



VICTIM ASSISTANCE MANUAL

for Social Workers and Staff Providing Services
to Victims of Human Trafficking

HANOI, NOVEMBER 2011

MINISTRY OF LABOR, INVALIDS AND SOCIAL AFFAIRS
DEPARTMENT OF SOCIAL EVIL PREVENTION



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PREAMBLE

The Law on Prevention and Suppression of Human Trafficking was passed by the XII Vietnamese National Assembly, session 9, dated March 29, 2011 and will come into effect on January 1st, 2012. Under the Law, the Ministry of Labor, Invalids and Social Affairs (MOLISA) is tasked with supporting trafficked victims' reintegration into the community.

MOLISA has been working with The Asia Foundation to develop a set of National Minimum Standards on Victim Support as well as a Manual for Social Workers and Staff Providing Services for Victims of Human Trafficking. These two documents were developed with the following objectives: i) To provide the best services and support for returnees to reintegrate into the community, ii) to ensure that minimum standards of service provision are met; iii) to provide information, knowledge, and basic skills for social workers and staff who support victims. This will help to reinforce the fundamental principles of service delivery based on respect for trafficked victims' rights and dignity without discrimination, as provided by the Law on Prevention and Suppression against Human Trafficking.

The Manual has four main sections focusing on two major themes: Introduction of the minimum standards in provision of services to victims and introduction of knowledge and basic skills for service providers who work directly with victims at shelters and in the communities.

The Manual is a reference document for social workers who directly deliver services to victims. It can also be a reference source for relevant agencies or organizations in developing training programs to build capacity for their staff to provide services to victims.

We would like to take this opportunity to thank The Asia Foundation for providing technical assistance for us to develop the National Minimum Standards on Victim Support and the Manual for Social Workers and Staff Providing Services for Victims of Human Trafficking. We also wish to thank the U.S Agency for International Development (USAID) for its financial support of the development and printing of these documents.

It is our pleasure to present this manual to you.

Hanoi, November 2011

Department of Social Evil Prevention
Ministry of Labor, Invalids and Social Affairs

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1. BASIC CONCEPT AND PRINCIPLES

1.1. Definition of Human Trafficking

In this Manual, the definition of human trafficking can be understood as follows¹:

Human trafficking is the act of transferring or receiving persons for the purpose of sexual abuse, forced labor, organ removal, or other immoral purposes.

Three key elements of human trafficking related to this definition are *act*, *means*, and *motive*.

- **Act:** Recruitment, transportation, transfer, harboring, and receipt of persons
- **Means:** Threats, use of force, or other forms of coercion; abduction; deception; abuse of unequal power dynamics; transfer of payments or benefits to gain control over another person.
- **Purpose:** To profit or benefit in cash or in kind through exploitation (specifically related to prostitution, organ removal, or transfer abroad)

For child trafficking, the two primary elements are the means and purpose.

1.2. Rights-based and victim-centered approaches

The rights-based approach is a broad concept based on the minimum standards of human rights normally applied to the promotion and protection of the basic rights of human trafficking victims.

The rights-based approach includes the following elements:

- Focus on basic human rights
- Empowerment (victims should participate in their own assistance processes and make their own decisions)
- Right to participate (and right not to participate, or to refuse support)
- Freedom from discrimination

Victim-centered approach:

- Provides support based on individual victims and their specific situations.
- Notes that types of human trafficking, types of abuse, and types of trauma are diverse.
- Notes that each individual victim may have different reactions toward human trafficking. Therefore, support and assistance should depend on the circumstances, experience, ability, and needs of each victim. Age, gender, cultural background, personality, duration of trafficking, should also be considered.

Victim-centered approach helps victims:

- Build their self-esteem and respect for others

¹ This definition was adapted from the Vietnamese Penal Code revised on June 19, 2009 and the Vietnamese Law on Prevention and Suppression against Human Trafficking dated March 29, 2011.

- avoid recurrence of trauma
- Protect their identities and personal information
- Receive compensation as defined by law
- Access information on vital services and support such as education, shelter, health care, vocational training, and legal aid
- Be protected
- Know how to cope with stigma, prejudice, and derision
- Regain trust and directly participate in solving their own problems
- Be heard without judgment of their past or their experiences
- Stabilize their lives and become economically independent
- Make final decision after having sufficient information (the decision might be wrong). Then they will be advised to recognize their mistake and make a different reasonable decision.
- Access opportunities to gradually recover, reintegrate into society, and resume their normal lives.
- Access educational opportunities to gain knowledge and skills for their personal development
- Participate in networking to learn and share experiences

In summary, rights-based and victim-centered approaches help victims feel that they are in a safe and protective environment while receiving services which enable them to recover and reintegrate smoothly into society.

2. INTRODUCTION TO THE MINIMUM STANDARDS ON VICTIM SUPPORT

2.1. Introduction

The Minimum Standards on victim support (hereafter referred to as the Minimum Standards) are the minimum requirements for quality of services provided to victims.

2.2. Objectives of the Minimum Standards and principles of implementation

2.2.1. Objectives

The Minimum Standards are tools for social welfare centers, shelters, individuals, and relevant agencies and organizations to: i) self-evaluate and improve the quality of services provided to victims and ii) show to authorities the quality of services in their facilities so that these authorities can evaluate and recognize the services.

2.2.2. Principles

Implementation of the minimum standards should comply with the following principles:

- a) Victims are placed at the center of the process, particularly child victims, thereby ensuring protection of their legitimate rights and interests throughout the support process.
- b) Follow orders and procedures provided by law in receipt, support, and protection of victims.
- c) Victim support should be suitable to local socio-economic conditions, and should be absent of discrimination and stigma. The support should contribute to a stable life for victims, with participation in social activities and reintegration into their families and communities.
- d) Mobilize and promote roles and responsibilities of individuals, families, communities and organizations in the process of receipt and reintegration of victims.

2.3. Minimum Standards

2.3.1. Minimum Standards in ensuring legitimate rights and interests of victims

- Standards on ensuring safety, health, and dignity without stigma or discrimination against victims
- Standards on ensuring victims' right to services
- Standards on ensuring confidentiality of victims' personal information
- Standards on ensuring transparency in providing information about services available to victims.
- Standards on protecting freedoms of victims

2.3.2. Minimum Standards in providing services at shelters

- Standards on receipt and interviewing of victims
- Standards on victim identification
- Standards on psychological counseling
- Standards on evaluation of reintegration process
- Standards on reintegration planning
- Standards on service referral
- Standards on support to reintegration
- Standards on monitoring, evaluation, and closure of support to victims

2.3.3. Requirements for heads of shelters/social welfare centers and direct support staff

- Standards on requirements for the heads of shelters/social welfare centers
- Standards on requirements for direct support staff

(For the detailed minimum standards, please refer to the National Minimum Standards on Victim Support and Protection- attached as an Annex to this document).

