



Monitoring anti-trafficking re/integration programmes. A manual

**Trafficking Victims Re/integration Programme
(TVRP)**





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2010

**Trafficking Victims Re/integration Programme
(TVRP)**

**An initiative of the King Baudouin Foundation,
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COLOPHON

Monitoring anti-trafficking re/integration programmes. A manual

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FOREWORD

This manual was developed in the context of the King Baudouin Foundation's trafficking assistance programme in South-Eastern Europe, the Trafficking Victims Re/integration Programme (TVRP), which funds Ngos in several countries of the region. In addition to direct funding, the TVRP provides technical assistance and capacity development for partner organisations. The manual should be read as a practical complement to TVRP issue paper #3, "Re/integration of trafficked persons: developing monitoring and evaluation mechanisms", which discusses issues involved in monitoring and evaluating anti-trafficking re/integration work.

Meaningful re/integration is a complex and costly undertaking. It requires a full and diverse package of services for the individual (and often also the family) to address the root causes of trafficking as well as the physical, mental and social impacts of their exploitation. Central to any assistance programme must be a victim and human rights centred philosophy with sustainable re/integration as the measure of success. This philosophy lies at the core of the Foundation's strategy which aims not only to support different models and approaches to re/integration in different countries but also to analyze the strengths of the various strategies as well as any inhibitors to full re/integration success.

Given the complexity of the re/integration process, it is particularly important that efforts are made to systematically monitor and evaluate individual re/integration plans and services and to assess if and how re/integration has been achieved as well as how to work more effectively. It is our hope that the two matrices that are outlined in the manual with their indicators and means of verification will help organisations to strengthen their professional skills while meeting international standards of care and key ethical principles, such as confidentiality, beneficiaries participation, non discrimination and data protection. This manual is a "work-in-progress" that will be updated and adjusted by re/integration organisations based on their individual needs, organisational situation and working environment as well as the specific trafficking issues and patterns faced within their work and context.

The Foundation would like to express its gratitude to the author Rebecca Surtees, of the NEXUS Institute, for her successful efforts to achieve this complex undertaking as well as to the TVRP partner organisations in South-Eastern Europe for sharing the lessons from their daily practice.

King Baudouin Foundation
Decembre 2010

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The overall dearth of information on monitoring and evaluation of anti-trafficking assistance, particularly re/integration work, constitutes a significant gap in efforts to combat trafficking in persons. This manual is an effort, at least in part, to work toward filling that gap, based on the work of NGOs currently active in re/integration assistance in the Balkan region.

This document was developed in the context of King Baudouin Foundation's Trafficking Victims Re/integration Programme (TVRP), to serve as a practical tool in the re/integration of trafficking victims. As such, I would like to thank KBF for its attention to the critical issues of monitoring and evaluation of re/integration within the context of the TVRP. In particular, my thanks to Fabrice de Kerchove, TVRP project manager, who oversees the project and has worked closely with NEXUS Institute on all aspects of its technical assistance, including providing valuable assistance and inputs into the TVRP issues paper series and this monitoring manual. Thanks also to Michele Duesberg for her work on the TVRP between 2006 and 2009, particularly in organising the TVRP partners meeting in Brussels in 2008 and her assistance with the TVRP partners meeting and technical seminar in Albania in 2009, both of which provided fora for discussions of monitoring and evaluation. Finally, thanks to Ann Nicoletti who, since 2010, has provided assistance on the TVRP including with the M&E issue paper and the 2010 TVRP meeting in Bulgaria where the monitoring manual was discussed and finalised.

I would also like to acknowledge the intensive work and important contribution of KBF's TVRP partner NGOs, who have been active in the development, testing and revision of this monitoring manual. These NGOs were involved in the formulation of the matrices and the identification of indicators over the course of 2008 and 2009, including during a technical seminar held in May 2009 in Albania. In addition, these same NGOs have tested these tools and indicators in the context of their on-going work in 2009 and 2010. Revisions were made to the manual based on their views, inputs and experiences following this testing period, shared during the 2010 partners meeting in Bulgaria. Thus the manual is based on their direct experiences of monitoring re/integration work with trafficked persons in SEE. Sincere thanks to all TVRP partner organisations – Different and Equal, D&E (Albania), Tjeter Vision (Albania), Animus (Bulgaria), Nadja Centre (Bulgaria), Centre for Protection of Victims and Prevention of Trafficking in Human Beings, PVPT (Kosovo), Open Gate (Macedonia), Adpare (Romania), Young Generation (Romania) and Atina (Serbia).

