

**Department of
Social Welfare and
Development**



**International
Labour
Organization**

Referral System for the Recovery and Reintegration of Trafficked Persons

Developed by the **Social Technology Bureau**
Department of Social Welfare and Development

With the assistance of **International Labour Organization**

In cooperation with **Overseas Workers Welfare Administration (OWWA)**, **Department of Foreign Affairs-Office of the Undersecretary for Migrant Workers Affairs (DFA-OUMWA)**, **Inter-Agency Council Against Trafficking (IACAT)**, **Batis Association of Women in Action for Rights and Empowerment (Batis AWARE)**, **Batis Center for Women**, **Development Action for Women Network (DAWN)** and **Kanlungan Centre Foundation, Inc.**



M E S S A G E



The Department of Social Welfare and Development (DSWD) is mandated to develop programs and other support interventions to facilitate the recovery and reintegration of trafficked persons. However, the Department recognizes that it cannot do this alone. The task requires a multi-disciplinary approach to ensure that trafficked persons receive quality services that they need and deserve.

Thus, the DSWD and the International Labour Organization (ILO) in collaboration with different National Government Agencies (NGAs) and Non-Government Organizations (NGOs) developed systems, tools and capacities to improve the delivery of recovery and reintegration services to victims of trafficking. The “Referral System on the Recovery and Reintegration of Trafficked Persons” is a result of such endeavor.

This Referral System was developed to strengthen the referral network of agencies dealing with trafficked persons in order to establish a systematic documentation of cases of trafficking. It includes framework for intervention and possible services to be accorded to trafficked persons. It contains reporting and documentation forms to ensure uniformity of documents so as to avoid repetitive interviewing of victims. It also contains the baseline data for the National Recovery and Reintegration Database (NRRD), a database system for trafficked persons developed by the DSWD.

I am confident that this Referral System will strengthen the referral network of agencies dealing with trafficked persons and in the provision of effective services to victims of trafficking.

DR. ESPERANZA I. CABRAL
Secretary
Department of Social Welfare and Development



International
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M E S S A G E



On behalf of the International Labour Organization, I wish to convey my warmest congratulations to the Department of Social Welfare and Development (DSWD), which together with the implementing partners of the ILO-HSF Project on Economic and Social Empowerment of Returned Victims of Trafficking, has pioneered the development of a central referral system on recovery and reintegration of trafficked persons in the Philippines.

As we all know, economic and social reintegration for returning migrants especially victims of trafficking remains to be a challenging area of work. While there are existing efforts in this area, there are difficulties in ensuring the delivery of appropriate and necessary interventions and in maintaining systematic follow-up care and monitoring. This requires a system that clearly defines and delineates the roles and responsibilities of all possible duty bearers and bridges various interventions from one service provider to another throughout the return and reintegration processes. This system, now known as the Referral System on Recovery and Reintegration, is designed primarily to address all of these issues and hopes to ensure the successful reintegration of trafficked persons.

I am confident that with the national implementation of this referral system, the work on return and reintegration of trafficked persons will become more effective, efficient and sustainable. Above all, it will mean better and quality services towards complete recovery, economic independence and a strong sense of self worth for victims and survivors of trafficking.

A handwritten signature in cursive script that reads 'Linda Wirth'.

LINDA WIRTH

Director

*Sub-regional Office of South-east Asia
and the Pacific*

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TABLE OF CONTENTS

DSWD MESSAGE	2
ILO MESSAGE	3
ACKNOWLEDGEMENTS	4
Acronyms	7
I. Introduction	8
1.1. Scope of the Guidelines	8
1.2. Rationale	9
1.3. Definition of Terms	9
1.4. General Principles	11
II. A National Referral Mechanism	13
2.1. A Referral System	13
2.2. Essential Elements of a Referral System	14
2.3. The Referral Networks at Various Levels	15
III. The Referral System in Cross-Border Trafficking	19
3.1. Entry to the Referral System	19
3.2. The Coordinating Agency and Focal Person	22
3.3. Pre-return Services	22
3.3.1. NGO Facilitated Pre-Return Services	26
3.3.2. Coordinating Agency and Focal Person	27
3.3.3. NGO Facilitated Return of Trafficked Persons	28
3.3.4. Self-Returned Trafficked Persons	28
IV. The In-Country Referral System	31
4.1. Entry to the Referral System	31
4.2. The In-country Referral Network	33
4.2.1. National Coordinating Agency and Focal Person	33
4.2.2. Regional Coordinating Agency and Focal Person	34
4.2.3. City/Municipal Coordinating Agency and Focal Person	36
4.2.4. Agency Coordination and Focal Person	36

V.	Return Services and Indicators	39
	5.1. Pre-Return Services	39
	5.2. Return Services	40
	5.3. Post- Return Services	40
	5.3.1. Recovery Phase and Indicators	41
	5.3.2. Reintegration Phase and Indicators	47
	5.3.3. Termination/Closure of Return Services	48
VI.	Establishing/Strengthening a Referral Network	62
	6.1. Convene an initial stakeholders’ workshop	62
	6.2. Conduct a participatory mapping exercise	62
	6.3. Put systems in place to develop and support the referral network	62
	6.3.1. Tools to Facilitate the Referral Process	63
	6.4. Mobilize the community to use and support the referral network	63
	6.5. Monitoring and Evaluation of Referral System	63
	Appendices	65
	RR Form 1 – CLIENT’S CARD	66
	RR Form 2 - INTEGRATED INTAKE FORM	70
	RR Form 3 - REFFERAL FOR SERVICE	78
	RR Form 4 - REFERRAL FEEDBACK FORM	80
	RR Form 5 - NOTIFICATION OF ARRIVAL FORM	82
	RR Form 6 – REFERRAL REGISTRY	83
	RR Form 7 - DIRECTORY OF RESOURCES	84

Acronyms

Batis AWARE	Batis Association of Women in Action for their Rights and Empowerment
BCW	Batis Center for Women
BI	Bureau of Immigration
C/MSWDO	City/Municipal Social Welfare & Development Office
CorA	Coordinating Agency
DAWN	Development of Action for Women Network
DFA	Department of Foreign Affairs
DOH	Department of Health
DOJ	Department of Justice
DOLE	Department of Labor and Employment
DSWD	Department of Social Welfare & Development
FBO	Faith-based Organization
IACAT	Inter-Agency Council Against Trafficking
IACVAWC	Inter-Agency Council on Violence Against Women and their Children
ILO	International Labour Organization
IOM	International Organization for Migration
IRR	Implementing Rules and Regulations
KNL	Kanlungan Centre Foundation Inc.
LGU	Local Government Unit
LSWDO	Local Social Welfare & Development Office
M/CIACAT-VAWC	Municipal/City Inter-Agency Committee Against Trafficking-Violence Against Women & their Children
NBI	National Bureau of Investigation
NGA	National Government Agency
NGO	Non-Government Organization
OUMWA	Office of the Undersecretary for Migrant Workers Affairs
OWWA	Overseas Workers Welfare Administration
PAO	Public Attorney's Office
PIACAT-VAWC	Provincial Inter-Agency Committee Against Trafficking-Violence Against Women and their Children
PNP	Philippine National Police
POEA	Philippine Overseas Employment Administration
POLO	Philippine Overseas Labor Office
PSWDO	Provincial Social Welfare & Development Office
RA	Republic Act
RecA	Receiving Agency
RefA	Referring Agency
RIACAT-VAWC	Regional Inter-Agency Committee Against Trafficking -Violence Against Women and their Children
RN	Referral Network
STB	Social Technology Bureau
TESDA	Technical Education & Skills Development Authority
UNICEF	United Nations Children's Fund
VAWC	Violence Against Women and Children

Guidelines on a Referral System for the Recovery and Reintegration of Trafficked Persons

I. Introduction

1.1. Scope of the Guidelines

The Guidelines on a Referral System for the Recovery and Reintegration of Trafficked Persons is envisioned to provide guidance to service providers to effectively deliver a full range of assistance and protection to trafficked persons. It is with the presumption that these trafficked persons have been earlier identified as such by appropriate authorities.

The Guidelines cover the return phase of the trafficking spectrum and a referral system for the provision of pre-return, return and post-return services to ensure the recovery and reintegration of the trafficked persons. This is the point of withdrawal (pre-return which is the start of recovery) from the trafficking situation moving towards reintegration to the family and community (post-return). It includes a brief discussion on the indicators on the recovery and reintegration process based on the experiences of the Department of Social Welfare and Development (DSWD), Local Social Welfare and Development Offices (LSWDOs) and the Non-Government Organizations (NGOs). The various forms used in the referral system are also intended for the National Recovery and Reintegration Data Base (NRRD). Further, these Guidelines are in conformity with the provisions of the Anti-Trafficking in Persons Act of 2003 also known as RA 9208¹ and in line with the National Strategy Action Plan (2004-2010)² adopted by the Inter-Agency Council Against Trafficking (IACAT). It was adopted for implementation by the IACAT in January, 2009.

These Guidelines are primarily on a referral system relative to the recovery and reintegration of trafficked persons, both adults and children. It is a supplement to the DSWD Manual on the Recovery and Reintegration of Victims-Survivors of Trafficking. For women and children, reference must also be made on the Guidelines on the Protection of the Rights of Trafficked Children as well as the Guidelines on the Protection of the Rights of Trafficked Women which have been adopted earlier by IACAT.

The Guidelines was developed by the Social Technology Bureau (STB) as part of the DSWD- International Labour Organization (ILO) Project on Developing Systems, Tools and Capacities to Improve Delivery of Recovery and Reintegration Services to Victims of Trafficking. This was developed in collaboration with other national government agencies (NGAs) namely, the member agencies of IACAT, Overseas Workers Welfare Administration (OWWA) and the Technical Education and Skills Development Authority (TESDA); the LSWDOs and the NGOs - Batis Center for Women, Batis Association of Women in Action for their Rights and Empowerment (Batis AWARE), Development of Action for Women Network (DAWN) and the Kanlungan Centre Foundation Inc. With the IACAT's adoption of the referral system, its nationwide implementation is envisioned by all the stakeholders involved in the provision of protection and assistance to trafficked persons.

¹ Signed into law on May 26, 2003 and its Implementing Rules and Regulations adopted on September 17, 2003.

² IACAT Resolution No.1, Series of 2004, Adopting the National Strategic Plan of Action Against Trafficking in Persons (2004-2010).

1.2. Rationale

It is a well-known fact that trafficked persons do not always have access to assistance and protection nor they receive the package of services which ensures their recovery and reintegration and their access to justice. Oftentimes, the quality of services is not in compliance with standards as the service providers are not duly trained to handle cases of trafficking in persons. There is lack of coordination and standard procedures of work with trafficked persons as well as a unified system of monitoring of the victims-survivors.

The victims-survivors of trafficking have various needs brought about by the trafficking experience. These needs are, among others, physical health, psychosocial well-being, economic security, legal protection, including repatriation and witness protection. Rarely can a single facility, individual or agency/organization can provide all the services to meet these needs. Meeting these needs requires the collective effort of several individuals or agencies/organizations at the international, national and local levels. It entails a coordinating agency/focal unit to effectively refer the trafficked persons to appropriate agencies to ensure that their needs are addressed.

The reintegration of trafficked persons is the ultimate measure of the effectiveness of services provided to trafficked persons. Although, various agencies are involved in the return of the trafficked persons to their country/place of origin, only a few have comprehensive post-return programs directed towards recovery and reintegration. Initial services are often provided upon return followed by irregular monitoring. Most often, there is no monitoring/follow-up at all. Thus, little information is available on what happened to the trafficked persons after their return from the country/place of destination.

A multidisciplinary collaboration and/or an inter-agency approach/multi-sectoral approach are imperative to ensure that a complete range of services are provided to trafficked persons and their human rights respected. A well-established referral system is necessary where each of the agencies/organizations are clear about their roles and responsibilities towards the achievement of the goals/objectives for the general well-being and reintegration of trafficked persons. Although government agencies have the obligation to respond to the concerns of trafficked persons, they need to coordinate, cooperate and collaborate with NGOs and civil society as a whole to achieve such goals.

1.3. Definition of Terms

Trafficking in persons (TIP) refers to the recruitment, transportation, transfer or harboring, or receipt of persons with or without the victim's consent or knowledge, within or across national borders by means of threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or of position, taking advantage of the vulnerability of the person, or, the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation of others or other forms of sexual exploitation, forced labor or services, slavery, servitude or the removal or sale of organs.³

Trafficked person (TP) refers to a victim, whether a man, woman or child, of trafficking in persons.

Client refers to a trafficked person who voluntarily sought help and is being assisted by an agency/organization, who shall, in all stages of assistance, be given the opportunity to express his/her views and have a direct participation in the decision-making process.

³ Sec.3. Definition of Terms (a) of the Anti-Trafficking in Persons Act of 2003 (RA 9208)

Recovery is a process by which a trafficked person is stabilized and his/her well-being restored psychologically, socially and physically.⁴ It implies a package of measures for the rehabilitation of the physical and psychological health of the trafficked person aimed at eliminating the consequences of physical and psychological traumas and stabilizing his/her condition. Recovery serves as the foundation for subsequent reintegration.

Reintegration is a process focused on reuniting the trafficked person with his/her family and community or on integration in a new community. It implies a package of measures towards restoring the victim's rights, social status and health and helping him/her regain vital capacity for activities that were restricted due to some reasons. It includes measures on restoring/building friendly relations in the family, vocational training and employment, regaining the feeling of being full-pledged members of society, feeling of self-respect and other ethic personal interrelations.⁵ Reintegration is the concluding stage of an integrated system of rendering assistance to trafficked persons. In these Guidelines, reintegration covers the integration of the trafficked person in a new community and social environment when he/she decides to settle down in another place upon return.

Return is going back to one's country or place of origin which involves not only the physical transfer of the trafficked person but also mechanisms to ensure that the return is safe and dignified. Recovery starts during the return process. For easy reference, these Guidelines discuss the return phase in relation to provision of pre-return (before return/travel to country/place of origin, start of recovery phase), return (actual physical movement/travel) and post-return (after arrival and onwards to reintegration) services.

Referral is the process by which the immediate needs of a trafficked person are assessed and are helped to gain access to a comprehensive and supportive services provided by various agencies/organizations which are not provided by the referring agency/social service provider.

Referring agency (RefA) is the agency/organization that first makes the referral; is also called the point of initiation of the referral.

Receiving agency (RecA) is the agency/organization to which the trafficked person is referred for services; is also called the agency/organization that fulfilled the referral.

Referral network (RN) is a group of agencies/organizations working together within a cooperative framework and coordinating their efforts in a strategic partnership for the protection of the rights and provision of comprehensive services to trafficked persons and their families.

Coordinating agency (CorA) is the agency/organization designated as the central focal point for the referral network at each level – international, national, regional and city/municipal.

Focal person (FP) refers to the individual in the agency/organization who is responsible in the processing of referrals efficiently and expeditiously such as tracking and documenting referrals and attending network meetings. He/she may also be a provider of services or the case manager.

Case manager (CM) refers to a social worker/focal person of the social service provider who is responsible for the provision and monitoring of services of a particular trafficked person. He/She ensures that services needed by the trafficked person are provided by the agency or by other agencies in the referral network.

⁴ Surtees, Rebecca (2007) Listening to Victims-Experiences of Identification, Return and Assistance in South Eastern Europe. International Center for Migration Policy Development, Bulgaria

⁵ La Strada Express Issue No.3, April 2007, Chisinau, Republic of Moldova

Social service provider (SSP) is a social service/welfare agency/organization, government or non-government, directly responsible for the delivery of return services for the recovery and reintegration of a trafficked person.

1.4. General Principles

Best interest of the child. All assistance and protection provided to a child should be based on the principle of the child's best interests which shall be considered paramount.

Comprehensive continuum of care. A holistic approach is necessary to guarantee an effective recovery and reintegration of the trafficked person. As such, a comprehensive continuum of care in accordance with the economic, physical, psychological and social condition of the client should be made available in collaboration with other agencies/organizations. A referral mechanism must be in place to assist the client gain access to all available services and resources in the community. Programs and services must be child-sensitive and gender-responsive to the specific needs of children and women.