3. KNOWLEDGE AND SKILLS NECESSARY TO IMPLEMENT THE NATIONAL MINIMUM STANDARDS

The knowledge and skills necessary to the case management process can help staff at social welfare centers and shelters for trafficked victims to comply with the National Minimum Standards.

3. 1. Case management and steps of the case management process

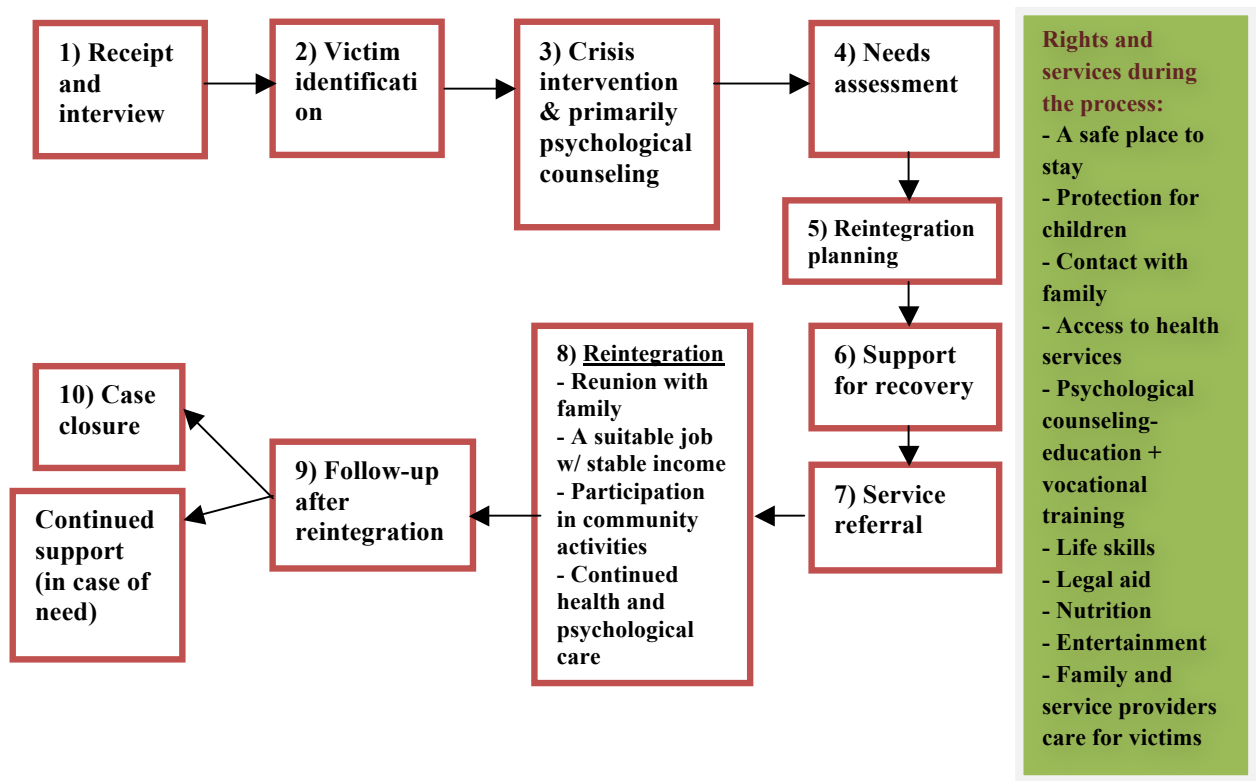
What is case management?

Case management in social work is a process of needs assessment, planning, support, and mobilization of available resources to provide diverse services to meet clients' needs.

Why is case management important for reintegrating trafficked victims?

- To ensure rights-based and victim-centered approaches are taken
- To ensure coordination of proper support and services to meet the diverse needs of returnees
- Ensure a consistent and unified support process that includes interviews, needs assessments, counseling, crisis intervention, and prioritization of decisions to be made.

Steps of the Case Management Process



3.2. Skills in the Case Management Process

3.2.1. Receipt, Identification, and Interview of victims

Receipt is the first contact of social welfare centers or shelters with victims. As this is a critical step in setting the foundation for the victim assistance process, these support units should provide all necessary professional services to meet victims' needs.

Objectives of receipt:

- Begin to build a trusting relationship
- Create an environment where victims feel safe
- Provide primary information for victims
- Receive consent from victims and their family

Who can participate in receipt, interview, and victim identification?

Victims may be hesitant to provide information. Thus, it is necessary to have trained experts on hand to conduct the victim screening and identification, such as :

- Policemen, border guards,
- Legal aid officers, health officers, psychologists, and social workers.
- Staff in charge of local organizations

The persons should be trained in skills to provide support and protect victims of human trafficking.

Victim identification is a screening process to identify potential victims of human trafficking (under the Vietnamese law or international protocols) and take them to shelters, social welfare centers, or victim support units, where they can receive services to assist their recovery and reintegration into their communities.

Many victims do not openly share their information or cooperate with officials when they are interviewed about their situations. Few returnees declare that they are victims during initial interviews. Collecting information about returnees in advance thus helps interviewers to accurately assess victims' situations.

Elements to identify victims include: Age, sex, nationality, language(s) spoken, personal documents, means of transportation, place for transfer, and signs of abuse. For example:

Age:

- Does the person's age fall within a common range for trafficked victims?
- In general, older people are less likely to be trafficked – available statistics show that more and more children and young people are being trafficked.

Nationality:

- What are the common tactics used for human trafficking in the person's home country?

Language

- Can the person speak the language of his/her destination country?

- Does the person speak the language of a country or region where traffickers employ tactics similar to those of his/her traffickers?

Personal documents

- Does the person have personal or travel documents?
- Do the travel documents come from a country similar to the means and tricks of traffickers from that country?
- It should be noted that the confiscation of personal documents is a common trafficking tactic to exercise control over victims.
- It should also be noted that domestic trafficking does not depend on these documents and that lack of personal documents is common for refugees.

Transportation

- Did the person follow a route that corresponds to common trafficking tactics?
- Did the person use the same means of transportation as the traffickers?
- Does the person have any kind of papers showing that he/she purchased travel tickets? Traffickers often pay these expenses and count them as the victim's debt.
- Did the person travel together with others, either victims or traffickers? If so, using what means of transportation?
- Does the person seem to be accompanied or controlled by another person? Traffickers often accompany victims all the way through to the end of their route.

Venue/place

- How does the person relate to the venue of their trafficking (any venue possible at any stages of recruitment, transportation or exploitation)? For example, did anyone meet that person at a factory, field, brothel, border checkpoint, or other venue commonly used by traffickers?
- How long did the person stay in that place?

