Referral hotline/ coordination service	WVC	PNH, BTB, SRP, BMC and other provinces	Mr. Ray Sano, Chea Sophal and Heng Soheanh: 012 818 584	Call and e-mail and direct visit supported by MoSVY, MoWA, local authorities, NGOs and UN agencies.	-Parents lack of support to clients; -Providing information so roughly and urgently so that the project staff cannot work on time.	-Clients' families help themselves first; -Should develop case notes if possible.
	ARM	BTB, SRP		By referring organizations and MoSVY		
	AFESIP	24 provinces	Mr. Sao Chhoeut: 012 839 145	Depend on urgent issue of the case		
	MoSVY	24 Provinces	Ms. Ing Vanrithy	NGO partners	Providing of information is quickly , but there is no working staff	Please provide more sufficient relevant information and abide by MoSVY Guidelines Circular
4-Self-help group service	WVC	PNH, BTB, SRP, BMC and other provinces	Mr. Ray Sano, Chea Sophal and Heng Soheanh: 012 818 584	-Direct visit; -Awareness raising in communities; -Set up children protection		

Community Acceptance and Integration	Institutions	District (Capital/Province)	Key Staff and Phone	Referral (How to/from)	Gaps	Recommendations
	MoSVY	24 Provinces	Ms. Ing Vanrithy	network/group -Working group of the Commission on Women and Children; -Community children protection network	Have not yet received the support from NGOs	Wish to have more support from relevant institutions
5-Coordination prior to reintegration	MoSVY	24 Provinces	Ms. Ing Vanrithy			
6-Coollaboration with commune council (Commission on Women and Children)	MoSVY	24 Provinces	Ms. Ing Vanrithy		-There are plenty of tasks for District officials; -Commune officials do not deeply understand the victim protection.	-Expand the application of the Ministry Proclamation on Policy and Minimum Standards for the alternate care; -Training for relevant working groups.

GROUP DISCUSSION 2

Group 1: Law Enforcement Officials

Points to be discussed \ Topics	Capacity Building & Ethics	Practitioners Systems & Collaboration and Policy Framework	Resources & Sustainability
Available things	<ul style="list-style-type: none"> -MoSVY and NGOs organized training for judicial police officers: <ul style="list-style-type: none"> • victim identification; • referral; • repatriation; - MoI (Police General Commissariat) organized training in laws, criminal procedural code, code of ethics and other guidelines...; - MoJ and NGOs organized training in TIP law; -Working procedures of judicial police officers: <ul style="list-style-type: none"> • gather information; • determine identity of victims, possible victims and suspects; • cooperate and conduct raid together with other Departments of MoSVY. -Specialized Departments also take part in the SOP working group. 	<ul style="list-style-type: none"> - Specialized Department took part in victim identification and repatriation (cross border); - Specialized Department is also a member of SOP working group. 	<ul style="list-style-type: none"> -Human resource: <ul style="list-style-type: none"> • Department; • Capital and provinces - Enhance law enforcement officials' capacity; - Ensure the law implementation appropriately in accordance with procedure and ethics; - Continue collaborating with MoSVY and DoSVY in all capital/provinces and NGOs; - Continue cooperating with sending/receiving countries who deal with trafficking victims.
Gaps	Law enforcement officials' knowledge is still limited	<ul style="list-style-type: none"> -Providing of information is so late; -Collaboration is still limited. 	Distribution of duties/roles/responsibilities is not clearly set, particularly for the border provinces.
Recommendations	Wish to get more training in the Code of Criminal Procedure and other law implementation guidelines.	Wish to get more training in SOP	Request to NGOs (local and international) to donate technical logistics/equipment/materials: fix and video cameras, computer, printer, photocopy machine...)