Confidentiality and right to privacy. Only relevant information should be gathered by the case manager/social service provider and any release or disclosure of such information must be with the consent of the trafficked person or guardian of a child. The referral system must ensure the protection of the privacy of the client and the confidentiality of information. No identifying information should be released to the media or the public.

Gender-sensitivity. This is the ability to recognize that women's perceptions, experiences and interests may be different from those of men, arising from an understanding of women's different social position and gender roles. The provision of gender-sensitive services to trafficked women necessarily includes a rights-based approach, i.e. according to women at all times and in all stages of responding to their needs, their respect and dignity as their inherent right.

Individual treatment and care. While recognizing that trafficked persons share a number of common experiences and circumstances, the social service provider should consider the individuality of each client not only in terms of age and sex but also socio-cultural and family background, personality characteristics and experiences before, during and after trafficking. Provision of services must be appropriate to the individual needs and circumstances of the client based on an assessment conducted by the referring and/or receiving agency. Special consideration must be undertaken for children considering their level of development and needs.

Informed consent. All assistance to the trafficked person should proceed on the basis of his/her full and informed consent. It is incumbent on the service provider to explain relevant actions, policies and procedures from the initial contact with or admission to the agency until the termination of the assistance, in such a way that the trafficked person understands before seeking consent to any action or proposal. If necessary, an interpreter of the same sex should assist the client. For a child, their views and opinions must be heard and taken into account and in consultation with the legal guardian. Information must be given to the child appropriate to his/her maturity and level of understanding. It is recommended that the client indicate his/her consent in writing. The child's parents or legal guardian shall sign documents in behalf of a child after considering the child's opinion on the matter.

Non-discrimination. Every individual is entitled to equal protection and rights regardless of age, race, color, nationality, language, status, religion/faith, political or other opinion, ethnic/cultural or social origin, disability, property, birth or other status. Therefore, provision of services and in all actions related to the trafficking situation by the

agencies/organizations in the referral network should not be contingent on any of the aforementioned factors.

Participation and self-determination. This is in recognition of the right and need of the trafficked person to make his/her own informed choices and decisions on all matters related to his/her life. Opportunities for the client to express his/her views and participate in the decision-making process should be provided by the case manager/social service provider. For a meaningful participation, the client must have access to accurate and complete information about the matter/situation/issue. A child's level of development and understanding must be considered in areas of participation and decision-making.

Respect for and protection of human rights. As trafficking is a human rights violation, all assistance and protection efforts should strive for the restoration of the victim's rights and prevent further violations. The victims themselves should be made aware of their rights and responsibilities and all service providers/agencies should respect these rights.

II. A National Referral Mechanism

2.1. A Referral System

A national referral mechanism is a co-operative framework through which state actors fulfill their obligations to protect and promote the human rights of trafficked persons, coordinating their efforts in a strategic partnership with civil society.⁶ The main purpose is to ensure the human rights of trafficked persons are respected and to provide an effective way to refer victims of trafficking to services.

These Guidelines creates a national referral system on the recovery and reintegration of victims-survivors of cross-border trafficking and domestic/local trafficking. Thus, it covers referral for return services from the country/place of destination (foreign country/city/municipality) to the country/place of origin (Philippines/city/municipality).

The advantages of establishing a referral system are:

- Obtain the highest of quality care and treatment, assistance and protection to trafficked persons;
- Facilitate the provision of services to meet the various needs of trafficked persons and ensure their recovery and reintegration;
- Establish a feedback mechanism between and among concerned agencies to ensure that requested services are provided;
- Make possible the exchange of knowledge, skills, practices and experiences geared towards enhancing capacities of service providers; and
- Achieve a more rational use of financial and human resources for more efficient and effective delivery of services.

A referral system entails a process of coordinating service delivery which results to the following:

- Access to needed services is expedited;
- Confidentiality is maintained;
- Referrals between the agencies/organizations of the network are tracked;
- Referrals and their outcomes are documented;
- A feedback loop informs the agencies/organization initiating the referring agency/organization that the requested service has been delivered and has met the needs of the client; and
- Gaps in services can be identified and steps taken by the agencies/organizations in the network to bridge them.

⁶ OSCE Office for Democratic Institutions and Human Rights (2004). National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons. Warsaw, Poland

2.2. Essential Elements of a Referral System

There are certain essential elements to optimize the referral system's operational effectiveness and outcomes for the trafficked persons. These essential elements are:

- a. A group of agencies/organizations that, in the aggregate, provide comprehensive services to meet the needs of the trafficked persons and their families. (Referral Network)
 - The needs of trafficked persons span the continuum of care, encompassing the medical/health, psychosocial, economic, legal and spiritual domains.
 - To effectively address these needs, the network must include a broad range of services and organizations as possible.
 - Resolving access issues is essential to service delivery, and barriers to access should be removed so that trafficked persons can have their needs be met.
 - Referrals can go both directions among agencies/organizations in the network; i.e. they can both refer and receive referrals.
- b. An agency/organization that coordinates and oversees the referral network. (Coordinating Agency/Organization)
 - A specific agency/organization or unit in the network serves as the locus of responsibility for the network and its performance (in addition to its regular duties) at the international, national, regional and city/municipal levels.
 - It is responsible in convening regular meetings of social service providers, working with them to address gaps and other challenges in the system, updating the service network directory, providing standardized tools and forms and performing quality assurance for the referral system. Such regular meetings and other activities are aimed to promote collaboration and commitment to the referral process.
 - A specific unit/focal person is designated to fulfill the tasks of the coordinating agency/organization.
- c. A designated focal person at each agency/organization.
 - This designated person/focal person is responsible for the processing of referrals efficiently and expeditiously such as tracking and documenting referrals and attending network meetings. He/she may also be the provider of services in his/her own agency/organization. (Case Manager)
 - Any responsible staff member of the agency/organization may be designated as the focal person.
- d. A directory of services and agencies/organizations at the international, national, regional and city/municipal levels.
 - A directory provides an inventory of services available within a geographical area, including the name, location and contact numbers of the organization, type of services provided and name of designated focal

person. Individual specialists or experts or volunteers maybe included in the directory.

- A directory of services facilitates referrals by making it easy to get information on available services within and outside the geographical area.
- The directory is managed by the coordinating agency and the members of the referral network and each member organization must update its information periodically.

e. A standardized referral form

- A standardized referral form to be used by the members of the network ensures that the same essential information is provided whenever a referral is initiated and that this information is received by the agency/organization fulfilling the referral. It specifically states the services needed by the trafficked person.
- The referring agency/organization should follow up with the receiving agency/organization and with the trafficked person on the service/s provided. The receiving agency/organization must also give a feedback to the referring agency/organization.

f. A feedback loop to track referrals

- A system to track a referral is needed to ensure that the trafficked person used the service/s needed.
- A written feedback must be done by the receiving agency/organization on the status of service delivery and other pertinent information.
- The feedback from the trafficked person must be sought whether he/she is satisfied with the service received and whether his/her need/s was/were met.

g. Documentation of referral

- The referring and receiving agencies/organizations must both document their respective roles in the referral processes and outcomes.
- A standardized referral registry is one way of documenting referrals.

2.3. The Referral Networks at Various Levels

The Anti-Trafficking in Persons Act of 2003 also known as RA 9208 created the Inter-Agency Council Against Trafficking (IACAT) which is the over-all national policy and coordinating body. It is composed of several government agencies⁷ and representatives of NGOs from the children, women and overseas Filipino workers' sectors. Cognizant of the important roles and responsibilities of the field offices of national government agencies (NGA) and local government units (LGU) in the effective implementation of RA 9208, the IACAT created the Inter-Agency Committees Against Trafficking in Persons

⁷ Department of Justice, Department of Social Welfare and Development, Department of Foreign Affairs, Department of Labor and Employment, Philippine Overseas Employment Administration, Bureau of Immigration, Philippine National Police and the National Commission on the Role of Filipino Women

and Violence Against Women and Children (IACAT-VAWC)⁸ at the regional (RIACAT-VAWC), provincial (PIACAT-VAWC), city/municipal (M/CIACAT-VAWC) levels.

In terms of recovery and reintegration of trafficked persons, the DSWD is mandated to develop and implement a comprehensive program in coordination with the NGOs.⁹ Therefore, at the national level, the DSWD thru its Social Technology Bureau (STB) is the coordinating agency (CorA) while the DSWD Field Offices and the City/Municipal Social Welfare and Development Offices are the coordinating agencies at the regional and city/municipal levels. The various NGOs coordinate with the government agencies at all levels.

Under the system, a coordinating agency (CorA) may also be a referring agency (RefA) or a receiving agency (RecA). However, the CorA must take on the responsibility as stipulated in 2.2. Elements of a Referral System (b). Aside from ensuring delivery of quality services, the following are the coordination points and the CorAs and the range of their responsibilities¹⁰:

- International level – In cross-border trafficking, the Department of Foreign Affairs (DFA) with its focal point, the Office of the Undersecretary for Migrant Workers' Affairs (OUMWA) through the Philippine Embassy/Consulate is the coordinating agency (CorA) in the country of destination. It shall coordinate the provision of return services to trafficked persons and act on related issues/concerns.¹¹ Aside from being the CorA, it is also a social service provider in the repatriation of trafficked persons, provision of pre-departure assistance such as safe and secure shelter, and planning for initial reintegration of victims-survivors, among others.

The international referral network may include the various offices of the Post such as Philippine Overseas Labor Office (POLO), OWWA, NGOs, faith-based organizations (FBOs), Filipino organizations/communities in coordination with agencies at the country of origin such as, the OUMWA (DFA), the National Inter-Agency Task Force Against Anti-Trafficking (NIATFAT) or the Local Inter-Agency Task Force Against Trafficking (LIATFAT)¹², OWWA, DSWD/LSWDOs and NGOs.

The OUMWA refers the returning trafficked person to the NIATFAT/LIATFAT, OWWA, DSWD or NGO for arrival assistance, to the DSWD/LSWDO/NGO for reintegration services (if no prior arrangement has been done) and to the National Bureau of Investigation (NBI) for investigation. The OUMWA may convene the members of the International Referral Network on the Return of Trafficked Persons to discuss issues on coordination and forward to IACAT such issues and recommendations, as necessary.

- National level – The DSWD-STB shall coordinate and act on all policy and program issues/concerns on return services which have not been resolved at the regional level. This may include interpretation of the law, coordination with other government agencies and international agencies such as ILO and UNICEF, need

⁸ IACAT- IACVAWC Resolution on the Guidelines on the Creation of Regional and Local Inter-Agency Committees Against Trafficking in Persons and Violence Against Women and Children (IACAT-VAWC). The joint inter-agency committees was agreed upon by the IACAT and the Inter-Agency Council on Anti-Violence Against Women and their Children (IACVAWC) created by RA 9262 or the Anti-Violence Against Women and their Children Act of 2004, in order to strengthen coordination and collaboration between and among agencies at the regional (sub-national), provincial, city and municipal (local) levels to facilitate the implementation of the two related laws.

⁹ Sec.16. Programs that Address Trafficking in Persons (b) of RA 9208.

¹⁰ Refer to 4.2. for more discussion on responsibilities of the In-Country Referral Network.

¹¹ Sec.16. Programs that Address Trafficking in Persons (a) of RA 9208.

¹² IACAT Resolution No.2, Series of 2004: Guidelines for the Establishment and Operations of the Law Enforcement Task Force Against Trafficking in Persons.

for directives/memoranda to regional/field offices of NGAs to address gaps in implementation, among others. It shall report to the IACAT and will endorse unresolved issues for policy discussion/decision or information including recommendations for a more effective referral system and implementation of RA 9208 The STB maintains the National Recovery and Reintegration Data Base (NRRD).

The Director of STB or his/her representative shall convene the National Referral Network on Reintegration of Trafficked Persons composed of representatives of concerned DSWD Field Offices (FOs), national NGOs, concerned IACAT member agencies and other NGAs.

- Regional level – The DSWD FO shall coordinate and act on regional policy and program concerns/issues not resolved at the city/municipal level as well as recommendations to improve the quality of services and improve the referral system. This may include gaps in services and their delivery, need for support to advocate for allocation of resources and creation/strengthening of structures on anti-trafficking, better coordinative mechanism among cities and municipalities and the DSWD FO, among others. Unresolved issues and recommendations should be endorsed to the National Referral Network on Reintegration of Trafficked Persons and a report be shared with the RIACAT-VAWC.

The Field Director of the concerned DSWD FO or his/her representative shall convene the Regional Referral Network on Reintegration of Trafficked Persons composed of the concerned City/Municipal Social Welfare and Development Offices (C/MSWDO), concerned NGOs operating within the region and concerned regional bodies/offices e.g. RICAT-VAWC, as necessary.

- City/Municipal level – the concerned City or Municipal Social Welfare and Development Office shall handle operational concerns in the provision of services between and among agencies involved in the referral system. This may include inaction or delayed action on referrals, lack of feedback and documentation on referrals, gaps in services, sharing of knowledge and good practices and strengthening of the referral network. A report should be forwarded to the Regional Referral Network on Reintegration of Trafficked Persons and the M/CIACAT-VAWC for their information and appropriate action, as necessary.

The concerned City/Municipal Social Welfare and Development Officer shall convene the City/Municipal Referral Network on Reintegration of Trafficked Persons composed of representatives of concerned government agencies e.g. M/CIACAT-VAWC, NGOs and other organizations and individuals engaged in the provision of return services to trafficked persons.

The Provincial Social Welfare and Development Office (PSWDO) and other offices/agencies at the provincial level maybe invited to this network particularly when they have facilities and services for trafficked women offered in the city/municipality. Some PSWDOs operate Women’s Centers which also provide services to trafficked women.

- Agency level – the government agency or non-government organization which is a social service provider (SSP) shall ensure that service delivery is harmonized and services are responsive based on the assessment of the needs and situation of the individual victim-survivor. The social worker who handles the case of a particular trafficked person becomes the case manager (CM) who orchestrates the provision of services. He/She sees to it that the various needs of his/her client are met by referring to appropriate agencies for services not provided by his/her own agency. The Head of the agency may designate a focal person for

trafficked persons in cases where there are several social workers handling cases of trafficked persons.

The Executive Director/Head of the agency may call a coordination meeting among the receiving agencies assisting their clientele. Concerns on coordination/implementation of programs and services not resolved at the agency level are brought to the attention of the City/Municipal Referral Network on Reintegration of Trafficked Persons.

III. The Referral System in Cross-Border Trafficking

3.1. Entry to the Referral System

It is a known fact that there are a number of Filipinos in foreign countries who are victims of trafficking. Their entry to the referral system is through various means to seek assistance and protection. Upon entry, however, their status as victims of trafficking has to be confirmed by the appropriate authorities. The identification of trafficked persons may also be undertaken by the designated Focal Person of the referral system. In this way, services to the victims-survivors are facilitated.

In the country of destination or transit country (a foreign country), a trafficked person enters the referral system (Chart 1) through any of the following:

- The victim was referred for repatriation or deportation by the immigration/police authorities of the country of destination or thru an NGO/FBO, or any organization or individual.

A Filipino apprehended by the immigration or police authorities may be referred to the Philippine Embassy/Consulate for immediate repatriation or deportation. Sometimes, the Embassy/Consulate staff are informed of Filipinos in distress in detention facilities by an NGO/FBO, or any of the Filipino organizations/communities or a concerned individual in the area.

- The victim himself/herself directly contacted (self-referral) the Philippine Embassy/Consulate, NGO/FBO for return assistance.

Filipinos are duly informed before leaving the Philippines that they must contact the nearest Philippine Embassy or Consulate for any assistance they need in the country of destination. As such, some victims of trafficking directly contact the said Embassy/Consulate thru hotlines; text messages (SMS) and other means to seek refuge and help. They may also go directly to an NGO/FBO serving Filipinos in the area.

- The victim was identified and assessed for return services by the Philippine Embassy/Consulate, NGO/FBO after conduct of rescue operations or through contacts with other organizations.