Actions

- Does the person neglect questions or act suspiciously?
- Does the person seem to be panicked, angry, uncertain, or disappointed?

Signs of abuse

- Are there any signs that the person was abused, for example physical injuries, psychological trauma, or malnutrition?

Frontline staff should assess these elements before conducting the interview so as to have an overview of the person's situation.

Three suggested key elements for victim identification:

The three elements which should be taken into account in order to identify victims:

- **Act:** Recruitment, transportation, transfer, harboring, and receipt of persons

- **Means:** Threats, use of force, or other forms of coercion; abduction; deception; abuse of unequal power dynamics; transfer of payments or benefits to gain control over another person.
- **Purpose:** To profit or benefit in cash or in kind through exploitation

VICTIM IDENTIFICATION CHART

Act	Means	Purpose
Recruitment, transportation, transfer, harboring, and receipt of persons	Threats, use of force, or other forms of coercion; abduction; deception; abuse of unequal power dynamics; transfer of payments or benefits or benefits to gain control over another person	To profit or benefit in cash or in kind through exploitation (specific for prostitution, organ removal, or taken abroad)

Common characteristics of trafficked victims:

- The person cannot go to a new place or leave their job
- The person is not allowed to keep their money
- The person is not allowed to keep their personal documents such as passport and I.D. card
- The person is not paid or is paid little for their work.
- The person lives with many others in poor conditions, or lives with their patron (may be the brothel owner)
- The person is not allowed to live alone and is often accompanied by others
- The person has wounds or scars, black and blue signs, or burn marks on their body
- The person is excessively obedient
- The person shows signs of depression or other psychological problems such as fatigue, excessive worrying, self-harm, or suicidal ideation.

Trafficked victims often have special needs when reintegrating due to:

- Physical and spiritual trauma
- Economic loss
- Loss of basic human rights

Although there are some similarities between human trafficking and other crimes, victims of human trafficking can be distinguished by the level of abuse and consequences of psychological trauma.

Diverse and complicated psychology of each individual victim:

- **Fear of traffickers.** Victims often fear traffickers' revenge to them or their family.
- **Fear of law enforcement agencies.** Victims often fear being arrested for illegal entry, illegal labor, or other illegal activities such as prostitution or drug use.
- **Faithful to traffickers.** Victims may have personal relations with traffickers. However, such relationships do not mean that they migrated voluntarily and are thus not victims.
- **Lack of trust.** During the process of being trafficked, victims' trust in other persons is often seriously damaged. This can lead them to be doubtful about the goodwill of service providers.
- **Loss of memory.** Due to psychological trauma or other factors such as alcohol or drug abuse, victims may not remember in detail what happened to them. They sometimes make up or add details in their stories.

Difficulties and challenges encountered by victims during reintegration:

- Returning home is the ideal choice and solution for trafficked victims, but in many cases this is not an option
- Victims are not accepted
- Returning is dangerous for victims (risk of conflict or being re-trafficked)
- Necessary support services are not always available in victims' home towns
- Victims do not always have a family or community to return to
- Victims pay more attention to stigma from their communities upon their return than to their failure to make money abroad
- In particular, stigma related to sexual abuse abroad can cause a heavy psychological burden when victims return

Interview victims: The next step in victim identification is to conduct an interview by asking questions, which were designed based on the initial assessment in receipt and identification.

Before any interview, it should be noted that:

Regardless of whether the interviewee is a victim of trafficking, smuggling, or an independent migrant for economic purposes, that person should be as an equal with respect to their human rights.

Interviews may be very challenging. It is important for interviewers to understand what interviewees feel and respond by making eye contact.

Information collected from interviews may include:

- **Personal information:** Full name, date of birth, nationality, mother tongue, other languages spoken, permanent address, first year in school, name and address of parents or relatives, identity, passport number, (if any), etc.

- **Medical history:** Diabetes, asthma, epilepsy, pregnancy, diseases requiring treatment, injuries due to physical abuse, etc.
- **Information about trafficking case:** Name of traffickers; place at which trafficking occurred; means and route; whether the traffickers used violence, deception, coercion, or abuse; if there was an exchange of money and if so what amount; whether the victim was kept in debt bondage; whether the victim knows about other victims; whether family members were involved in the trafficking case, etc.

In collecting information effectively and precisely, it is important to ensure protection for victims as well as their cooperation. Below are recommended skills in victim interviews.

Key factors	Recommended skills
<i>Build a friendly and trustful relationship</i>	<ul style="list-style-type: none"> • Interviewers should be of the same gender and speak the same language as the victim. Interviewers should wear normal clothes, not uniforms.
<i>No further trauma to victims</i>	<ul style="list-style-type: none"> • Interviewees should be physically and psychologically well-prepared, ready to respond to questions.
<i>A safe, secure, and comfortable interview environment</i>	<ul style="list-style-type: none"> • Never organize an interview which may do harm to victims. Secure their privacy and safety by ensuring that no one except for the victim's supporters hears the interview.
<i>Obtain consent</i>	<ul style="list-style-type: none"> • The interview should start with an introduction of the purpose and order of the interview • Victims should be informed that what they say will be respected, heard, acknowledged, and treated carefully. • Victims should understand the purpose of the interview, and that they have the right to decline participation or stop the interview at any time. • Victims can add or change any information they have given. • The victim's agreement should be sought before sharing information obtained in the interview.
<i>Soft interview method</i>	<ul style="list-style-type: none"> • Build trust • Start with everyday questions rather than sensitive ones • Be simple, sensitive, and open when phrasing questions so that victims understand what is being asked and are able to answer smoothly with full information

Key factors	Recommended skills
	<ul style="list-style-type: none"> • Avoid repeating questions • Avoid re-traumatizing victims
<i>Listen and provide positive feedback</i>	<ul style="list-style-type: none"> • Do not talk too much • Ask questions for clarification • Give time for interviewees to respond • Focus on issues requiring immediate attention • Be sensitive • Take note of victims' statements • Pay attention to signs that the victim may need to rest
<i>Keep information confidential</i>	<ul style="list-style-type: none"> • Information that victims provided should be kept confidential, used only in case of necessity
<i>Be trustful, avoid judgment</i>	<ul style="list-style-type: none"> • The interviewer's relationship with the victim is built on trust • Judgmental attitudes may lead to silence from victims
<i>Provide sufficient information</i>	<ul style="list-style-type: none"> • Provide full information on services they will be provided and reliable agencies that provide services • Never promise anything over your authority or anything which cannot be addressed by interviewers
<i>Be professional</i>	<ul style="list-style-type: none"> • Show respect and treat interviewees as equals • Be sympathetic and encourage interviewees to participate • Ensure interviewees control of themselves as well as interview process • Tell them they are not deserving of blame
<i>Child victims</i>	<ul style="list-style-type: none"> • Interviewers of child victims should ensure the privacy and best interests of the child • Before interviewing child victims, consent should be obtained both from the child and from his/her closest family member or legal guardian (if possible). • Interviews should be conducted in the presence of the child's family or legal guardian.