Group 2: Government Social Workers and Other Government Agencies' Officers

Points to be discussed \ Topics	Capacity Building & Ethics	Practitioners Systems & Collaboration and Policy Framework	Resources & Sustainability
Available things	<ul style="list-style-type: none"> - MoSVY: training in social services (basic social work, skills of social work, and social management); - Cambodia Red Cross (CRC): training for volunteers annually in: <ul style="list-style-type: none"> • basic principles; • first aid; • migration; • human trafficking. ➤ BSST (Basic Social Service Training); ➤ PSST (Professional Social Service Training); ➤ MSST (Man Social Service Training). 	<ul style="list-style-type: none"> -MoSVY and CRC collaborate with NGOs (more than 30 NGOs and institutions) in: <ul style="list-style-type: none"> • implementing MoSVY Guidelines Circular; • establishing Anti-Trafficking and Reintegration Office; • Poipet Transit Center (PTC) and Border Working Groups; • National and local systematic offices. -CRC: <ul style="list-style-type: none"> • team collaboration: BIGC (Border Issue Group for Children) and BVST (Border Victim Support Team); • Working system from national to village levels (Red Cross Village); • Collaborate with relevant agencies, NGOs, UN, IOs and private sector etc. 	<ul style="list-style-type: none"> -MoSVTY: <ul style="list-style-type: none"> • Government workers, national budget, and funding from UNICEF, Global Fund Round IX, TAF, IOM, COSECAM, HAGAR, WVI...; -CRC: <ul style="list-style-type: none"> • Staff of CRC and Denmark Red Cross; • National Plan of Action 2006-2011
Gaps	<ul style="list-style-type: none"> -Frequent shifting of officials and there is a small amount of employees but a plenty of work; -Training is not widely organized, especially for sub-national level; -Short of emergency budget packages for victims and their families; -NGOs directly assisted victims, but the latter cannot support their families; -Collaboration between MoSVY/DoSVY and local authorities and development partners is not expanded widely; -A small amount of NGOs has not followed Government Guideline Circular; -NGOs has not signed MoU. 		
Recommendations	<ul style="list-style-type: none"> -Wish to get continued support from donors (technique and budget); -Training widely for local officials, NGOs and other relevant institutions; -NGOs should follow Guidelines accordingly; -NGOs should request for signing MoU; -Please help both victims and their families (Government and NGOs). 		

Group 3: International Organizations and Donors (Expat Staff)

Points to be discussed \ Topics	Capacity Building & Ethics	Practitioners Systems & Collaboration and Policy Framework	Resources & Sustainability
Available things	<ul style="list-style-type: none"> -Vocational Training; -Research practitioners, studies etc. -"Long Road Home"; available publication of reintegration (MoSVY Minimum Standards; SIREN Report); "Rethinking Integration"; -UNIAP Ethical Standards Training on Interviewing Victims of trafficking 		<ul style="list-style-type: none"> -BOND institute (Information on code of ethics); -HAP (Humanitarian Accountability Partnership International); -MoSVY Minimum Standards;
Gaps	<ul style="list-style-type: none"> -Limited availability of Child Protection Policies and training; -No professional Code of Ethics; -Supply chain management; -Lack of coordination between training/organizations and social enterprise (need to work more with industry); -Duplication of research- lack of coordination -Absence of capacity building in M&E tools and techniques (how to conduct an impact evaluation?); -Lack of sharing external evaluations to outside agencies. 		<ul style="list-style-type: none"> -Practical case management systems for small organizations with limited budgets; -Limited resources (financial & human) to conduct follow-up after reintegration.
Recommendations	<ul style="list-style-type: none"> -Before training, should research available markets; -Systematic approach to reintegration process; -Directory of training available (Department of Labor and INGOs); -Focused discussions among INGOs/Govt/NGOs about strategic direction of research/stakeholder analysis. 		<ul style="list-style-type: none"> -Research and discussions with employers beyond NGOs sector to identify jobs available (what they are looking for etc.); -Consultation with survivors as to the jobs they are interested in, etc. -Budget to conduct and publish evaluation studies; -Stronger partner networks to follow reintegration process.

Group 3: International Organizations and Donors (Local Staff)

Points to be discussed \ Topics	Capacity Building & Ethics	Practitioners Systems & Collaboration and Policy Framework	Resources & Sustainability
Available things	WVC, WHI, IJM, HAGAR, White Lotus, AIM, CD, Unicef, Love 146, CGI, FIDR, CHABDAI, and Empowering Cambodia have Child Protection Policy, Client's Confidentiality Policy, Internal Policy on Ethics, Core Value, Commission, Behavior Protocol, Photography Protocol...	-Referral for reintegration applied by UN and NGOs; -Collaborate with MoSVY who possesses specific system/mechanism for referring and reintegrating victims; -Minim standards for protection of the rights of victims.	-Sustained funding source; -Vocational training; -Financial package; -Job opportunity; -Family support.
Gaps	-Staff's capacity is limited; -No clear understanding of filling in the MoSVY forms (inappropriate filling); -Have not enough time to complete all seven forms of MoSVY; -Reintegration form is long and complicated; -Cannot speak Vietnamese language, so it is difficult to communicate with Vietnamese clients; -Lack of understanding of foreign culture.	-Collaboration with authorities is still limited (they are very busy with their core duties); -MoSVY have the clear mechanism of cooperation whilst NGOs have not completely followed the system; -Dissemination of the minimum standards is limited.	-Lack of resources; -Projects end.
Recommendations	-Build capacity of specialized staff; -Review and revise the forms following additional training; -Need staff members who can speak Vietnamese so that it will facilitate the official communication with Vietnam Embassy.	-Suggest to have the National Minimum Standards disseminated widely; -Suggest to have the follow-up.	-Re-develop the proposals and research more best technique to mobilize resources.