There are instances whereby rescue operations are conducted by the Embassy/Consulate in coordination with relevant authorities of the country of destination. The victims are provided immediate assistance and those identified and assessed as trafficked persons are prepared for repatriation/return services.

The NGOs/FBOs in cooperation with some Filipino communities/individuals may also have identified/assessed a trafficked person needing repatriation. They may arrange directly with their branch office or partner agency in the Philippines for the return services, sometimes without informing the Embassy or Consulate.

- The family of the victim in the Philippines sought help for the victim through the DFA, NGA/LGU or an NGO/FBO in the country of origin.

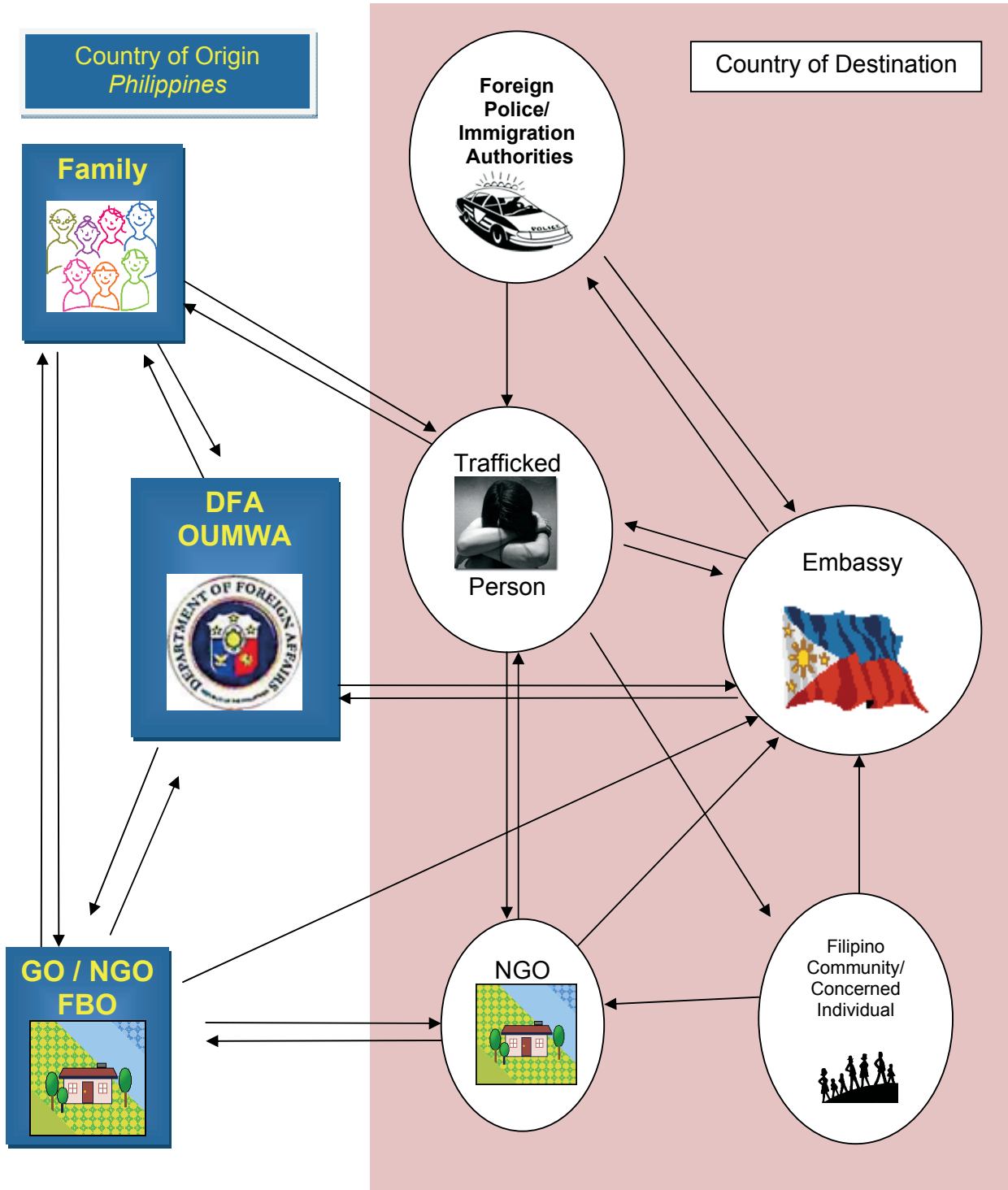
There are instances when the family or an individual known to the trafficked person in the country of origin (Philippines) approached a

government agency (NGA/LGU) or NGO to report and seek assistance in behalf of a family member or relative in distress in the country of destination.

- The DFA (OUMWA) takes cognizance of the case and coordinates with the concerned Philippine Embassy/Consulate in the country of destination to contact the Filipino in distress and provide the appropriate interventions.
- The NGO may get in touch with the DFA (OUMWA), their foreign branch office or a partner agency in the country of destination to contact the said Filipino in distress. The said NGO may coordinate with the concerned Philippine Embassy/Consulate or directly handle the return services of the trafficked person, after being identified as such.

It must be noted from the above situations that the referral system covers only the trafficked persons who seek repatriation or are for deportation to the Philippines; excluding those who seek asylum or third country resettlement.

Chart 1. Entry of a Trafficked Person to the Referral System in the Country of Destination



3.2. The Coordinating Agency and Focal Person

In compliance with RA 9208 and its Implementing Rules and Regulations (IRR), the Country Team of the Philippine Embassy/Consulate shall be responsible for the return services of trafficked persons to the Philippines. As such, the Philippine Embassy/Consulate shall act as the coordinating agency (CorA) and the Philippine Ambassador/Head of Mission must designate a Focal Person (FP) who shall provide and coordinate the needed services. The FP may initiate referrals (RefA) to other Units of the Post, international and local NGOs/FBOs as well as Filipino organizations/communities. Suggested options on who should be designated as the Focal Person are:

- The Consul responsible for the Assistance to Nationals;
- The OWWA Officer;
- The Social Welfare Attaché, in areas where one is present; or
- Any of the government officers as the Head of Mission may see fit, bearing in mind the functions of the CorA as stipulated in these Guidelines and the return activities to be undertaken.

The Filipino in distress or the alleged trafficked person may have initial contact with any member of the country team such as the Labor Attaché, Welfare Officer, OWWA Officer or any of the Consuls of the Embassy/Consulate. Once identified as a trafficked person, he/she should be referred immediately to the Focal Person.

In areas where there is no Philippine Embassy or Consulate, the Honorary Consul in the country of destination or the nearest Philippine Embassy/Consulate shall take appropriate action to protect and assist the Filipino in distress or alleged trafficked person.

3.3. Pre-return Services

In addition to the basic functions of the CorA as stipulated in 2.2 (b), the following pre-return activities shall be undertaken by the CorA/RefA for identified trafficked persons who have signified their desire to be repatriated or are for deportation. These services are to be coordinated or provided by the FP in collaboration with the different units/offices in the Post and NGOs/FBOs as well as the Filipino organizations/communities (Chart 2).

- A. *Repatriation or assisted voluntary return* includes logistical and financial support to trafficked victims, who are unable or unwilling to remain in the country of destination and who volunteer to return to their country of origin.¹³ This entails, international travel preparations, communicating with the receiving agency (RecA) on the return of the trafficked person in the country of origin (the Philippines), extension of travel grant and other related matters, as deemed necessary for the safe and dignified return of the trafficked person.
- Conduct child-friendly and gender-sensitive interviews to assess the needs and situation of the trafficked person. Explain the policies and procedures involved in the repatriation process in a language or dialect known to the trafficked person. The timelines in preparation of travel documents,

¹³ International Organization on Migration. (2004) Glossary on Migration, International Migration Law. Geneva, Switzerland

accessing funds for ship/airfare and other expenses must be explained to him/her so as not to raise unrealistic expectations. Several interviews maybe needed to gather all the information depending on the psychosocial state of the trafficked person and other circumstances such as that of a child. Preferably, a child must be interviewed in the presence of his/her parent/guardian or a significant person known to him/her. Accomplish the Client Card (RR Form 1) and encode data in the NRRD.

- Secure travel documents, particularly if the passport of the trafficked person is not available. If the trafficked person needs to stay longer due to some reasons such as negotiations with employer, etc., secure temporary residence permit or other related matters e.g. security arrangements, relative to his/her temporary stay in the country of destination.
- Assess the physical and psychological health of the trafficked person and determine the need for an escort/companion during travel particularly for a child and those needing special attention. It is suggested that a responsible adult either from the CorA, NGO or Filipino community should accompany/escort a child or one needing medical or psychological attention.
- Identify and mobilize resources to address the other needs of the trafficked person such as expenses for travel – ship/airfare, appropriate clothing for travel, medications needed, food during transit/stop-over, toy for a child, etc. In instances where the CorA is unable to provide funds for these needs, the FP may mobilize the Filipino organizations/communities or any agency for assistance.
- Communicate in writing with the Receiving Agency (RecA), the OUMWA/OWWA in the country of origin on request for arrival assistance, particularly if trafficked person is a child or needs special attention due to medical and psychological condition as well as the tentative date, place and time of arrival of client by accomplishing the form on Referral for Service (RR Form 3). This maybe done through email, text messages or other means.
- Confirm travel and other arrangements, upon receipt of the response of the RecA (Referral Feedback: RR Form 4) and accomplish Notification of Arrival (RR Form 5) on final travel arrangements at least two days before departure. Existing measures/procedures maybe continued, if such facilitates communication between the CorA and the RecA.

B. Provision of immediate pre-departure assistance based on the assessment of the needs of the trafficked person to ensure his/her safety while the travel arrangements and other matters are being attended to. Women and children victims of trafficking should be interviewed preferably by a female staff particularly those trafficked for sexual purposes.

- Temporary shelter/accommodation in the Filipino Workers' Resource Center or any safe and secure housing arrangement provided by NGO/FBO, or the Filipino community. The needs of children and women should be considered in the choice of the shelter where they are given privacy and the opportunity to reflect on their options before making decisions.
- Medical assistance in terms of basic health care, assessment, treatment of any illness or injury. The medical assessment is to determine whether or not, there are health problems that may hinder the safe travel or if there

is a need for an escort/companion or medical support during travel. Appropriate medical care and treatment must be provided to those with injury or are ill.

- Counseling and other psychosocial interventions to cope with traumatic experiences and the withdrawal from the trafficking situation. If the trafficked person is emotionally disturbed, he/she must be provided stress debriefing or crisis counseling by a trained professional/social worker. Counseling should also include the preparation for the return process.
- Legal counseling includes legal information and assistance whereby the trafficked person is informed of the processes, procedures, potential consequences, the risks involved and the available assistance if he/she cooperates in the prosecution of the traffickers. However, his/her decision must be respected and that provision of support and reintegration services does not depend on his/her willingness to cooperate with the prosecution of the case.

He/She may be assisted to give his/her statement and file a complaint while in the country of destination. Continuing legal assistance and other support services should be given to him/her. On the other hand, upon arrival in the Philippines, the N/LIATFAT may also get his/her statement or verify earlier statements given and be assisted to file a complaint, if he/she decides to do so.

In case, he/she wishes to return to the country of destination, after repatriation, relevant information should be provided for a safe and non-exploitative migration.

C. *Pre-departure reintegration plan (the initial post-return/reintegration plan)* is arrived at with the trafficked person which shall be further discussed upon return with the RecA.¹⁴ Initial plans should be based on available options and possibilities so as not to create unrealistic expectations which are detrimental to the recovery and reintegration process.

- Communicate in writing with the RecA requesting assessment of the capability and plans of the family or significant persons to receive the trafficked person upon his/her return. For a trafficked child, the family assessment should determine the family's role, if any, in the trafficking situation and determination of the child's best interest. The assessment should include who will be the receiving party or the need for a temporary shelter/accommodation before departure to the place of origin or before final plans are arrived at. Accomplish the referral form (Referral for Service: RR Form 3) and send to the RecA.
- Guide and prepare the trafficked person on the pre-departure reintegration plan based on the reply of the RecA which should be received at the earliest possible time (Referral Feedback: RR Form 4).
- Inform/confirm the initial reintegration plan with the RecA; on the options and initial plans arrived at and forward a copy of the Client Card for their reference. The RecA should start the preparation of the family in the country of origin.

¹⁴ Receiving agency for recovery and reintegration of trafficked person, maybe DSWD/LSWDO, OWWA, and NGO.

Prior to the departure of the trafficked person, the FP must check whether the following conditions have been met:

- Physical and mental health condition allows the trafficked person a safe departure and travel back to the Philippines;
- A safe and appropriate place to stay on arrival, at least on a temporary basis, identified in cooperation with the trafficked person or in case of the child, with the parents/guardian;
- All necessary legal, administrative, identity and travel documents of the trafficked person secured prior to departure;
- All relevant service referrals and suggestions for follow-up of case explained and provided to the trafficked person:
 - Name and focal person of RecA for reintegration, address and contact numbers
 - Initial reintegration plan agreed upon
- All necessary documents and available security information on the trafficked person forwarded to the receiving agency:

RecA for arrival assistance (OUMWA/OWWA):

- Client Card (RR Form 1)
- Notification of Arrival (RR Form 5)
- Security information, if available

RecA for reintegration services (DSWD/LSWDO/NGO):

- Client Card (RR Form 1)
 - Notification of Arrival (RR Form 5)
 - Case progress notes including referrals made
 - Security information, if available
- Travel documents and copies of all relevant personal documents, including medical care and other information, as necessary provided to trafficked person:
 - Passport/travel document
 - International ship/air ticket/s
 - Domestic/local air/boat/bus ticket/s, if available
 - Other personal documents e.g. medical record, etc.
 - All steps regarding departure, transportation and arrival assistance informed/provided to trafficked person including:
 - Departure, transit and arrival procedures from country of destination to country of origin
 - Transportation arrangements both in country of destination/origin
 - Name of focal person (RecA) or individuals to receive him/her at the airport/seaport, address, contact numbers
 - Name, address & contact numbers of temporary shelter, housing, or institution for accommodation at arrival, if indicated.
 - All documentation on the case of the trafficked person kept in confidential files.

- Maintains a Referral Registry (RR Form 6) for monitoring of referrals. Updates the Client Card (RR Form 1) and encode data in the NRRD.

3.3.1. NGO Facilitated Pre-Return Services

As stated earlier, there are instances when the trafficked person is assisted by an NGO for the pre-return services. This can start with the referral of the trafficked person by an individual or other organizations or the trafficked person him/herself contacts the NGO for assistance. The concerned NGO shall:

- Provide the pre-return services without any assistance from the CorA and accomplish the Client Card (RR Form 1), the Integrated Intake Form (RR Form 2) and updates these forms as necessary. As part of the data base, the data in the Client Card must be encoded in the NRRD.
- Contact the CorA for the issuance of the passport/travel document of the trafficked person, when indicated. It is encouraged that the NGO coordinates with the CorA for arrival and other assistance.
- Coordinate with the branch/partner NGO in country of origin for arrival assistance and assessment of the child's/trafficked person's family relative to pre-return recovery and reintegration plan, accomplishing Referral for Service (RR Form 3) and the Referral Registry (RR Form 6).
- Finalize departure arrangements, accomplish Notification of Arrival (RR Form 5) and send to RecA in the country of origin, together with the Client Card, Integrated Intake Form and other documents such as medical record or treatment needed, etc.
- Prepare and orient trafficked person on departure, transit, arrival procedures ensuring that all travel documents and needs are addressed such as appropriate clothing, etc. and give the name, address and contact numbers of the NGO FP or whoever will provide arrival assistance.

3.4. Return Services

Return services shall start from the arrival of the trafficked person at the airport or seaport from the country of destination. In cases where the repatriated/deported trafficked person was earlier referred for arrival and reintegration services, the return and post-return services shall be undertaken by the receiving agencies identified earlier.

In cases where the trafficked person arrived independently without prior contact with the Philippine Embassy/Consulate or any NGO, and he/she is identified by the N/LIATFAT, or he/she voluntarily seeks the assistance of the N/LIATAT, he or she shall be accorded the same assistance as those repatriated/deported.