Remember that the victim may be:

Suspicious - of you, of their surrounding environment, and of the interview process

Confused - due to pressure from the interview, the possibility of a language barrier, and/or a misunderstanding about the purpose of the interview.

Lacking trust - if the person was trafficked, the person may not trust law enforcement officers (victims rarely see positive thing about these officers, except for negative actions such as receiving bribes)

Fearful - people are likely to fear law enforcement officers in any situation. If a person has been trafficked, his/her fear is even greater as they think telling the truth will bring about punishments.

Suffering from pain - The pain that victims suffer depend on the circumstances of the interview (such as in which stage of the trafficking process the victim is in at the time), some people may feel pain due to injuries, malnutrition, or psychological abuse. Interviewers will notice that abused victims feel more pain than those just at the beginning of the transportation process.

Trauma - Many victims of trafficking suffer from trauma due to sustained physical and sexual abuse. In these cases, the following signs may occur:

- Suicidal ideation
- Angry and hostile attitude toward law enforcement officers
- Fatigue and/or indifference
- Stress

If the trauma is serious, it will affect the person's mental health so that he/she may:

- Deny any involvement in being trafficked
- Fail to remember what happened
- Fail to recall events in the correct order
- Fail to realize why they cannot remember detailed information
- Invent suitable answers for details that they can't remember
- Be obsessed with the bad things that have happened to them

3.2.2 Psychological crisis intervention for victims

Crisis intervention and primary psychological counseling for victims of trafficking can be conducted at border gates, shelters, or health clinics where victims are receiving medical treatment, or at family or community where they return. Service providers should have crisis intervention skills.

What is psychological crisis intervention?

Psychological crisis intervention is short-term psychological care in emergencies when victims are coping with fear, spiritual shock, sorrow, or disappointment. Psychological crisis intervention is based on short therapy sessions and focuses on the thoughts and behavior of victims. Due to the nature of emergency situations and related time

constraints, assessment and intervention in crisis management are two interrelated processes (*IOM, Guidelines on mental health and human trafficking, Budapest, 2004*).

Anyone can experience a life crisis. Service providers should let victims know that they are not the only ones suffering from a crisis. Trafficking returnees often have negative psychological states characterized by such phrases as:

- “I’ve never felt this before”
- “I’m over-worried”
- “I can’t think of anything clear”
- “Nothing can help me”
- “I can’t take care of myself”
- “Nobody loves me, everybody thinks I am not good”
- “My future is gloomy”
- “Life is terrible”
- “I’m being punished by God”

Psychological states vary on an individual basis. Service providers should understand these situations, considering them to be ***normal reactions to abnormal events or life challenges***. Besides these signs, victims also face difficult circumstances such as:

- Difficulty making necessary legal decisions for themselves
- Difficult and complicated personal and familial relationships
- Feelings of loneliness and/or moodiness, difficulty clearly seeing and defining their personal values
- Difficulty expressing their ideas or identifying and articulating their needs
- Substance addictions
- HIV/AIDS infection

Crisis intervention process for victims

Crisis intervention follows an ordered process which is designed and instructed by psychologists, social workers or mental health officers. This process requires that crisis intervention officers help victims to recognize issues, events, and core causes leading to the crisis. Intervention processes are designed by service providers in direct consultation with victims through the seven following steps:

- 1. Introduction:** The officer introduces him/herself, his/her work, and purpose of the meeting. Then the victim can introduce him/herself. The officer and the victim agree on working principles. For example, the meeting will last for about 45 minutes, victims can refuse to answer difficult questions, no telephone calls during the meeting, respect victim’s ideas, victim can stop the meeting at any time if she or he feels uncomfortable

2. **Event:** This step requires the service provider to focus on asking the victims about events that the victim experienced and can share. Some examples of possible questions include:
 - What happened?
 - What did you see?
 - Actually what happened exactly?
3. **Thoughts, feelings, and impressions:** Questions in this step focus on the feelings, impressions, and thoughts of victims, for example:
 - What was your first thought when it happened?
 - What was your impression about that?
 - How did you feel when it happened?
4. **Emotional reaction:** This step requires questions about the victim's thoughts which lead to his/her feelings and decisions, for example :
 - What was the worst thing that happened?
 - What was your reaction when it happened?
 - How did you feel after that?
5. **Normalization:** This step requires the officer to empathize with the victim and respect his/her losses. For example, the officer can say:
 - That's terrible, such an unfortunate accident
 - You were so brave
 - You should consider it an accident, many people coming here experienced crises like you.
6. **Plan to overcome the crisis in the future:** Based on the victim's plan, the officer can share, guide, or make suggestion or inputs. The plan should consider elements such as family, friends, children, relatives, networks and community organizations.
7. **Closing of meeting:** The officer should summarize the meeting and ask the victim how he/she feels. Receive feedback from the victim and set a follow-up meeting if necessary. The officer should not promise anything to the victim that he/she cannot provide.

Signs of crisis may not immediately fade or decline due to crisis intervention meetings. The officer should monitor and provide psychological support for the victim for at least 6 months to one year.