Group 4: Local Non-Governmental Organizations

Points to be discussed \ Topics	Capacity Building & Ethics	Practitioners Systems & Collaboration and Policy Framework	Resources & Sustainability
Available things	<ul style="list-style-type: none"> -Pteah Teok Daung (PTD): is specialized in community development; -CPR: is specialized in laws and trafficking; -AIM: is specialized in the protection of children's rights; -All NGOs adopted minimum standards; -Counseling; -Children identification; -7-setp case management skills (MoSVY national standards); -First aid; -Social technical advisors; -Life skills; -Vocational training; -Skill in gender, human rights, violence and migration; -Code of ethics (particularly for clients); -The topic is set in the organizations' internal rules. 	<ul style="list-style-type: none"> -Have cooperation between competent officials, territorial authorities, relevant agencies, NGOs and families; -Bi-monthly meeting at MoSVY. 	<ul style="list-style-type: none"> -Possess our own buildings/campus; -Have income generation activities.
Gaps	<ul style="list-style-type: none"> -Build human trafficking capacity; -Short of specialist staff; -Legal communication capacity; -Filling in the forms has many errors. 	Cooperation system with the government is tardy	Short of budget for organizing training in specialized skills
Recommendations	<ul style="list-style-type: none"> -Request to relevant agencies to organize additional training in: <ul style="list-style-type: none"> • laws; • systematic relationship; • specialized skills involving 	<ul style="list-style-type: none"> -Request to government to have specific budget for victims; -Encourage to have the law on granting interim guardianship to shelters where victims are assisted; -Suggest to have good attention and collaboration among government, NGOs and victims. 	<ul style="list-style-type: none"> -Suggest government to adopt policy on taking charge over from NGO partners after the reintegration.

	human trafficking (for example investigation technique...); -Request for legal aid lawyers for NGOs.		
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4. List of Participants

Please see separate attachment

5. List of Acronyms

AFESIP:	Acting for Women in Distressing Situations
AIM:	Agape International Mission
ARM:	American Rehabilitation Ministries International
AHTJP:	Anti-Human Trafficking and Juvenile Protection Department
ATRO:	Anti-Trafficking in persons and Reintegration Office
BDASE:	Building Development Association and Supporting Environment
CGI:	Center for Global Impact
CPR:	Coalition for Peace and Reconciliation
CRC:	Cambodia Red Cross
EC:	Empowering Cambodia
FIDR:	Foundation for International Development and Relief
GOHC:	Garden of Hope in Cambodia
HCC:	Healthcare Center for Children
HPO:	Hard Place Organization
ICE:	Institution Civic Education
IJM:	International Justice Mission
IOM:	International Organization for Migration
KK:	Konne Khmeng
LICADHO:	Cambodian League for the Promotion and Defense of Human Rights
LSCW:	Legal Support for Children and Women
MoFAIC:	Ministry of Foreign Affairs and International Cooperation
MoSVY:	Ministry of Social Affairs, Veterans and Youth Rehabilitation
MPK:	Meatto Phum Ko'mah/Homeland

NTC:	Neavea Thmey Center
PTC:	Poipet Transit Center
PTD:	Ptea Teuk Dong
SSC:	Social Services of Cambodia
STSLS:	National Committee to Lead the Suppression of Human Trafficking, Smuggling, Labor Exploitation and Sexual Exploitation in Women and Children
TIP Law:	Law on Suppression of Human Trafficking and Sexual Exploitation
UNIAP:	United Nations Inter-Agency Project on Human Trafficking
UNICEF:	United Nations Children's Fund
WACD:	Women Association for Community Development
WHI:	World Hope International
WRC:	World Relief Cambodia
WVC:	World Vision Cambodia