There are also situations where the trafficked person is solely assisted by an NGO and decides not to seek assistance from the concerned government entities. An NGO at the country of destination provides all the pre-return services and its local agency in the country of origin provides the arrival/return and post-return services. The reasons for such arrangement include security and confidentiality concerns of the trafficked person. However, it is envisaged that the NGO will inform the National Referral Network (DSWD-STB) or the Regional Referral Network (DSWD FO) on recovery and reintegration and subsequently join the referral network at the city/municipality.

3.4.1. Coordinating Agency and Focal Person

Return services at airports and seaports are coordinated by the DFA-OUMWA's Focal Person for trafficked persons. The FP forwards requests for arrival assistance to the N/LIATFAT which operates at the Ninoy Aquino International Airport (NAIA) and in other international airports and seaports in the country. As such, it is responsible for arrival assistance to ensure the safe and dignified arrival of the trafficked person and appropriate turn-over to the coordinating or receiving agency responsible for post-return/reintegration services. In such a situation, the CorA is also the RefA.

The services provided by the N/LIATFAT, among others, are:

Arrival assistance includes facilitating arrival procedures and processing at immigration and customs as well as providing security, if necessary, in addition to the following:

- The N/LIATFAT shall interview the trafficked person to gather additional information about the trafficking incident, particularly if he/she intends to cooperate in the prosecution of the traffickers. He/she shall be treated as a victim and not as an offender.
- Physicians, social workers and welfare officers shall provide the appropriate services for those needing special attention due to his/her physical and mental health condition.
- For a trafficked child, a parent/guardian or a social worker must be on hand to welcome/receive him/her.
- Temporary shelter/accommodation shall be provided to those who are unable or unwilling to return to their families at the OWWA Center, DSWD Center or an NGO licensed child-caring agency (for a trafficked child).
- No media shall be allowed to interview or take photos of the trafficked person. A member of the N/LIATFAT maybe interviewed but no identifying data should be divulged to the public.

Turn-over of the case to the appropriate coordinating or receiving agency for post-return services based on previous arrangement. The turn-over at the airport or seaport will ensure that continuing services will be provided to the trafficked person primarily to prevent re-trafficking and ensure his/her recovery and reintegration.

- The DSWD/LSWDO, OWWA or an NGO may receive the trafficked person at the airport or seaport for post-return services. In view of their functions, the DSWD and the OWWA are coordinating agencies as proper referrals are made to the LSWDO or NGO for continuing provision of services. There are instances where the trafficked person is received directly by their family at the sea/airport and follow-up services are then arranged with the client and his/her family.
- On the other hand, the NGO may provide all the needed services and at times, also make referrals to government and other NGOs. Some NGOs handle special cases such as that of Batis Center for Women, DAWN and Kanlungan Center Foundation where they take care of trafficked cases mainly from Japan.

The CorA focal person shall maintain a Referral Registry and update the Client Card as basis for data banking and monitoring of referrals to various agencies.

3.4.2. NGO Facilitated Return of Trafficked Persons

The concerned NGO (RecA) shall provide arrival assistance at the airport or seaport as needed by the trafficked person. They may seek the assistance of the N/LIATFAT as necessary. If the trafficked person needs temporary shelter upon arrival, the NGO shall provide this in coordination with other partner agencies. The RecA shall update the Client Card, the Integrated Intake Form and other forms as necessary. The data on the Client Card must be encoded in the NRRD and a report to the National or Regional Referral Network is encouraged.

The NGO shall designate a case manager who will provide/coordinate the post-return services particularly the recovery and reintegration of the trafficked person with his/her family and community.

3.4.3. Self-Returned Trafficked Persons

In cases where the trafficked person arrived independently and had sought the assistance of the N/LIATFAT, they shall identify a RecA to provide post-return services and accomplish Referral for Service (RR Form 3).

If the trafficked person seeks the assistance of an NGO upon arrival, the NGO as the RecA, shall provide the needed arrival services and subsequent post-return services.

Whichever is the RecA, it is encouraged that a report is given to the National or Regional Referral Network and be part of the referral network at the city or municipal level.

Chart 2. Referral System in Cross-Border Trafficking

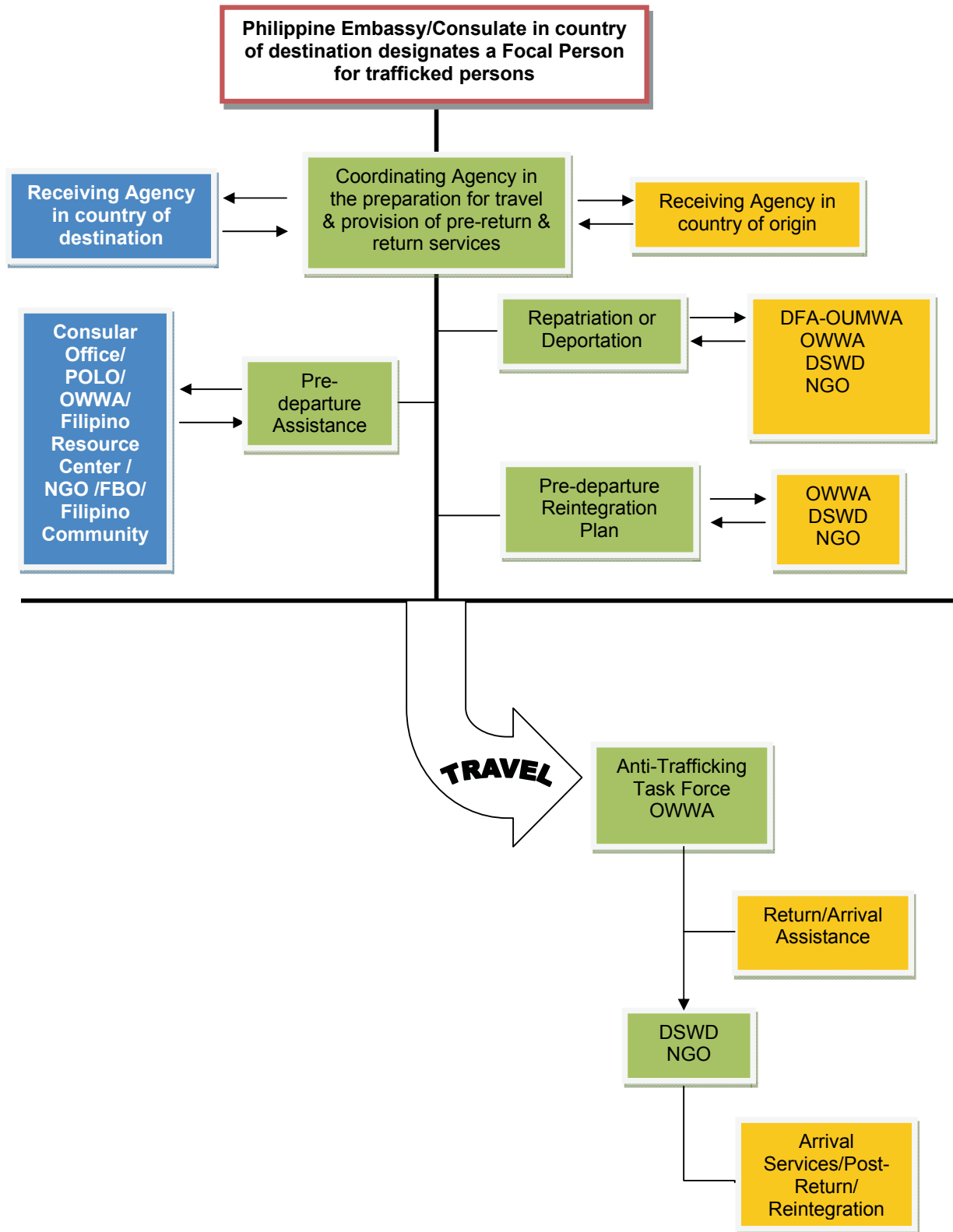
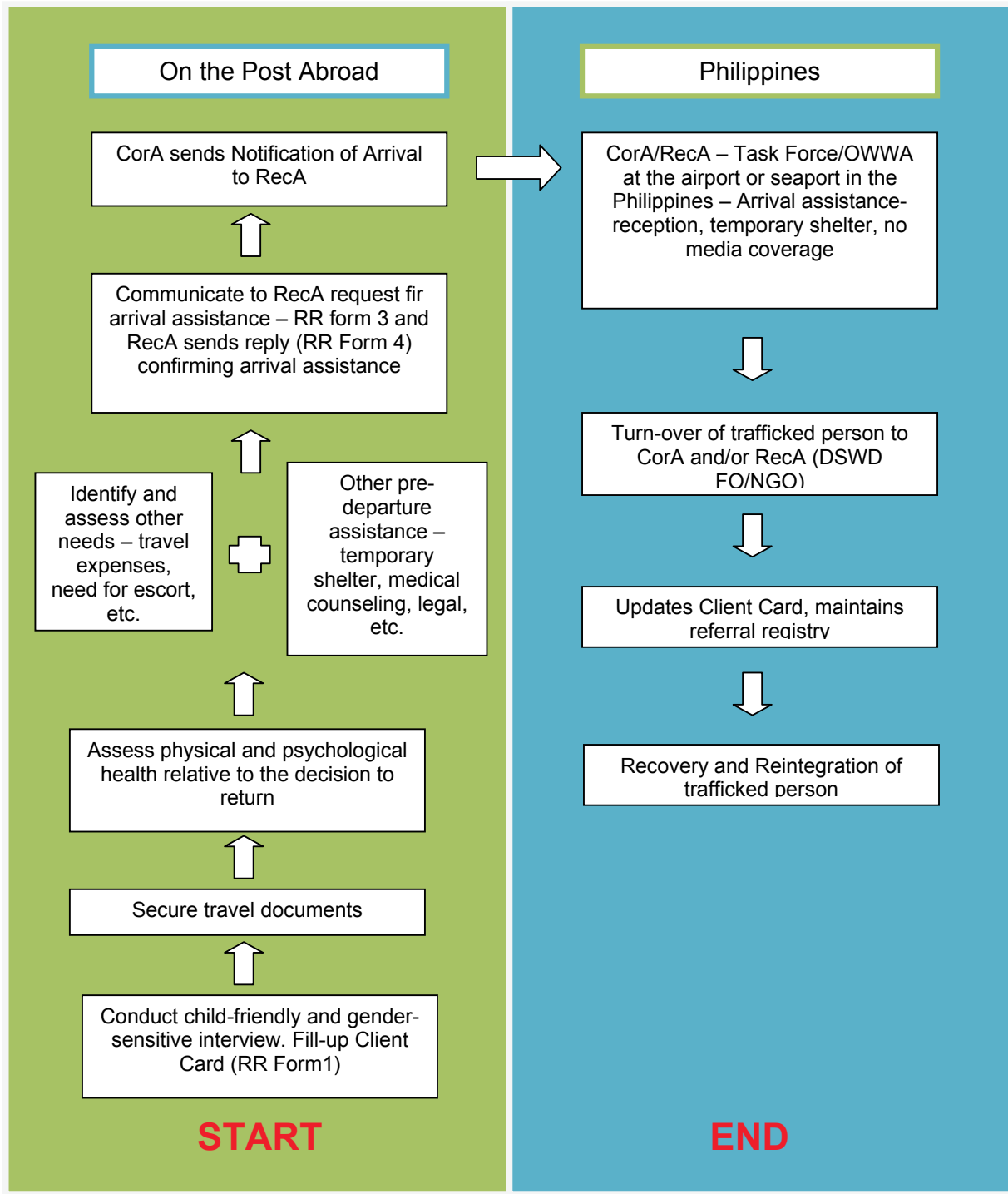


Chart 3. Flow Chart of Return Services at International Level



IV. The In-Country Referral System

4.1. Entry to the Referral System

A trafficked person may come in contact with government agencies or NGOs/FBOs, seeking return assistance, under any of the following circumstances:

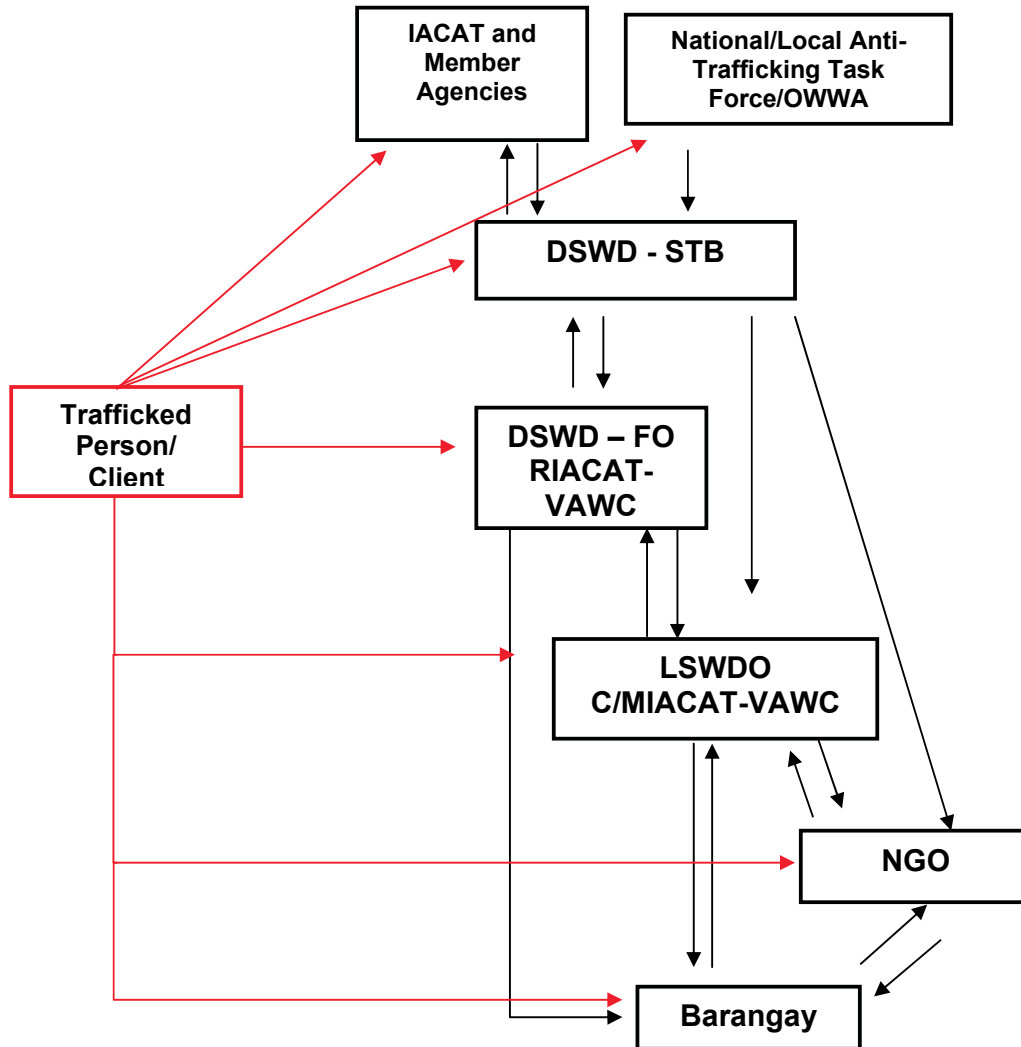
- The victim arrived in the Philippines who was earlier referred by the CorA, NGO or other organizations in the country of destination thru the international referral system;
- The victim arrived independently or whose arrival was facilitated by an NGO without coordination with the CorA in the country of destination; or
- The victim was trafficked within the country and personally seeks assistance or was referred by family/relatives or friends, or any of the government agencies and NGOs/FBOs or identified through rescue operations, hotlines, outreach and case finding.