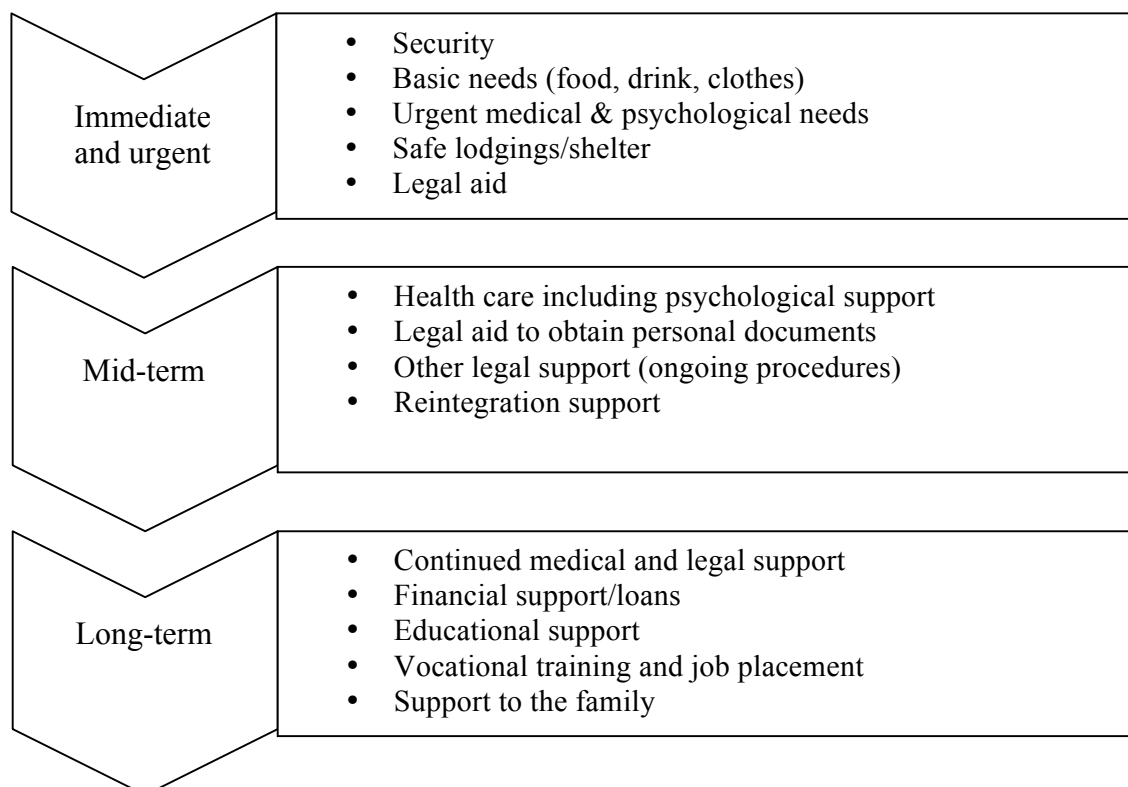
3.2.3. Assessing victims' needs

Identification and assessment of needs and issues of victims

1. **Identification of needs** based on aspects such as personality, context, environment, and problem of each case – see the illustration below.
2. **Careful review** of trends/capacity and personal desire of returnees.

3. **Clarification and identification of needs:** Repeat to reconfirm with victims about their issues and needs.
4. Continue to **provide victim with opportunities** to discuss what they experienced.
5. Continue to **provide information** on diverse support services.
6. **Assess victim's need for three major support services depending on three different stages:** Immediate and urgent needs, mid-term needs, and long-term needs:

Three major needs and services for victims:



Needs and services for returnees are different, depending on the reintegration's stages

Services to victims upon return:	Services to victims after return for few months	Service to victims return for a longer time
<ul style="list-style-type: none"> • A safe place /shelter • Personal information kept confidential • Security • Other basic needs (food, clothes) • Crisis counseling • Psychological 	<ul style="list-style-type: none"> • Legal support in getting I.D. card, birth certificate • Employment counseling and job placement • Medical treatment including psychological support • Other legal aids 	<ul style="list-style-type: none"> • Loan to open a small business or husbandry • Continued support on legal aid and medical treatment • Financial aid • Education • Employment

counseling • Health-check and treatment • Legal aid	• Support to reintegration	counseling and job placement • Support to victims' family
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3.2.4. *Planning for victim support*

After the needs assessment, it is necessary to make plans for support (please refer to the below table). Plans should include making a book to monitor services provided to victims (refer to service monitoring book in the Annex).

VICTIM'S NEEDS	SERVICE PROVIDERS/ PERSON IN CHARGE	TIMELINE
<input type="checkbox"/> Vocational training		
<input type="checkbox"/> Education		
<input type="checkbox"/> Job placement		
<input type="checkbox"/> Access to micro-credit		
<input type="checkbox"/> Initial basic expenses		
<input type="checkbox"/> Other medical services (primary health-check and treatment)		
<input type="checkbox"/> Additional medical services (psychological treatment or other treatment)		
<input type="checkbox"/> A safe place to live/shelter		
<input type="checkbox"/> Transportation		
<input type="checkbox"/> Legal aid		
<input type="checkbox"/> Relationship between individual and the community (reintegration, sharing of experience)		
<input type="checkbox"/> Special treatment/care		
<input type="checkbox"/> Other needs/Expectations		

3.2.5. Support for victims' recovery and reintegration

Recovery and reintegration process of trafficked victims demands:

- A review of each victim's specific circumstances and needs.
- Understanding that each victim experiences different types of human trafficking, types of abuse, and types of trauma.
- Understanding that each individual victim reacts differently to being trafficked and receiving support depending on their experience, age, sex and personality.
- Understanding that each person has their own characteristics, regardless of their age. Each person has their own strengths, weaknesses, and specific abilities.

Thus:

- Victims should be the ones to decide the type of support and services provided
- Some victims can reintegrate into the community immediately while others require time to recover
- Some victims need to be taken care of and supported in the longer term

Besides support on psychological counseling and crisis intervention, victims need support to access available services such as vocational training and job placement, medical insurance, etc.

3.2.6. Service referral

Service referral:

Currently, shelters/victim support units do not have comprehensive services that victims need such as legal aid, health, vocational training and job placement. Therefore, networking and service referral is needed to help victims access necessary services.

To ensure that victims can access services in a timely manner, victim support units need to actively network and set up referral services professionally with other service providers. These units need to set up lists and addresses of service providers in their areas. In order to refer services effectively, the units need to sign agreements or commitments with other service providers to agree upon steps and procedures in receipt and referral of victims to meet the needs of victims and abide by the law. .

Attentions in service referral:

- Avoid overlap among relevant agencies
- Create more options to meet the needs of victims (victims' needs are varied depending on age, sex, level of education, capacity, family situation, experience, and duration of trafficking)
- Before referral to other service providers, risks and factors that may make victims vulnerable should be considered
- Seek victim's consent and help them to make the final decision
- Ensure continuity and stable quality of services provided

- Referral documents should mention the contact person, focal point, and responsibility of all involved parties in monitoring and evaluation of services provided

Under the current Vietnamese legal framework, victims are entitled to:

- Primary psychological counseling
- Temporary stay at reception centers from 7-15 days
- Primary support for difficult family circumstances (difficult circumstances are certified by the Chairman of the Communal People's Committee)
- Vocational training at state-owned vocational training centers or a transfer payment equivalent to the cost of one training course
- Health check and medical treatment in case they are sick
- Free legal aid

3.2.7. Recovery and reintegration

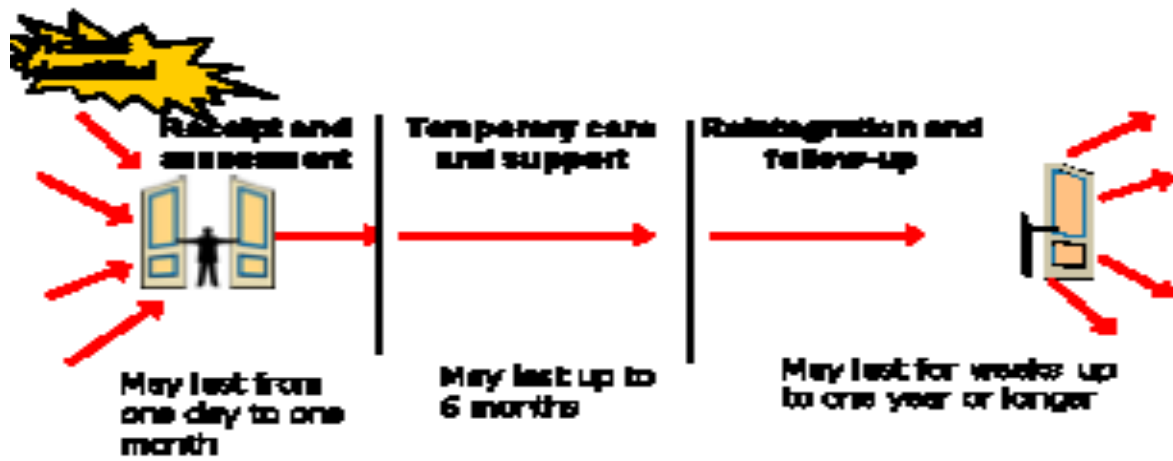
Reintegration is a process to bring victims back to their normal lives and help them settle down in the community after receiving health care as well as psychological and physical support.

- Reintegration is to ensure victims regain their self esteem and control over their lives.
- Reintegration is not simply a return home, but must also include assistance to victims to become socially and economically independent, make decisions, and become healthy members of the community no matter where they are.
- Reintegration may include adjusting to a new community if the victim cannot return home.

Service providers should recognize that each victim needs a specific recovery process, so that the process carried out is suitable for each individual.

- During the recovery process, service providers should inform and explain all relevant information to victims and respect victims' ideas in order to provide services effectively.
- Shelters/victim support units and their staff should create favorable conditions and facilitate good relationships between victims and their families during the recovery so that victims can make their own decisions.
- Service providers should ensure that victim recovery is reflected in victims' case planning and their profiles.
- For child victims, the recovery process should be carried out in a way that considers his/her culture, religion, and age, and always for the best interest of the child.

3 major steps in recovery and reintegration



Summarizing two stages of Recovery and Reintegration

Phase I: <i>Building relationship</i>	Phase II: <i>Apply support strategies</i>
<p>Step 1: Set up the relationship</p> <p>Step 2: Identify problem</p> <p>Step 3: Agree on working mechanism, agreements</p> <p>Step 4: Study more in-depth problems of victims</p> <p>Step 5: Set up feasible goal and objectives</p>	<p>Step 1: Agree on goal and objectives</p> <p>Step 2: Plan support strategies</p> <p>Step 3: Apply support strategies</p> <p>Step 4: Evaluate strategies used</p> <p>Step 5: Complete support</p> <p>Step 6: Check the results</p>

Basic principles in recovery and reintegration that service providers should learn:

1. Respect victims	<ul style="list-style-type: none"> • Treat victims as equals • Empathize with victims • Respect victims' unique needs and desires • Respect spiritual and physical status of victims • Build a relationships of trust, with no judgments • Pay attention to differences in culture • Provide language support
2. Be professional	<ul style="list-style-type: none"> • Treat victims with respect and sympathy • Set clear objectives • Be patient, calm and focused • Be balanced in showing emotions • Be prepared before meeting victims • Be honest, do not commit to anything you can't do
3. Positive communication	<ul style="list-style-type: none"> • Use verbal and non-verbal communication • Ask questions with a sympathetic attitude • Listen carefully and positively • Let victims tell their stories without interruption • If you do not understand - ask • While providing information, make sure victims understand the meaning of the information • Encourage positive communication • Before finishing communication, summarize the content of the discussion and clarify the process, possible options, and next steps

4. Good understanding of working with groups of victims (similar situations)	<ul style="list-style-type: none"> • Learn that “I’m not the only one” • Share anxieties and how to cope with stigma • Receive sympathy and support • Share information • Learn collaboratively • Experience new models • Improve social skills
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3.2.8. Monitoring and evaluation

Shelters/victim support units should have a service monitoring book to monitor services provided to victims and their recovery processes. The information should be kept confidential following set policies. Please refer to the sample of Service Monitoring Book in the Annex.

Victim monitoring should include health issues and physical states as well as services that they received (if they haven’t received any support, reasons should be provided).

Evaluation of services should include discussion of opportunities, challenges, and recommendations.

Case manager should evaluate (upon completion of support):

- Feelings, thoughts, and issues that arose during the support process
- Remaining issues, victim’s needs that haven’t been met
- Follow-up and support upon case closure
- Contact address of victims after completion of support

3.2.9. Completion of support

Social workers or case managers should:

- Ensure that victims are satisfied with all set objectives and do not require additional services.
- Know what services are available (for example, whether on-the-job training for a specific job is available within a possible distance that the victim can travel).
- Victims do not participate in implementing activities to reach the targeted objectives or do not participate actively in recovery (lack of motivation, not ready yet).
- Be aware of victims’ whereabouts
- Prepare for the case closure by: discussing with victim to see if the objectives have been met, reviewing profiles, ensuring that any issues have been addressed, evaluating victim’s progress, and reviewing support meaningful to victim and providing referral contacts as well as available resources areas needed.
- Address any conflicts that may arise during the case closure and manage victim’s expectations.

4. KNOWLEDGE AND SKILLS NECESSARY FOR OFFICERS INVOLVED IN RECEIPT AND REINTEGRATION OF TRAFFICKED VICTIMS

4.1. Knowledge

Each officer involved in receipt and reintegration of trafficked victims should be trained to have basic knowledge of human trafficking and understand the responsibilities of victim support units/shelters. In addition, they need detailed mentoring and training on specific skills depending on their responsibilities and experience. Suggested content for trainings:

- Definition and phenomenon of human trafficking.
- International conventions on anti-human trafficking and human rights including the Palermo Protocol, and related national laws and policies in combating and preventing human trafficking.
- Working principles of intervention programs to recover and reintegrate victims, especially special cases of vulnerability.
- Support services or intervention to promote recovery of trafficked victims.
- Skills in communicating with victims, particularly traumatized victims, child victims, ethnic minorities, and men.
- Team work in provision of services.
- Management principles and working with victims in crisis.
- Basic counseling and case management.
- Methods in setting up networks, and referral of services for returnees.
- Information about available services and special services in the area of work.
- Training on safety and security.
- First aid and referral to medical services (particularly for victims with HIV/AIDS, substance addictions, or mental health problems).

Local trainings: Trained officers are encouraged to share and train other officers at the grassroots level. Training should be in line with needs, communities, and development of human trafficking in that area.