A trafficked person may enter the referral system thru any of the following offices (Chart 3):

- IACAT Secretariat and its member agencies including the DFA-OUMWA which is the focal agency on migrant workers (regular and irregular)
- N/LIAFAT which provide arrival assistance for trafficked persons at the airport, seaport and land.
- OWWA and its regional offices
- DSWD and its Field Offices or RIACAT-VAWC member agencies
- LSWDO at the provincial/city/municipality levels or P/C/MIACAT-VAWC member agencies
- NGO/FBO particularly those providing services to trafficked persons
- Barangay

The agencies which are considered as CorA such as IACAT members, N/LIATFAT, DSWD/FO, PSWDO and the barangay) should refer the client to the identified RecA (C/MSWDO/NGO) in the place of residence of the client. The CorA shall accomplish the Referral for Service Form (RR Form 3) and a Registry Referral (RR Form 6).

Chart 4. Entry of a Trafficked Person to the In-Country Referral System



4.2. The In-country Referral Network

The referral network on recovery and reintegration services is at four levels – national, regional, city/municipal and agency level – for purposes of ensuring the provision of services to a trafficked person in order to meet his/her individual needs geared towards his/her incorporation to family and community life.

- At the national and regional level, the DSWD and its Field Offices act as the coordinating agencies;
- At the city/municipal level, the Local Social Welfare and Development Office is the coordinating agency; and
- At the agency level, the C/MSWDO and NGO are the social service providers with a case manager making certain that needs of each trafficked person/client is responded to in collaboration with other agencies or individuals.

4.2.1. National Coordinating Agency and Focal Person

It is envisaged that the DSWD's Social Technology Bureau will be the CorA at the national level whether the referral is coursed through:

- Any of the Bureaus or offices of the DSWD Central Office or any of the DSWD Field Offices;
- Any member of IACAT or any government office (NGA/LGU);
- An NGO/FBO, any civic organization/agency or the private sector; and
- Any individual from civil society or the trafficked person him/herself

As a CorA, the Social Technology Bureau shall:

- Designate a Focal Person to oversee the National Referral Network on Reintegration of Trafficked Persons;
- Take immediate action on referrals received based on the tentative assessment of the needs of the client and maintain a Directory of Resources and a Referral Registry;
- Refer cases to the DSWD Field Office for pre-return services particularly if the client needs temporary shelter in one of the DSWD's residential facilities or refer directly to the social service provider (LSWDO/NGO) in the area; monitor and ensure that the cases referred to RecAs are provided with services;
- Conduct periodic meetings and consultations with members of the national referral network and other partners;¹⁵
- Be the repository of all data on return/recovery and reintegration services; and
- Render periodic reports to IACAT on the recovery and reintegration services and the network bringing to their attention unresolved issues and concerns as well as recommendations for a more effective implementation of RA 9208.

¹⁵ Refer to 2.3. For some policy and program issues/concerns subject of their discussions.

The national network of agencies engaged in recovery and reintegration services shall initially be composed of DSWD, OWWA, and NGOs – Batis Center for Women, DAWN and Kanlungan Center Foundation Inc. which are the partner agencies under the DSWD-ILO Reintegration Project. Other agencies maybe invited relative to particular concerns as the need arises. The project covers the provinces and cities of Regions 1, 3, 4-A and NCR.

4.2.2. Regional Coordinating Agency and Focal Person

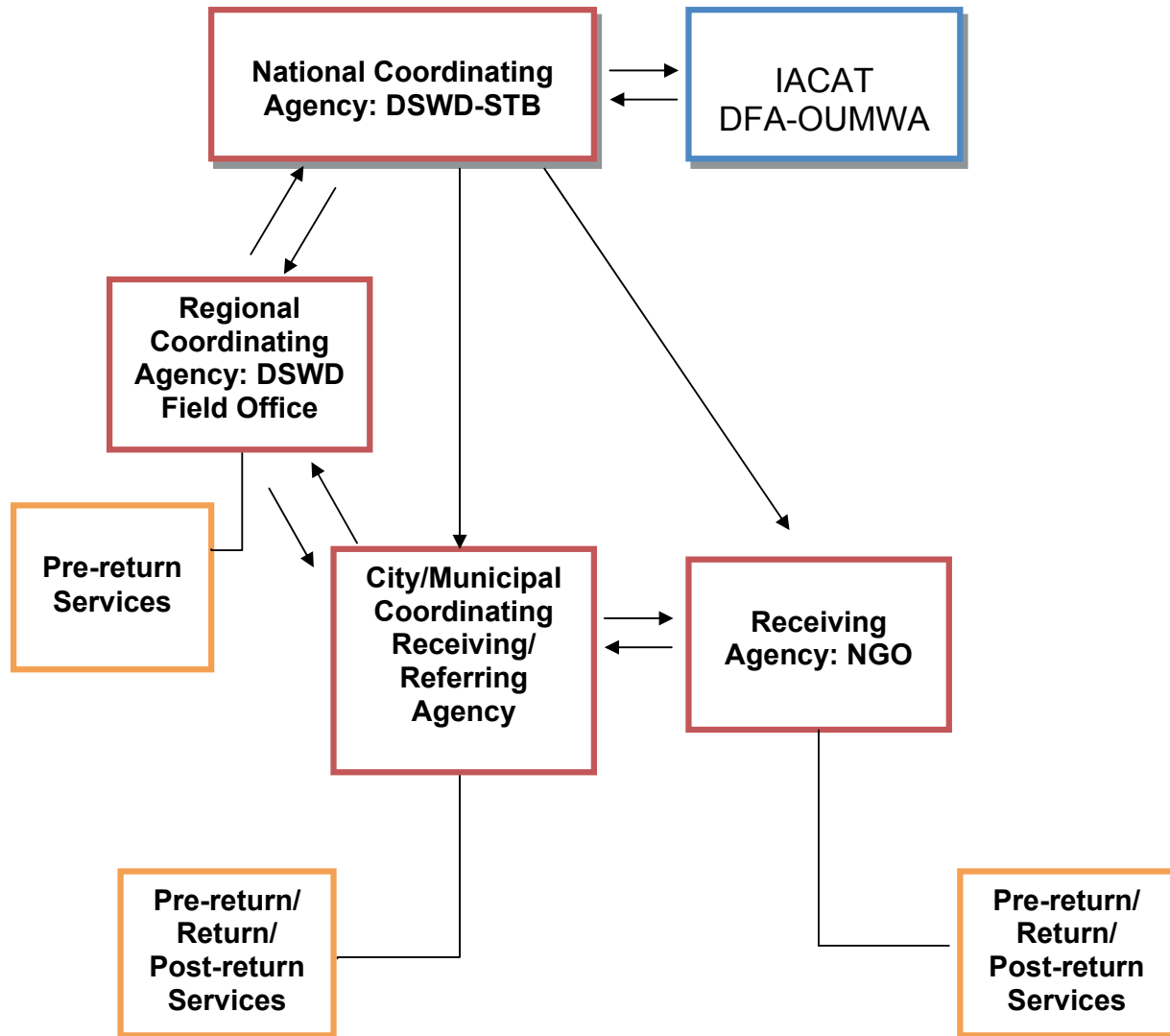
The DSWD Field Offices shall be the coordinating agency at the regional level. It could be a RefA, too. It shall:

- Designate a Focal Person to coordinate activities at the regional level;
- Take immediate action on referrals received particularly those referred for temporary shelter in any of its residential facilities e.g. Haven, Home for Girls and Reception and Study Center for Children; centers to accomplish Client Card (RR Form 1), Integrated Intake Form (RR Form 2), Referral for Service (RR Form 3) and the Referral Registry (RR Form 6); case management shall be undertaken in coordination with the concerned C/MSWDO or NGO which will provide the return/reintegration services;
- Refer cases to C/MSWDOs and NGOs; monitor the provision of services by the receiving agencies; maintains a Directory of Resources and a Referral Registry;
- Conduct meetings and consultations including capability-building measures with the regional referral network and partner agencies to improve quality of services as well as improving the operation of the referral system;¹⁶
- Maintain a data bank on trafficked persons' cases and the recovery and reintegration services provided to them; and
- Submit periodic reports to the DSWD-STB to include policy and program issues and concerns, good practices and recommendations. The RIACAT-VAWC maybe updated about the network's activities and concerns.

The Regional Referral Network on Reintegration of Trafficked Persons shall be composed of the DSWD Field Office, OWWA Regional Office, TESDA and other government agencies and the concerned C/MSWDOs & NGOs. Members of the RIACAT-VAWC maybe invited to the network.

¹⁶ Refer to 2.3 for other policy and program concerns subject of their discussions.

Chart 5. In-country Referral System



4.2.3. City/Municipal Coordinating Agency and Focal Person

The City or Municipal Social Welfare and Development Office shall be the coordinating agency at the city/municipal level. It shall:

- Designate a Focal Person to coordinate referrals within the city or municipality and other activities of the referral network;
- Act on referrals received as a social service provider (refer to 4.2.4);
- Refer cases to PSWDO and NGOs as necessary;
- Conduct meetings, consultations and case conferences with member agencies on operational issues/concerns between and among agencies including assessment of the referral system and how it could be more effective;¹⁷
- Maintain a data bank on cases and services provided to trafficked persons, a Directory of Resources and a Referral Registry; and
- Submit periodic reports to the DSWD Field Office and update the C/MIACAT-VAWC.

The City/Municipal Referral Network on Reintegration of Trafficked Persons is composed of the C/MSWDO, NGOs and other partners involved in the provision of services. Members of the P/C/M IACAT-VAWC maybe invited to be members of the network.

4.2.4. Agency Coordination and Focal Person

The C/MSWDO and NGO are the receiving agencies being the direct providers of post-return/recovery and reintegration services to the client.¹⁸ It shall:

- Assign a social worker as the case manager (CM) responsible in the management of a particular case. The case manager is oftentimes the Focal Person of the agency in view of the limited staff of the RecAs. However, if there is several case managers in an agency based on their caseload, an agency Referral Focal Person may be designated to update the Client's Card and the Referral Registry.
- A case manager (CM) ensures that the client's needs are met by the agency or by referring the client to other agencies such as for medical care, legal assistance and others. The CM shall be responsible for the following, among others:
 - conduct child-friendly and gender-sensitive interview to assess the specific needs of the client and actively engage him/her in analyzing and planning his/her recovery and reintegration program; fills up the individual Client Card (RR Form 1) and the Integrated Intake Form (RR Form 2);
 - refer client to appropriate agencies to address specific needs of client; fill up the Referral for Service form (RR Form 3) and Referral Registry (RR Form 6);

¹⁷ Refer to 2.3 for other operational matters/concerns at the city/municipal levels.

¹⁸ The trafficked person shall now be referred to as Client and post-return services as recovery and reintegration services.

- continue providing services within the context of the over-all recovery and reintegration plan; record/document such actions in the client's case folder;
 - follow up action on such referrals and reviews feedback forms (Referral Feedback: RR Form 4);
 - assess periodically the achievement of the goals of the recovery and reintegration program and make adjustments as necessary;
 - conduct a final assessment, use the indicators checklist, and prepare to terminate the case; accomplish a transfer or closing summary of the case.
- Ensure a successful referral and an effective case management through supervision and case consultation; and
 - Conduct case conferences with members of the multi-disciplinary team to assess achievement of goals and provision of services to specific clients; assess gaps in services and recommended measures to enhance the agency referral system.¹⁹

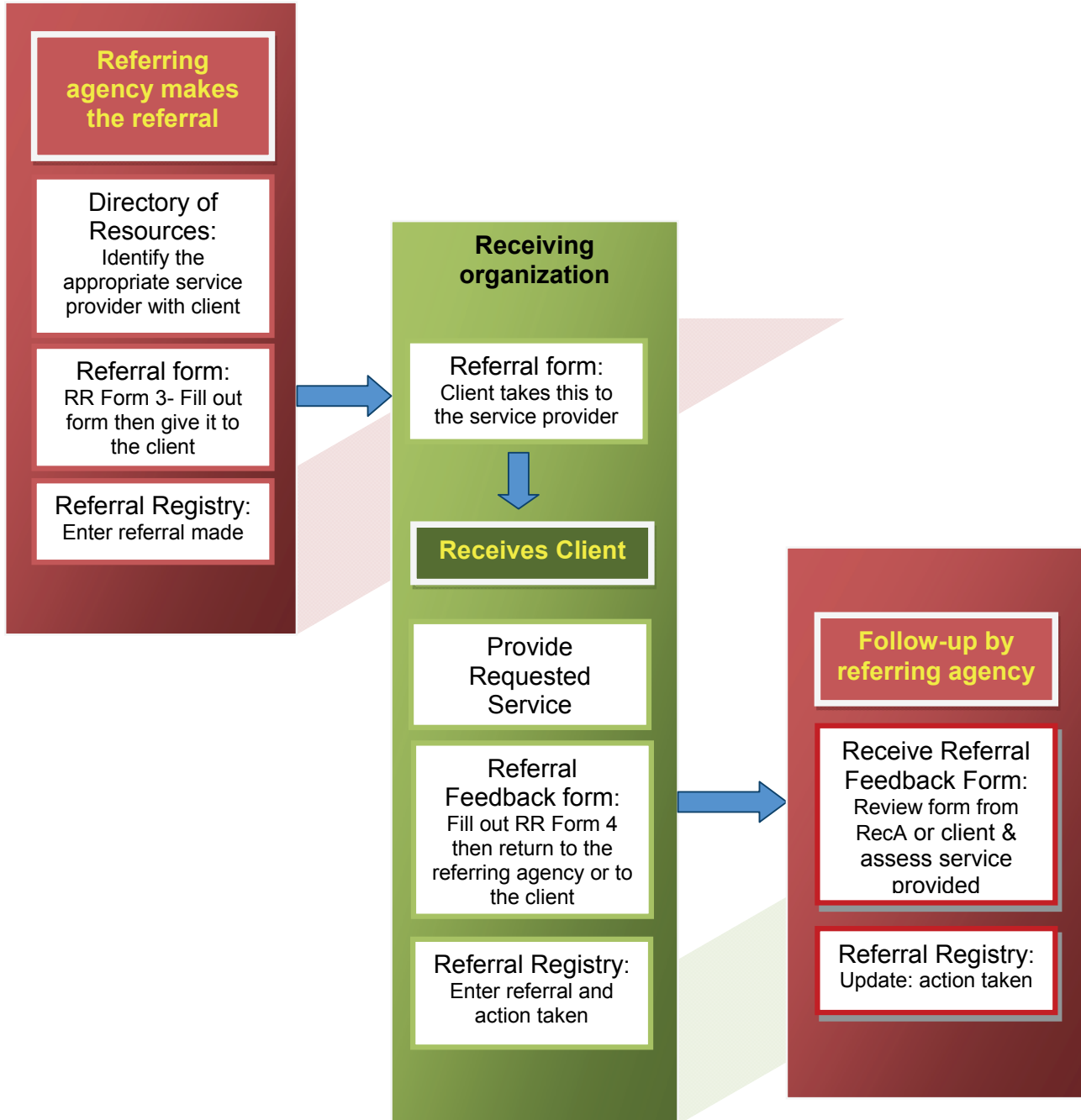
4.2.4.1. How to Make a Successful Referral at the Agency Level

Referral service is a major component of the case management process due to the fact that rarely does any one agency has all the resources to meet the needs of a client. The following are tips in making a successful referral:

- Assess with the client and decide what are his/her immediate needs. Accomplish Client Card (RR Form 1) and the Integrated Intake Form (RR Form 2). Encode relevant data in the NRRD.
- Outline the various options available and help the client choose the most suitable in terms of distance, cost, and services.
- Assess with the client the factors that may make it difficult for him/her to complete the referral, such as lack of transportation fare, care for the child, work schedule, cost, etc., and try to address them.
- Discuss shared confidentiality with client and support him/her what information he/she may share and with whom.
- Give the client the referral request (RR Form 3), the name of case manager, contact numbers and address of RecA.
- Make a note in the client's file; follow-up and monitor the referral; expecting to receive a feedback from the RecA (RR Form 4) and the client.
- Document the referral in the agency's referral registry (RR Form 6) and update the Client Card, encode in the NRRD.
- Update Directory of Resources (RR Form 7) as the need arises.

¹⁹ Refer to 2.3 for more discussion on agency referrals.