Necessary knowledge:

- Communication skills, interview skills, and how to work with victims on the basis of rights-based, victim-centered approach.
- Necessary techniques to encourage victims' participation in different stage/step of case management process.
- How to keep victim's right to privacy and confidential information when sharing with others.
- Social workers/case managers should intervene at victim level (on behalf of victims) to provide and/or coordinate provision of services directly to victims and their families.

- Social workers/case managers must know about available services, costs, and budget limits, and should be responsible for finance management to provide services and manage cases.
- Social workers/case managers should/have to participate in assessment and evaluation of services designed to monitor the relevance and efficiency of the whole service provider system as well as individual case managers. This ensures their proper functioning and accountability.
- Social workers/case managers must treat their colleagues in a courteous manner, strive to enhance cooperation both internally and externally, and maintain good relations with partners.

Skills: Requirements of basic skills necessary for officers who directly work with victims

- Confidence in talking to strangers; can effectively communicate with victims
- Skilled at collecting information through observing and interviewing victims
- Ability to explain ideas clearly and firmly
- Ability to cope with sorrowful, bitter, or severe situations
- Good listening skills

Attitude of officers who directly work with victims:

- Help people in need and understand social issues
- Understand inequality in society
- Respect dignity and human values
- Recognize the importance of social relationships
- Behave in trustful manner
- Motivated to continue improving capacity

4.2. Essential psychological counseling skills

4.2.1. Definition of counseling for victims of trafficking

Counseling for trafficking victims is a **process** in which there is an interactive communicative relationship between two or more counselors (supporters, service providers, case managers) and victims (who need support) to address issues or problems that victims cannot handle by themselves. The activity aims to identify and explore **potential capacity** of victims to **address the issues by themselves** and actively reintegrate in life.

The objective of counseling: The interactive communication between victims and supporters helps victims to improve their psychological state; victims can improve their understanding of themselves and their situations; victims can make sound decisions. Supporters can provide mentoring for victims to realize their own decisions.

Basis for effective counseling: Building trust and helping victims to believe in their own abilities, for example by educating victims on new methods to address their own issues.

4.2.2. Types of counseling

Types of counseling are varied:

- *Meeting in person, direct communication with victims*, individually or in groups. Among groups, there can be groups of family members, friends, or family relatives.
- *Online*: Through telephone, radio, television, and on the internet.
- *Indirect*: Mail, e-mail, or through other people.

4.2.3. Counseling principles:

To carry out an effective counseling session, counselors should comply with the following principles:

- **Involve the victims in addressing their own issues**: During the process of supporting victims to solve their problems, service providers should create favorable conditions for victims to become independent. Service providers should help victims to find solutions within their capacity through discussion, suggestions, and problem analysis.
- **Respect victims' rights to make decisions**: Service providers should play a supporting role for victims to make their own decisions and should respect those decisions as long as they do not result in harm to the victims themselves or to others.
- **Sympathize with victims**: Each victim has their own circumstances, living conditions, and environment, thus no common solution can be applied to all victims. Service providers need to use different flexible solutions, suitable to the psychological and physiological characteristics of each victim.
- **Keep victims' information private and confidential**: Service providers must be aware of many facets of victims' lives in order to support them adequately. They are ethically obligated to not disclose victims' confidential information.
- In case, for **the best interest of the victims**, service providers need to share personal information of victims to responsible parties, they must first discuss, analyze, and obtain victims' consent.
- **Counselors should be sincere, and understand the victims well**: They should know victims' strengths and weaknesses, and should evaluate whether their motivations are ethical in order to avoid possible wrongdoing.
- **Build relationships between service providers and victims**: To address victims' problems, it is important to build friendly relationship between service providers and victims. Service providers should not be too emotional about victims' issues. They should not criticize victims or compare them with others, nor should they harbor any prejudice against them.

4.2.4. Approach skills in counseling

To approach victims (people with problems, people who are traumatized, or people in need of support or assistance) service providers must:

- Trust victims and keep calm when listening to them talk about their issues

- Support victims to foresee things that may happen
- Refrain from imposing their thinking on victims
- Support the right decisions of victims
- Respect the dignity and privacy of victims
- Keep victims' information confidential, except in the case of an emergency, when necessary information can be shared with authorized agencies for the best interest of victims
- Control their personal feelings regarding victims' issues
- Refrain from judging or criticizing victims carelessly

4.2.5. *Communication skills in counseling*

Counselors should have essential skills to communicate with victims. When discussing personal information and supportive psychology, counselors should have the following skills:

- Observing
- Listening
- Collecting Information
- Motivating
- Rephrasing
- Empathizing
- Summarizing

Observing: Look at the victims, pay attention, and note their image/appearance during the counseling. Observe non-verbal communication such as closing eyes, touching face, smiling, crying, holding hands tightly, and other gestures. By observing these actions, counselors can match verbal and non-verbal communication to guess what victims are trying to say.

Listening: Counselor should listen to the whole story told by victims without writing it down. If the story has many details such as addresses or telephone numbers, the counselor should obtain consent from the victim in advance to record parts of the session. In listening to the victim, the counselor shows their respect by saying: really, I understand, yes, etc.

Information collecting: The discussion can begin with asking questions to individuals or groups. In counseling, asking questions help the respondent (the victims) to feel comfortable and more open to share their story. This is very important. Using open or closed questions in different contexts or situations require the counselor to have **questioning skills:**

- **Closed questions** are questions to confirm the information told by victims. They are mainly used to obtain personal information, and are asked without further explanation.
- **Open questions** are questions which require the victim to explain their thinking or events in different ways. The answers may not explain or respond directly to

the questions. With these questions, the answers cannot just be “Yes” or “No.” Open questions have the advantage of making the respondent feel at ease to answer questions in an unforced manner (may be a lengthy answer).

Using open questions to encourage victims to openly share their stories is a good method of verbal communication.

Motivating: Counselors use motivation to encourage victims, making them more confident and motivated in showing their feelings, and maintaining their active participation during the counseling process.

- Counselors are recommended to use non-verbal communications such as nodding the head or adding some encouraging words such as “Yes” “Hmm” “Really” “Interesting” “Correct” “I understand” during the counseling process.
- Encouragement should also be used to explore more detailed information.

Rephrasing: To express in another way what victims just told the counselors.

- When counselors rephrase elements of conversation, they show that they are listening and sympathizing with what victims shared with them. If the stories are rephrased accurately, it can help to build victims’ trust in counselors.
- If the counselor’s rephrasing is not accurate, the victim can correct and the correction will help the counselor to complete the content to build trust in counselor. Otherwise, the communication may not be successful.
- For these reasons, the counselor should listen well, and concentrate on what victims shared to catch the ideas and rephrase precisely. This is critical in counseling.