Chart 6. Agency Referral System



V. Return Services and Indicators

The purpose of return services is for “the client’s safe, dignified and sustainable reinsertion into society and a normalized life.”²⁰ Such services are geared towards the recovery and reintegration of the trafficked person/client. For easy reference, these are divided into three – pre-return, return and post-return services. These return services are provided in the country/place of origin to victims of cross-border and domestic trafficking by the DSWD Field Offices (pre-return only), C/MSWDO and NGOs in their respective city or municipality.

5.1. Pre-Return Services

As part of case management, pre-return services are arrived at with the client when he/she decides to move back to his/her place of origin or settle down in another place. This must be a voluntary and well-thought decision and in accordance with a recovery and reintegration plan. If no movement is planned, the case manager and the client shall proceed to the implementation of the agreed recovery and reintegration plans of the client. The pre-return services lay the foundation for the recovery and reintegration of the trafficked person. This is the withdrawal phase from the trafficking situation and is also the start of the recovery process. The assistance and support to the client is similar to that of those provided to the victims of cross-border trafficking.

a. Provision of pre-departure assistance is based on the individual needs of the client considering age, sex, status and other factors with his/her consent.

- provision of temporary shelter/accommodation/foster care for the client’s safety and security from reprisals of the traffickers;
- medical care and treatment for injury, disability and other condition e.g. pregnancy;
- psychosocial care to cope with trauma, anxieties and other mental health concerns; and
- legal information and counseling on the procedures, process, risks and effects if client cooperates in the prosecution of the traffickers.

b. Reintegration planning with client is done in coordination with the receiving agency in the place of origin or where client will settle down. The case manager requests (RR Form 3) an assessment of the family and community to determine economic and psychosocial support available to the client. In cases of trafficked children, the assessment should include the family’s role, if any, in the trafficking situation. The referral feedback (RR Form 4) shall be considered in arriving at an initial reintegration plan such as the following, among others.

- family reunification or alternative family care for children;
- formal/non-formal education, vocational/skills training;
- livelihood/income-producing activities, job placement; and
- continuing medical and/or psychosocial care.

²⁰ IOM (2007). The IOM Handbook on Direct Assistance for Victims of Trafficking. IOM: Geneva

If possible, a case conference maybe held with the receiving agency/case manager to discuss the return and post-return/reintegration plans. It is suggested that the client give its consent in writing to the initial reintegration plan which will be the basis for continuing support by the C/MSWDO or NGO.

c. Preparation for travel entails arriving at decisions on the:

- mode of transportation (by air, sea or land), date, time of travel;
- need for escort particularly for a child;
- expenses during the travel such as bus/boat/airfare, food, clothing, etc.;
- physical and mental health capacity of client to travel;
- arrival arrangements at airport/seaport/bus station;
- arrangements for follow-up/post-return/reintegration services provided by a RecA with the name, address of agency, case manager's name & contact numbers given to the client; and
- send to RecA, the Notification of Arrival (RR Form 5) on final travel arrangements of client.

5.2. Return Services

The RecA/case manager should extend the necessary assistance to the client upon arrival at the place of origin or resettlement. This maybe in the form of:

- meeting him/her at the airport/seaport/bus station;
- contacting/visiting client immediately at his/her home to determine his/her initial adjustment in a new environment;
- introducing him/herself and the agency's services, assessing immediate needs and schedule an appointment for an interview to review pre-departure reintegration plan; and
- attending to client's immediate needs such as temporary shelter/accommodation, medical/psychological care and intervention.

Through these activities, a healing relationship is established between the client and the CM. Building on the client's progress resulting from the pre-return services, the CM and the client jointly move on to the recovery/reintegration phase.

5.3. Post- Return Services

The RecA (C/MSWDO/NGO) responsible for return services continues with the post-return services to maintain the healing relationship earlier established. The recovery process continues which started through the pre-return services in order to stabilize and restore the client's physical, social and psychological well-being. The pre-departure reintegration plan of the client needs to be reviewed and implemented by the client and the case manager. Again, the CM must provide the services in cooperation with other agencies through the referral system.

The recovery and reintegration plan must be realistic based on the case manager's assessment of:

- client's capabilities, potentials and situation (age, sex, level of education, work experience, etc.);
- family support and resources such as parenting capability to care for the child, etc.; and
- community resources such as schools, employment opportunities, self-help (support) groups, etc.

The quality, intensity and duration of the assistance as well as the efforts and support contributed by the staff of the agency also is a major factor in ensuring the success of the client's recovery and reintegration.

The development of indicators is the first attempt to have a guide to assess the progress of the trafficked person in attaining his/her recovery and reintegration. These were arrived at by the service providers from the DSWD, C/MSWDO and NGOs.²¹ The indicators need further refinement based on the experiences of the social service providers.

5.3.1. Recovery Phase and Indicators

The recovery phase is directed towards the client's healing to regain her self-esteem and control of forces around him/her to enable move on with him/her life. The objectives and the services for physical, social and psychological recovery of trafficked persons are the following:

1. Satisfy the immediate/emergency needs of client and/or eliminate threat to life.
 - Accommodation in a safe shelter to regain feeling/perception of safety. The shelter must be gender and child-friendly to consider the specific needs of women and children.
 - Provision of immediate needs such as food, clothing, personal hygiene items and toiletries, and others, in accordance with the needs of the trafficked person.
2. Recovery of physical and psychological health of client.
 - Conduct diagnosis and provision of appropriate medical care, treatment or intervention of disease/ injury/illness/disability.
 - Give legal information/counseling in terms of his/her rights such as having identity papers/passport/travel documents, assisted voluntary return/repatriation, assistance/services for trafficked persons, cooperation with law enforcement agencies, and other rights for trafficked persons.
 - Assessment of psychological health and provision of psychosocial interventions as necessary such as counseling and psychotherapy to treat post-traumatic stress disorder, anxiety and hostility.

²¹ The description of the services is found in the DSWD Manual on Recovery and Reintegration of Victims - Survivors of Trafficking for easy reference.

The following indicators on recovery are at two levels - the trafficked person/client and the RecA/RefA in the areas of knowledge, attitudes, skills and behavior. This matrix is envisioned to serve as a guide to case managers.

The Recovery Phase: Competencies of Service Providers

AREAS	KNOWLEDGE	ATTITUDES	SKILLS	BEHAVIOUR
<p>Recovery Satisfy the immediate/emergency needs of a trafficked person and eliminate threat to life.</p>	<ul style="list-style-type: none"> ▪ Knowledge on the dynamics of trafficked persons particularly those needing temporary shelter ▪ Knowledge of community resources 	<ul style="list-style-type: none"> ▪ Sensitive to the needs of the trafficked person ▪ Recognition of the client's capabilities and potentials ▪ Non-judgmental attitude towards the trafficked person 	<ul style="list-style-type: none"> ▪ Well trained on gender-sensitive and child-friendly handling of trafficking cases. ▪ Skill in case management. ▪ Skill in Implementation of standards for shelters/ residential care facilities and other services 	<ul style="list-style-type: none"> ▪ Demonstrate positive action/ behavior towards addressing the needs of client. ▪ Respect and acceptance of the uniqueness of the individual
<p>Recovery of physical and psychological health of a trafficked person.</p>	<ul style="list-style-type: none"> ▪ Knowledge on medical, psychological and social needs of trafficked persons ▪ Knowledge of existing resources for legal, economic assistance 	<ul style="list-style-type: none"> ▪ Readiness and commitment to assist the trafficked person 	<ul style="list-style-type: none"> ▪ Referral to proper resources for specific services. ▪ Established network/ link with other agencies ▪ Well-trained on case management 	<ul style="list-style-type: none"> ▪ Observant of the client's behavioral manifestation particularly those in relation to trafficking

The Recovery Phase: Services and Indicators²²

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Crisis Intervention	Satisfying immediate needs experienced by trafficked person (TP) &/or eliminating threat to his/her life.	Rendering emergency assistance so as to eliminate real threats to the life & health status of the trafficked person.	Emergency medical treatment/care.	Eliminating crisis problems with health.	Necessary medical treatment and care provided.
			Crisis intervention (psychological).	Bringing out of the condition of psychological crisis.	<p>Rapport with case manager (CM) & other service providers established.</p> <p>Able to share feelings & experiences re: trafficking situation.</p> <p>Trust with CM & other service providers developed.</p> <p>Have a positive view or outlook about the future.</p>
			Accommodation in a safe shelter	Rendering assistance in recovery/regaining feeling/perception of safety	<p>Aware of existing community resources including residential facilities, programs & services.</p> <p>Recognized the need for temporary shelter for his/her safety & security & other needs.</p> <p>Felt safe and secure in the shelter facility.</p> <p>Participated in the activities in the shelter.</p>

²² Adapted from La Strada Express, (Re) integration of the Trafficked Persons: A Process or Result? Issue No.3, April 2007, Chisinau, Republic of Moldova accessed at <http://www.lastrada.md>. on 15 October 2008.

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Rehabilitation	Recovery of physical & mental health of the TP.	Eliminating consequences of mental & physical traumas. Stabilization of body state & well-being.	Accommodation at a shelter. Material assistance Legal assistance Medical assistance	Rendering assistance in recovery/regaining feeling or perception of safety. Providing for required clothing, personal hygiene items, food assistance. Preparing for retrieval or realization of legal rights such as information of his/her rights as a victim-survivor of trafficking under RA 9208 & others. Diagnostic & treatment of chronic diseases, recovery of general state of health.	Interacted & shared with other shelter residents. Observed shelter rules and regulations Felt safe and secure in the shelter. Met basic needs i.e. clothing, food & other needs. Aware of and understand his/her rights as a TP. Aware of legal resources & options available. Aware of his/her needs for medical treatment. Willing & prepared to undergo medical care or intervention as required. Cooperated & observed medical treatment/care.
			Psychotherapy	Identifying & eliminating effects or coping with traumatic experiences such as recurring thoughts/memories of terrifying events; withdrawal & isolation; depression, etc.	Aware of his/her need for psychological intervention. Willing and prepared to undergo or participate in counseling sessions, psychosocial interventions

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/service	Goals pursued by the service providers	Indicators of client's (TP) progress
					<p>and/or therapeutic programs.</p> <p>Actively participated in these psychosocial and therapeutic programs.</p> <p>Able to have a positive outlook towards the future.</p> <p>Improved capacities in communicating, planning, decision-making & interacting with others.</p>

5.3.2. Reintegration Phase and Indicators

The reintegration process interfaces with the recovery phase. A reintegration plan is primarily focused on the following areas with the corresponding services:

1. Personal/internal adjustment involves the recovery of vital values and perception of the world.
 - Counseling and psychotherapy, if indicated, to reclaim individual worth and dignity; of the feeling of stability, calmness; trust in her own capacities; enhanced self-esteem and adjustment to new perceptions, feelings and thoughts.
 - Personal development assistance and acquisition of life skills – problem-solving, decision-making, communicating, interpersonal/social skills, etc.
 - Education including values education – formal, non-formal or alternative learning system
2. Family reintegration involves rebuilding and maintaining reciprocally supportive ties within the family - parents, siblings, relatives.
 - Individual and group counseling
 - Family counseling/therapy
 - Promotion of family values and solidarity
 - Alternative family care for abandoned, neglected, abused children
3. Reintegration in the community involves re/building social ties.
 - Creating personal network (friends, neighbors, etc.) and organization/membership in self-help groups/organizations.
 - Facilitating/creating relations in the community/new environment.
 - Conducting community education on trafficking issues geared towards understanding and acceptance of the trafficked person by the community.
 - Provision for participation/involvement in social networks, support groups, community organizations, etc.
4. Economic reintegration involves assistance to promote economic independence.
 - Career guidance to choose the career/trade matching his/her abilities, interests and demands in the labor market.
 - Vocational/skills training – access to educational assistance
 - Job placement – assistance in finding jobs or apprenticeship

- Self-employment assistance – access to capital assistance
 - Microfinance for small-scale business/livelihood activities
 - Livelihood grants/assistance
 - Business management skills development/counseling
5. Cultural reintegration involves finding out one’s cultural/ethnic identity such as relearning/appreciating the language, values, beliefs and traditions of the community.
- Developing feelings of belonging and pride as a member of the community or ethnic group.
 - Promoting cultural values, relationships, cooperation and solidarity.
6. Religious reintegration **as desired by the client** involves regaining feelings of peace and eliminating feelings of guilt. The client’s faith and religious background should be respected.
- Moral support and counseling by spiritual leaders
 - Support from family and friends
 - Promotion of spiritual well-being practices e.g. going to church services, attendance to spiritual retreats, etc.
7. Retrieval/realization of legal rights –basic human rights and rights of trafficked persons.
- Legal information and counseling on access to justice
 - Human rights education, women and child’s rights
 - Legal protection/assistance in seeking justice

A Directory of Resources (TR Form 7) which contains information on the service providers and a catalogue of services is a good reference for referrals to other agencies.

5.3.3. Termination/Closure of Return Services

It is expected that the provision of post-return services shall be terminated at some point. Under regular circumstances, such closure should be agreed upon by the CM and the client. The following are situations when closure is indicated:

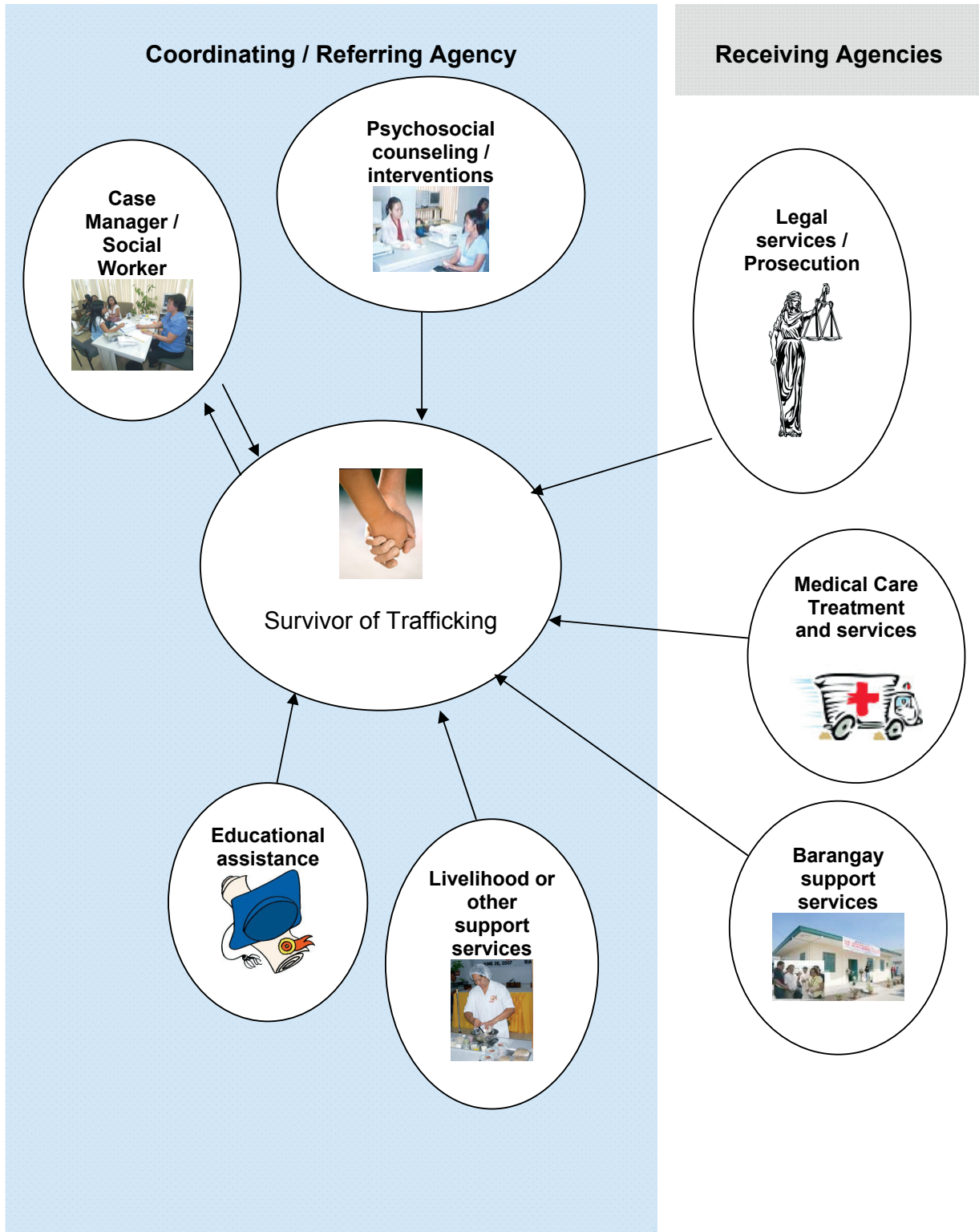
- The goals of the helping relationship have been achieved. In short, this means that the client has gained control of his/her life, i.e. he/she has recovered from the trafficking experience and has reintegrated with family and community.

In cases where the legal case is still ongoing, the case maybe closed with the agreement with the client that he/she can contact the CM for any assistance.

- Client decides to terminate the relationship due to some reasons such as, disinterest to continue with the helping relationship, physically/psychologically unable to continue due to distance or transfer to another community, etc.
- Death of the client.

The following matrix of indicators is for the guidance of the case manager and other service providers.

Chart 7. Return Services for Survivors of Trafficking



Reintegration Phase: Competencies of Service Providers

AREAS	KNOWLEDGE	ATTITUDES	SKILLS	BEHAVIOUR
Reintegration				
Personal/internal adjustment	<ul style="list-style-type: none"> ▪ Knowledge on treatment modalities and psychosocial interventions 	<ul style="list-style-type: none"> ▪ Supportive attitude in relation to client's feelings of hopelessness and powerlessness 	<ul style="list-style-type: none"> ▪ Skills in the application of therapeutic interventions 	<ul style="list-style-type: none"> ▪ Caring/nurturing relationship with client/trafficked person
Family Reintegration	<ul style="list-style-type: none"> • Knowledge on trafficking issues and effects or impact • Knowledge on RA 9208 and other related laws ▪ Knowledge on social costs of migration and psychosocial effects of trafficking on the individual and family ▪ Knowledge on family dynamics, values, beliefs and traditions ▪ Knowledge to alternative care arrangements for children 	<ul style="list-style-type: none"> ▪ Non-judgmental attitude 	<ul style="list-style-type: none"> • Skills in individual and family counseling and therapy • Skills in mediation and conflict resolution • Skills in promoting family solidarity 	<ul style="list-style-type: none"> • Supportive behavior towards client and family

AREAS	KNOWLEDGE	ATTITUDES	SKILLS	BEHAVIOUR
Community Reintegration	<ul style="list-style-type: none"> • Knowledge of community resources, community leaders and structures ▪ Knowledge of the social effects of trafficking in relation to the community ▪ Knowledge of gender issues and HIV/AIDS/STI 	<ul style="list-style-type: none"> ▪ No victim blaming attitude and non-judgmental attitude of the community towards client and family 	<ul style="list-style-type: none"> ▪ Mobilization of support system and services for the trafficked person such as a functional BCPC, establishment of watch groups, etc. ▪ Development of functional reporting and referral system at the community level 	<ul style="list-style-type: none"> • Maintain confidentiality of cases in the community • Advocate policies on non-discrimination and labeling of trafficked persons by the community • Support community or support groups for trafficked persons
Economic Reintegration	<ul style="list-style-type: none"> ▪ Knowledge of resources on career assessment ▪ Knowledge on business and entrepreneurial opportunities ▪ Knowledge on training opportunities and labor market demand ▪ Knowledge of government services and resources (i.e. TESDA, PESO, DOLE, 	<ul style="list-style-type: none"> • Belief in client's capacity to improve his/her economic situation and achieve economic independence 	<ul style="list-style-type: none"> • Skills in mobilization of resources to address the economic situation of client • Skills in preparation of project proposals, feasibility studies, project management, etc. 	<ul style="list-style-type: none"> • Supportive of client's projects and provide technical guidance as necessary

AREAS	KNOWLEDGE etc.) - Job placement, scholarships	ATTITUDES	SKILLS	BEHAVIOUR
Cultural Reintegration	<ul style="list-style-type: none"> • Knowledge of cultural values, practices and traditions of various ethnic groups and the community • Knowledge on gender issues e.g. beliefs, attitudes on women and children by the community and ethnic groups 	<ul style="list-style-type: none"> • Non-judgmental attitude towards various ethnic groups 	<ul style="list-style-type: none"> • Skills in Interpersonal relationships with various groups 	<ul style="list-style-type: none"> • Supportive of indigenous activities In the community • Show understanding and respect of client's culture
Spiritual Reintegration	<ul style="list-style-type: none"> • Knowledge of various teachings/ practices of different faiths • Knowledge on dynamics of behavior of trafficked persons as this relates to his/her religious background 	<ul style="list-style-type: none"> • Tolerance/open-mindedness over spiritual/religious practices 	<ul style="list-style-type: none"> • Mobilization of resources to support client's spiritual reintegration • Skills in psychosocial counseling to cope with feelings of guilt and shame 	<ul style="list-style-type: none"> • Acceptance and appreciative of spiritual/religious practices • Show of respect of client's spiritual beliefs, even these are different from his/her own

AREAS	KNOWLEDGE	ATTITUDES	SKILLS	BEHAVIOUR
<p>Retrieval/ Realization of legal rights</p>	<ul style="list-style-type: none"> • Knowledge of anti-trafficking law and related laws and human rights • Knowledge on processes of the justice system • Knowledge of legal associations providing legal services to clients • Knowledge on witness protection and compensation programs 	<ul style="list-style-type: none"> • Belief in the justice system 	<ul style="list-style-type: none"> • Skills in advocacy and networking • Skills in negotiation and mediation • Skills in working with an inter-disciplinary team 	<ul style="list-style-type: none"> • Active in advocacy for the respect and fulfillment of the human rights of trafficked persons • Continuing support for client who decides to seek justice

Reintegration Phase: Services and Indicators²³

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Reintegration	Individual Recovery of the system of vital values & perception of the world	Internal adaptation. barrier	Counseling & monitoring of psychological and social health.	Assistance in the recovery of the feeling of stability, calmness, trust in own capacities, support of desire to achieve harmony, adjustment to own perceptions, thoughts and feelings.	Understood present trafficking situation & coping abilities towards understanding self. Determined to overcome the negative effects of trafficking & be able to move from being a victim to a survivor. Gained basic knowledge on planning & decision making processes. Identified initial options & plans including cooperation with law enforcement agencies. Developed life skills e.g. interpersonal skills, communication, etc. & resiliency. Developed self-confidence & trust in her own capacities, positive attitudes toward life and hope for the future.
Reintegration	Family Reintegration	Building supporting ties within the family as grounds for successful building of ties with members of the community.	Counseling with the members of the family.	Assistance in building or recovery of harmonious relationships with family members and/or supporting desire to create a new family.	Encouragement and support of family members including a no victim-blaming attitude. Openness and acceptance of family members on the disclosure of client's trafficking situation. Communication & decision-making skills

²³ Adapted from La Strada Express, (Re) integration of the Trafficked Persons: A Process or Result? Issue No.3, April 2007, Chisinau, Republic of Moldova accessed at <http://www.lastrada.md>. On 15 October 2008.

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Reintegration					<p>among family members.</p> <p>Caring/nurturing behavior towards client's family integration.</p> <p>Participate in activities enhancing family solidarity.</p> <p>Understood the effects of trafficking on the individual & family.</p>
		Counseling of the victim-survivor.	Supporting desire to build and/or harmonious relationships with parents and other family members.	<p>Understood the effects of trafficking on the individual & family.</p> <p>Aware of rules and procedures on safe migration & measures to prevent trafficking.</p> <p>Initiative in seeking justice by the client with support of family.</p> <p>Participated in activities enhancing family solidarity.</p> <p>Appreciation and behavior based on family values and traditions.</p> <p>Interest to join support groups.</p>	

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Reintegration	Reintegration in the Community	Recovery/building of social ties.	Assistance provided by the multi-disciplinary team on human relations.	Rendering assistance facilitating socialization, creating the feeling of social importance, trust, kindness and love to others.	Aware of community groups/organizations. Interpersonal skills with community leaders and groups. Show self-confidence. Active membership in a community or support group.
				Rendering assistance stipulating creation of relations in a new social environment (resettlement in a new community).	Advocate open discussion on trafficking issues and share experiences as needed.
			Development of tolerant attitude to victims of trafficking by the community.	Conducting social campaigns for the eradication of marginalization of the victims of trafficking.	Openness with the community on trafficking issues.

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
Reintegration	Economic Reintegration	Assistance in regaining economic independence, strengthening faith in own forces and future.	a) Integration in the labor market		
			Career counseling/guidance	Rendering assistance in choosing trade matching abilities, interests and demanded in the labor market.	Knowledge of own capacities, interests and potentials in economic endeavors.
			Vocational training	Rendering support thru access to education and training, providing school supplies & others.	Gained skills in specific vocational/technical course appropriate with his/her ability and resources. Positive work habits. Practice savings of income & other resources. Is self-reliant with sustainable job or source of income.
			Job placement	Rendering assistance in searching for job or apprenticeship, etc.	
			b) Integration in production/commodity exchange market		
			Training in small business	Rendering assistance in getting qualification in managing business, counseling support.	Engaged in income-producing activities, self-employment, livelihood activities. Gained skills on project & financial management and for sustainability.

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
			Offering grants for the development of small businesses.	Rendering capital assistance or access to grants.	Knowledge of economic, livelihood, job opportunities and resources. Engaged in income-producing activities, self-employment, livelihood projects, etc.
	Culture Reintegration	Recovery of the feeling of full-pledged member of the community.	Counseling	Assistance in finding out one's cultural identity, learning language, getting accustomed to traditions, support in cultural activities/socialization.	Knowledge on ethnic group's practices, beliefs and traditions. Appreciate & accept cultural values and beliefs. Act in accordance with acceptable cultural norms. Speak own dialect, sociable, can normally relate with family and community. Show interest to 'relearn' his/her own culture of new community of choice. Develop sense of cultural belongingness. Support/join social and cultural activities of the community. Behave with self-confidence.

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
	Spiritual Reintegration (as desired by the victim-survivor)	Regaining feeling of peace, eliminating feeling of guilt, receiving support from colleagues	Moral support and counseling of spiritual leaders.	Informing on existing religious organizations.	<p>Knowledge of relevant religious teachings & practices.</p> <p>Respect for belief of others.</p> <p>Practice own religious beliefs.</p> <p>Seek spiritual advice, as necessary.</p> <p>Attend religious activities.</p> <p>Recognize & appreciate support of family and friends.</p>

Stages of Assistance	Scopes	Main objective pursued by each stage	Type of assistance/ service	Goals pursued by the service providers	Indicators of client's (TP) progress
	Retrieval/Realization of Legal Rights	Recovery & realization of rights under RA 9208 & other laws.	Legal and social assistance rendered by multi-disciplinary team.	<p>Making provisions for the realization of the following rights:</p> <ul style="list-style-type: none"> -right to access to justice -right for compensation -right for protection -right for education -right for health care -right for social welfare assistance and services -special protection for child victims of trafficking 	<p>Basic knowledge of anti-trafficking and related laws, legal proceedings & programs/services.</p> <p>Know protective & preventive measures against trafficking.</p> <p>Desire to seek justice i.e. filing charges, etc.</p> <p>Willingness & readiness to seek professional help as necessary.</p> <p>Trust in the justice system, GOs & NGOs for legal assistance.</p> <p>Advocate for human rights of trafficked persons.</p> <p>Determined to fight for his/her rights as trafficked person.</p> <p>Cooperation with legal authorities.</p> <p>Participation in a support group.</p>

VI. Establishing/Strengthening a Referral Network

A referral system involves a network of stakeholders to achieve a common goal. The referral process should be transparent, responsibility and authorities of each participant should be strictly determined in such a way as to guarantee the protection of victim's interests and observance of human rights.²⁴ Starting or strengthening an existing referral system involves several steps.²⁵ The steps can apply to the international, regional and local levels of referral networks.

6.1. Convene an initial stakeholders' workshop.

It is best to know the stakeholders on the issue of trafficking at the community, regional and national levels. If a Directory of Resources is available, this would be a good reference for the CorA/RecA on whom to invite in the workshop. Invitees must come from different government agencies including the concerned LGU, NGOs/FBOs and if possible, a representative of the victims-survivors. At the international level, the involvement of the Filipino communities/organizations, NGOs/FBOs, employer's organizations/groups in the host country maybe invited, too.

6.2. Conduct a participatory mapping exercise.

The mapping exercise should identify community resources, services available, requirements for referrals, potential barriers to access and how the network will be linked to existing support services of community-based organizations, regional and national structures. As a result of the process, a referral system is established and a Directory of Resources can be created or if one exists, be updated.

6.3. Put systems in place to develop and support the referral network.

Identify and train the CorA, RefAs and RecAs and focal persons/case managers on the referral system where roles and responsibilities of each agency are clear and understood by everyone. Training should be on the use of standardized forms, procedures of referral and documentation of the process of referral including tracking of cases. Guidelines on how to observe confidentiality of cases must be agreed upon.

A Protocol or a Memorandum of Agreement is encouraged to be forged among the various agencies involved. The network's activities must be periodically evaluated and appropriate changes in the system be made.

The RN may advocate for the passage of an Ordinance creating the M/CIACAT-VAWC and the passage of a Resolution by the Regional Development Council/PIACAT-VAWC/M/CIACAT-VAWC adopting a comprehensive program including the referral system, for trafficked persons.

²⁴ La Estrada Express Issue1, February 2005, p.5

²⁵ The steps are from the Family Health International (January, 2005). Establishing Referral Networks for a Comprehensive HIV Care in Low-Resource Settings. Arlington, Virginia

6.3.1. Tools to Facilitate the Referral Process

To have an effective referral system, it is important to have tools which are uniform and utilized by agencies in the referral network. This is to maintain accuracy, efficiency and consistency and for data-banking purposes.

The tools used in this referral system are:

- Client Card
- Integrated Intake form
- Referral for Service form
- Referral Feedback form
- Notification of Arrival of client/trafficked person
- Referral Registry
- Directory of resources

6.4. Mobilize the community to use and support the referral network.

Public awareness about the referral network and services offered by the agencies should be undertaken to get the support of the community and other institutions such as the church, schools, local government officials and others. Community education and the tri-media maybe used for the information, education and communication campaign.

It is best that the Local Chief Executive issues a directive e.g. Executive Order or an Ordinance/Resolution by the Sangguniang Bayan/Panglungsod endorsing/adopting the referral network for the assistance and support of trafficked persons.