Empathizing: Rephrasing reflects feelings. Feeling reflection helps counselors to focus more on the emotional aspect of the problem that victims shared.

- Feeling reflection means re-identifying and recognizing feelings reflected by others and is a way to feel empathy effectively.
- Identify precisely the feeling that victim experienced. This can help victims to improve their feelings, make right decisions, and have positive behaviors.
- Right reflection of feelings helps victims to understand that it is necessary to recognize their emotions and learn how to adjust or improve them.
- Feeling reflection can show sympathy and encourage victims to share their thinking, feelings, and emotions.
- To reflect feeling correctly, counselors should focus on the aspects that victims consider important, particularly victims who are children.

Summarizing: One of the important tasks of counselors is summarizing the discussion. Counselors should consolidate information concisely and clearly through each counseling step before moving to another topic or step. Summary of discussion helps victims look back more clearly at themselves, while at the same time helping counselors to double check information collected from victims.

4.2.6. Stress reduction for service providers

What is stress?

Supporting and providing assistance to victims of human trafficking is not a typical job. Due to the fact that the service providers often take care and interact with trafficked victims, the staff sometimes lose control of their feeling which may lead to negative reactions. Regular occurrences of such reactions may cause acute mental disorder, and without proper treatment, can lead to vicarious trauma. Therefore, managers of service providers should encourage service providers to learn different healthy ways to reduce stress and prevent burn-out. In addition, service providers should take self-care to prevent emotional distress in order to meet with working requirements.

Stress is physically and emotionally exhausting, and if it lasts for a long time, burn-out may occur. Therefore, if service providers see signs of stress, they should find ways to reduce stresses for themselves and others.

Understanding stress, signs of stress and ways to reduce stress

Signs of stress:

Physical	Emotional	Psychological	Spiritual	Behavioral results
Sleepless Change in eating and drinking habits Digestive disorder Quick heart beat Fatigue Paralyzed muscles Back and neck pain Can't relax or rest Easily panicked	Moody Easily becomes overly emotional Quick-tempered Angry Disappointed Worried Numbness of feeling	Inability to concentrate Confused and illogical thinking Absent-minded Can't make decisions Often has nightmares Thinking interrupted	Feels empty Finds life and work meaningless Easily discouraged and disappointed Suspicious Lacks trust Feeling of isolation and lack of connection	Destructive behavior (for example: driving carelessly) Eating too much or too little Excessive smoking Lack of attention to appearance Overly vigilant about others and surroundings Aggression Substance abuse Worried without reason and moves around unconsciously Isolated from work and other people

Factors effecting a person's reaction to work pressure/stress:

Risk factors	Protective factors
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<p>Sad event in the past</p> <p>Pressure</p> <p>Long-term stress</p> <p>History of mental health issues</p> <p>Lack of social support</p> <p>No external communication, lives only with inner feeling</p> <p>Negative and pessimistic</p>	<p>Strong social support</p> <p>Strong self-esteem</p> <p>Positive thinking</p> <p>High adaptability</p> <p>Desire to explore and readiness to experience new things in the future</p>
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Activities to reduce stress:

Physical	Emotional and feeling	Spiritual
<p>Exercise</p> <p>Adequate</p> <p>Moderate eating and drinking</p> <p>Drinking a lot of water</p> <p>Smiling</p> <p>Limit alcohol intake</p> <p>Relaxing behavior</p> <p>Massages</p> <p>Conduct the above-mentioned activities regularly</p>	<p>Increase relationships with other people</p> <p>Keep contact with family/friends through email, telephone, mail</p> <p>Talk and discuss with colleagues and others in the vicinity</p> <p>Participate in group activities</p> <p>Keep a diary; compose poems, song, or stories</p> <p>See movies, read books and newspapers, listen to music</p> <p>Prioritize arrangements</p> <p>Maintain practical expectations about yourself and others</p>	<p>Explore personal values: where can you find the meaning of life?</p> <p>Participate in communication or organizations that you think have meaningful impacts and purposes</p> <p>Participate in peaceful activities, for example praying at pagodas</p> <p>Read books and newspapers</p> <p>Participate in dialogues bringing positive meaning</p> <p>Singing or listening to music</p> <p>Spend time on art, nature or music</p> <p>Never leave yourself in isolated situation</p>

Annex: SERVICE MONITORING BOOK

I- INFORMATION ABOUT VICTIMS SUPPORT UNIT/SHELTER

Name: -----

Address: -----

Tel/Fax: -----

E-mail: -----

Service provider's name: -----

Date of monitoring commencement: -----

Duration of support: -----

II- INFORMATION ABOUT VICTIMS

(photo 3x4)

Name:

Date of birth (age):

Sex:

Date of departure:

Date of return:

Place of stay overseas:

How victim was returned (official or unofficial):

Duration of stay overseas:

Work overseas: -----

Note (*Clearly mention victim's situation before entering shelter, services received before*)

III- MONITORING OF HEALTH

<i>Date... month.....year.....</i>	Physical: Spiritual:
<i>Date... month.....year.....</i>	Physical: Spiritual:
<i>Date... month.....year.....</i>	Physical: Spiritual:

Remarks: Health profile (attached if any)

Assessment of victim's needs :

Strengths, weaknesses of victims:

IV- SERVICES PROVIDED TO VICTIMS

VICTIMS' NEEDS	SERVICE PROVIDERS (note clearly service providers or referral agencies)	MONITORING OF SERVICES AND EVALUATION OF SERVICE PROVIDER
<input type="checkbox"/> Vocational training		
<input type="checkbox"/> Basic education		
<input type="checkbox"/> Job placement		
<input type="checkbox"/> Loans		
<input type="checkbox"/> Initial consumption expenses		

VICTIMS' NEEDS	SERVICE PROVIDERS (note clearly service providers or referral agencies)	MONITORING OF SERVICES AND EVALUATION OF SERVICE PROVIDER
<input type="checkbox"/> Health-check		
<input type="checkbox"/> Additional medical treatment (psychological, mental health or other treatment)		
<input type="checkbox"/> Safe place to live		
<input type="checkbox"/> Transportation		
<input type="checkbox"/> Legal aid		
<input type="checkbox"/> Relationship between victims and others		
<input type="checkbox"/> Special care		
<input type="checkbox"/> Other needs/Expectations		

• **Remarks on other services:**

• **Victim's comments on services:**

VI- COMMENTS OF SERVICE PROVIDERS

• **Opportunities:**

• **Challenges:**

- **Recommendations:**

VII- CAE MANAGER’S EVALUATION *(upon completion of support)*

- **Feelings, thoughts, and issues which arose during the support process :**

- **Pending issues, needs not yet meet:**

- **Follow-up and support after case closure:**

- **Contact address of victim after case closure :**

- **Follow-up after victims return home:**

After 6 months	After 12 months	After 24 months