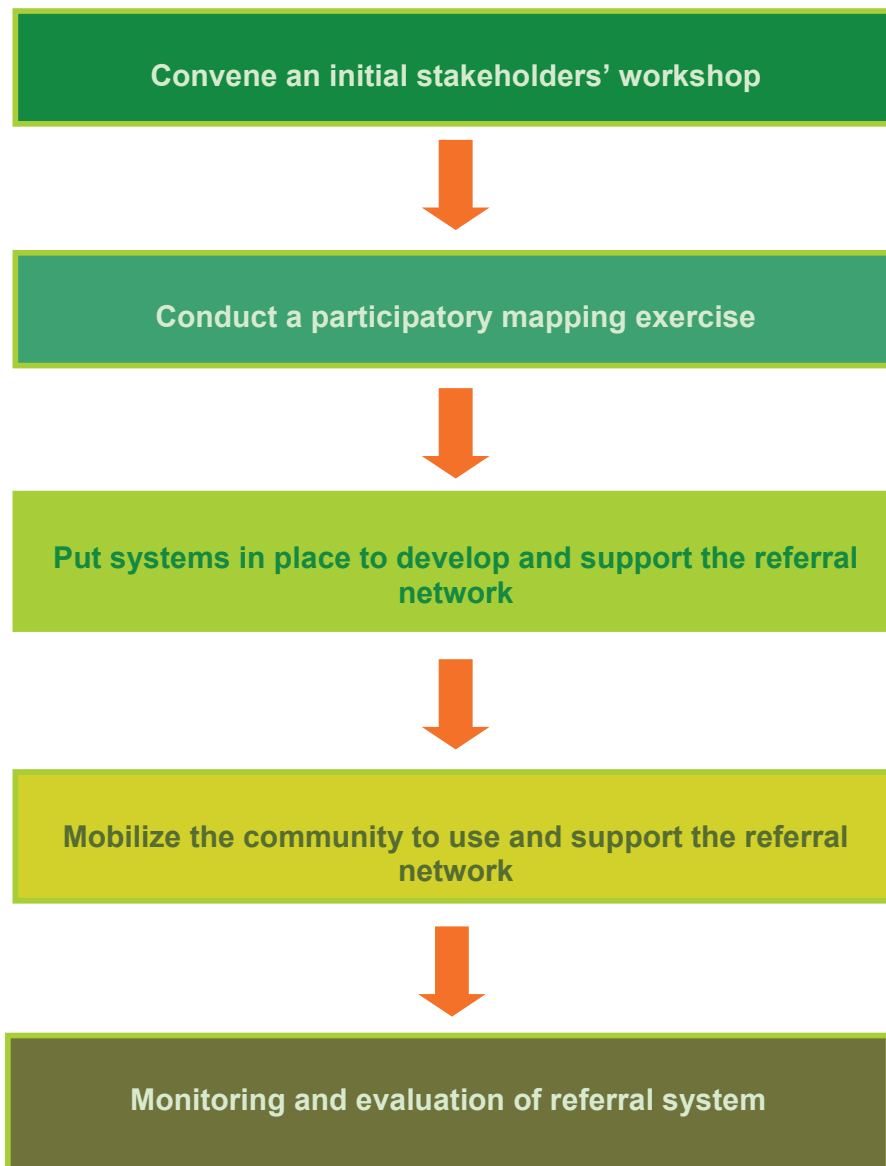
6.5. Monitoring and Evaluation of Referral System

Monitoring and evaluation of the referring system provide information on to what extent the objectives are achieved in the provision of recovery and reintegration services. Further, such feedback can lead to redesigning of the system, quality assurance and filling up the gaps in services. Some indicators are as follows:

- Total number of referrals.
- Number of follow-up referrals made.
- Number of referrals made to which services e.g. medical, legal, etc.
- Number or percent of referral services completed.
- Number or percent of clients who report their needs were met.
- Number or percent of clients who report satisfaction with referral process.

The CorA shall be responsible to discuss status of referrals in the periodic meetings with the agencies and address issues and concerns.

Chart 8. Strengthening a Referral Network



Appendices

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RR Form 1 – CLIENT’S CARD

Instructions	This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client’s records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed. Information must be encoded in the National Recovery and Reintegration Data Base.
Note	This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided.

Case No:	
----------	--

Name of handling organization: _____ Referred by: _____ Case manager: _____
--

I. PERSONAL INFORMATION		SURNAME	FIRST NAME	MIDDLE NAME
Name of Client: _____				
Client Code or Number:	Age:	Date of Birth: MONTH DAY YEAR		Sex: Civil Status:
Address (Town/Province or City only):		No. of children:		Ages of children:
Province:				
City:				
Educational Attainment:				
<input type="checkbox"/> Elementary Level <input type="checkbox"/> High School Level <input type="checkbox"/> College level				
<input type="checkbox"/> Elementary Graduate <input type="checkbox"/> High School Graduate <input type="checkbox"/> College Graduate: (Specify degree) _____				
<input type="checkbox"/> No formal education <input type="checkbox"/> Vocational/Technical Education: (Specify course) _____				

II. MIGRATION HISTORY (starting with the most recent) (Use additional sheet when necessary)			
Migration countries:	Type of work	Inclusive dates:	
		FROM MM DD YY	TO MM DD YY

III. TRAFFICKING INCIDENT			
Date: MONTH DAY YEAR			
The Act: <input type="checkbox"/> Abduction <input type="checkbox"/> Adoption <input type="checkbox"/> Harboring <input type="checkbox"/> Introducing or Matching for marriage <input type="checkbox"/> Mail-order-bride scheme <input type="checkbox"/> Marriage <input type="checkbox"/> Receipt <input type="checkbox"/> Recruitment <input type="checkbox"/> Transfer <input type="checkbox"/> Transportation	The Means: <input type="checkbox"/> Abduction <input type="checkbox"/> Abuse of power/position <input type="checkbox"/> Adoption <input type="checkbox"/> Deception <input type="checkbox"/> Fraud <input type="checkbox"/> Giving or receiving of payment to achieve the consent of a person having custody over another person <input type="checkbox"/> Other forms of coercion <input type="checkbox"/> Taking advantage of the vulnerability of a person <input type="checkbox"/> Threat <input type="checkbox"/> Use of force	The Purpose: <input type="checkbox"/> Adoption <input type="checkbox"/> Debt Bondage <input type="checkbox"/> Forced Labour/services <input type="checkbox"/> Pornography <input type="checkbox"/> Prostitution <input type="checkbox"/> Removal and/or sale of organs <input type="checkbox"/> Sex tourism <input type="checkbox"/> Sexual Exploitation <input type="checkbox"/> Slavery <input type="checkbox"/> Used in armed conflict	

IV. RETURN PROCESS (Most recent or after the trafficking incident)			
Repatriated/returned through: <input type="checkbox"/> Embassy/Consular Office in: _____ <input type="checkbox"/> The (foreign) government of: _____ <input type="checkbox"/> NGO Partner: _____ <input type="checkbox"/> Self-returned <input type="checkbox"/> Others, pls. specify: _____			
From where:	When: MONTH DAY YEAR	By: <input type="checkbox"/> Air <input type="checkbox"/> Sea <input type="checkbox"/> Land	
Assistance and services provided prior to return: <input type="checkbox"/> Counseling <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Legal services <input type="checkbox"/> Medical services <input type="checkbox"/> Psychosocial services <input type="checkbox"/> Repatriation services	Assistance and services provided by: <input type="checkbox"/> Assistance-to-Nationals <input type="checkbox"/> Labor Attaché <input type="checkbox"/> OWWA Welfare Officer <input type="checkbox"/> Social Welfare Attaché <input type="checkbox"/> NGO: _____ <input type="checkbox"/> Others: _____	Remarks/Special considerations:	

--

V. CLIENT'S PRE-REINTEGRATION PLANS	
<input type="checkbox"/> Engage in a livelihood <input type="checkbox"/> File for civil action <input type="checkbox"/> File for criminal charges <input type="checkbox"/> File for labor claims <input type="checkbox"/> Re-settle elsewhere (with relatives/friends, etc.) <input type="checkbox"/> Re-migrate for overseas employment <input type="checkbox"/> Return to school <input type="checkbox"/> Reunification with family <input type="checkbox"/> Seek local employment <input type="checkbox"/> Seek medical care/assistance <input type="checkbox"/> Seek psychosocial intervention <input type="checkbox"/> Temporary residential care <input type="checkbox"/> Undergo vocational/skills/livelihood training	Remarks: (indicate any concern expressed by client)

VI. PLANNED ACTION (as of date this form is completed)	
<i>Psycho-social intervention:</i> <input type="checkbox"/> Alternative care <input type="checkbox"/> Community education <input type="checkbox"/> Counselling <input type="checkbox"/> Educational services <input type="checkbox"/> Family assessment/orientation <input type="checkbox"/> Legal services <input type="checkbox"/> Medical/health services <input type="checkbox"/> Peer-to-peer activities <input type="checkbox"/> Stress Debriefing <input type="checkbox"/> Temporary shelter <input type="checkbox"/> Transportation Assistance <input type="checkbox"/> Witness protection	<i>Economic reintegration program:</i> <input type="checkbox"/> Access to micro-finance assistance <input type="checkbox"/> Capital assistance <input type="checkbox"/> Career counseling and occupational guidance <input type="checkbox"/> Job-placement services <input type="checkbox"/> Livelihood training <input type="checkbox"/> Skills assessment/recognition <input type="checkbox"/> Technical/vocational skills training

Prepared by:	Date: MONTH DAY YEAR
--------------	---

RR Form 2 - INTEGRATED INTAKE FORM

Instructions	This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed.
Note	This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.

Case No. _____
Date of Intake _____

PART I. Profile of the Trafficked Person

A. Identifying Data of the Trafficked Person

Name _____ Other names, if any _____

Sex _____ Age _____ Civil Status _____ Health Condition _____

Date of Birth _____ Place of Birth _____

Highest Educational Attainment _____

Skills _____

Religious Affiliation _____ Ethnicity _____

Contact Nos: mobile: _____ landline: _____ email _____

Present Passport/Travel Document No. _____ Issued on _____

Place of Issue _____

Present Address _____

Provincial/City Address _____

If child/minor, name of parent/guardian/custodian _____

Address _____

Contact Nos. mobile _____ landline _____ email _____

Last School Attended _____

Address of School _____

Date/Year _____ Status: In-School _____ Out-of-School _____

C. Work/Employment History

Name of Agency/Employer	Address and Contact No.	Nature of Work / Salary	Type of Visa	Inclusive Dates of Employment	Date and Reason for Leaving

D. Recent/Present Employment Record

Recent/Present Employment _____

Nature of Work _____ Status _____

Inclusive Dates _____ Monthly Salary _____

Name of Employer _____

Address _____

Contact Nos. mobile _____ landline _____ email _____

Name of Local Agency _____

Address _____

Contact Nos. mobile/landline _____ fax no. _____ email _____

Duration of Contract _____ Date of Termination _____

Reason/s of Termination of Contract _____

Name of Foreign Agency _____

Address _____

Contact Nos. mobile/landline _____ fax no. _____ email _____

Duration of Contract _____ Date of Termination _____

Reason/s for Termination of Contract _____

Date/time of Departure from country/place of destination _____ by _____

Date/time of Arrival at country/place of origin _____ by _____

E. Circumstances of Reporting/ Referral

Name of Reporting/Referring Party _____

Address _____

Contact Nos. mobile/landline _____ fax no. _____ email _____

Reason/s for Reporting/Referral _____

Date of Report/Referral _____ Relationship to client, if any _____

PART II. Interviewer's Assessment (Use additional paper if necessary)

A. Initial Assessment of Interviewer

Problem presented

Brief description of the trafficking incident

Types of trafficking

Prostitution
Pornography
sexual exploitation
sex tourism

forced labor and slavery
involuntary servitude/debt bondage
illegal adoption
removal or sale of organs

Alleged traffickers and others involved in the trafficking situation

Client

Client's immediate needs (specify)

Medical/health

Temporary shelter

Others

Client's initial reintegration plans

Reunification with Family

Job placement

Livelihood

Micro- financing

Return to school

Vocational/skills training

Psychosocial/medical care

Alternative care

Legal action

Others

B. Plan of Action/Recommendation/s of Interviewer

Interviewed by

Conforme:

Interviewer

Client

PART III. Description of the Trafficking Situation (Use additional paper if necessary)

A. Pre- Trafficking Situation

1.family/community/workplacesituations

2. recruitment process including individuals/agencies involved and financial transactions.

B. During Trafficking

1.modus operandi, trafficking route/s to country/place of destination including individuals and agencies involved and financial transactions, if any

2.client's experiences during the trafficking incident

C. Post-Trafficking

1. how client came in contact with government authorities/NGO e.g. rescue; repatriation/return process and immediate post-trafficking

2.client's experiences and post-trafficking situation

RR Form 3 - REFERRAL FOR SERVICE

Instructions	This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed.
Note	This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.

Case No. _____

To: _____

Address _____

Contact Person _____

Name of Client _____

Age _____ Sex _____ Address _____

Name of Family/Guardian _____ Contact No. _____

Address _____

Reason/s for Referral

Specific Service/s Requested

Please refer to attached report/ intake form/case summary for more information.

Feedback requested and sent to:

Referring Party/Agency

Address _____

Cell Phone No. _____ Landline No. _____

Email address: _____ Fax No. _____

Contact Person _____

Referred by:

Signature over Printed Name

Designation

Date Accomplished

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RR Form 4 - REFERRAL FEEDBACK FORM²⁶

Instructions	<p>This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed.</p>
Note	<p>This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.</p>

Case No. _____
 Date _____

Name of Client:	Age:	Sex:	Address:
Date referred:	Referred to:		

Service/s requested	Service/s provided	Names of service provider/s and designation	Inclusive dates of provision		Other pertinent information such as problem/s encountered	Client's satisfaction feedback (Only for case managers)
			Initial	Update		

²⁶ To be provided to referring agency/organization and the coordinating agency/organization

Service/s requested	Service/s provided	Names of service provider/s and designation	Inclusive dates of provision		Other pertinent information such as problem/s encountered	Client's satisfaction feedback (Only for case managers)
			Initial	Update		

RR Form 5 - NOTIFICATION OF ARRIVAL FORM

Instructions	<p>This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records.</p> <p>Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized.</p> <p>Attach additional pages with continued narrative, if needed.</p>
Note	<p>This form is NOT an interview guide. Staff must be properly trained in interviewing client.</p> <p>This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.</p>

Name of Client _____

Age _____ Sex _____ Address _____

Travel details: Place of Arrival _____

Date _____ Time _____ Carrier/Flight No. _____

Escort, if any: Name _____

Contact Nos. mobile: _____ landline _____

Special needs/arrangements upon arrival due to medical/psychological considerations, if any (e.g. wheelchair, need for a doctor, etc.):

To be met by at arrival: (Name) _____

Agency/Address _____

Contact Nos. mobile: _____ landline _____

Relationship, if any _____

Other relevant information:

Signature over Name

Date

Designation

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RR Form 6 – REFERRAL REGISTRY

Instructions	<p>This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed.</p>
Note	<p>This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.</p>

Name of client	Age	Sex	Service/s needed	Referring agency	By whom	Date of referral	Date referral received	Action taken by receiving organization	By whom	Remarks

RR Form 7 - DIRECTORY OF RESOURCES

Instructions	<p>This form should be completed by fully trained and designated staff of the implementing agency. Original copy shall be maintained in implementing agency and shall form part of the client's records. Any information contained herein and the rest of the records of the client shall be held in strict confidence. No information from this card shall be shared to anyone except when needed and as may be authorized. Attach additional pages with continued narrative, if needed.</p>
Note	<p>This form is NOT an interview guide. Staff must be properly trained in interviewing client. This form is likewise not an intake sheet. An integrated Intake Form shall be devised to complete other details especially with respect to services provided. Monitoring forms shall likewise be developed as part of the national recovery and reintegration central data base.</p>

Agencies and individuals in the referral network based on the services provided:

A. Residential Care Services address contact person email mobile, telephone

Organization	Address	Contact person	Contact numbers

B. Medical Services

Organization	Address	Contact person	Contact numbers

C. Psychological/Psychiatric Services

Organization	Address	Contact person	Contact numbers

D. Educational Assistance/Scholarships

Organization	Address	Contact person	Contact numbers

E. Vocational Training/Skills Development

Organization	Address	Contact person	Contact numbers

F. Livelihood Assistance

Organization	Address	Contact person	Contact numbers

G. Self-Employment Assistance

Organization	Address	Contact person	Contact numbers

H. Micro-finance

Organization	Address	Contact person	Contact numbers

I. Job Placement

Organization	Address	Contact person	Contact numbers

J. Others

Organization	Address	Contact person	Contact numbers

RR Form 7: DIRECTORY OF RESOURCES (Agencies & Individuals)

Agencies/Organizations

Name of agency/organization _____

Address _____

Contact Nos. landline _____ fax _____

Executive Director _____

Contact Person on Trafficking _____

Contact Nos. landline _____ mobile _____

Geographical Coverage _____

Clientele Served _____

Eligibility Requirements

Services Provided

Agency/Organization's Membership in Community Affairs

Individual Expert/s

Name _____

Office Address _____

Contact Nos. landline _____ fax _____

Home Address _____

Contact Nos. landline _____ mobile _____

Area/s of Expertise

Fees, if any _____

Membership in Professional Organization/s

Other relevant information