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Finally, my thanks to Stephen Warnath, Chair and Founder of the NEXUS Institute, for his on-going support and assistance on KBF's TVRP programme, particularly in terms of reviewing and providing comments on the issues paper series and the various versions of this monitoring manual.

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ACRONYMS AND ABBREVIATIONS

AT	Anti-trafficking
BID	Best interests determination
CRC	Convention on the Rights of the Child
CSW	Centre for social work
CV	curriculum vitae
D&E	Different and Equal
EC	European Commission
EU	European Union
KBF	King Baudouin Foundation
KPI	Key Performance Indicators
GAO	Government Accountability Office (United States)
GO	government organisation
IO	international organisation
IOM	International Organisation for Migration
M&E	monitoring and evaluation
MOU	memorandum of understanding
MoV	means of verification
NGO	non-governmental organisation
NRM	National Referral Mechanism
PTSD	post traumatic stress disorder
PVPT	Centre for Protection of Victims and Prevention of Trafficking in Human Beings
SEE	South-eastern Europe
STI	sexually transmitted infection
THB	trafficking in human beings
TIP	trafficking in persons
TRP	temporary residence permit
TVRP	Trafficking Victims Re/integration Programme
UN	United Nations
UNOHCHR	United Nations Office of the High Commission for Human Rights
UNHCR	United Nations High Commission of Refugees
UNIAP	United Nations Inter-agency Project on Human Trafficking
UNICEF	United Nations Children's Fund
VoT	victim of trafficking
WHO	World Health Organisation

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SUMMARY

Re/integration refers to the process of recovery and economic and social inclusion following a trafficking experience. Given the complexity of the re/integration process, it is important that efforts are made to systematically monitor and evaluate assistance programmes to assess if and how re/integration has been achieved as well as how to work more effectively towards re/integration of trafficked persons. This monitoring tool has been developed in the context of the King Baudouin Foundation's Trafficking Victims Re/integration Programme (TVRP) in South-eastern Europe (SEE) which has, as one of its objectives, the increased capacity of anti-trafficking (AT) organisations to monitor their re/integration work with trafficked persons. It constitutes a first, but by no means final, step in the development of categories and indicators for monitoring the work of re/integration service providers.

This manual proposes and outlines two aspects of monitoring – 1) how to monitor individual re/integration plans and 2) how to monitor re/integration services – and is considered from the perspective of re/integration stakeholders and professionals (e.g. from NGOs, IOs and GOs) as well as from the perspective of programme beneficiaries. For each aspect of monitoring, a matrix has been developed, composed of indicators and the associated means of verification, to measure the outcomes and impact of individual services and, cumulatively, the various stages of re/integration.

These matrices and indicators were developed collaboratively by the King Baudouin Foundation (KBF), NEXUS Institute and partner NGOs in the context of KBF's TVRP in SEE during its first phase (2006-2008). In the TVRP's phase II (2009-2011), TVRP partner NGOs tested and piloted the indicators, identifying what, in their experience, were the most effective, appropriate and efficient indicators for monitoring anti-trafficking re/integration work. This manual summarises the results of this process and is intended as a tool for organisations working within the context of the TVRP in SEE as well as other organisations working in the field of post-trafficking re/integration. As a first step in exploring how to monitor re/integration programmes, this manual should be considered a "work-in-progress", to be updated and adjusted by re/integration organisations based on their individual needs, organisational situation and working environment as well as the specific trafficking issues and patterns faced within their work and context.

The manual is comprised of ten parts, as follows:

Part 1. Introduction and overview

This section provides the general introduction to the manual and the issues of monitoring re/integration work.

Part 2. About the manual

This section describes how to use the monitoring tool in the context of re/integration programmes, including what it is, who it is for and how it can be used.

Part 3. How to monitor re/integration programmes

This section outlines how monitoring takes place in the context of re/integration work, describing not only the TVRP and re/integration work generally but also how, what and by whom monitoring takes place.

Part 4. Monitoring the re/integration of individual trafficked persons

This section discusses how, in practical terms, re/integration organisation can monitor the re/integration process of the individual trafficked persons they work with and assist. This includes a matrix for monitoring individual re/integration plans as well as the means of verification for assessing these indicators.

Part 5. Monitoring re/integration services

This section focuses on the re/integration services offered to trafficked persons by NGOs, IOs and GOs, or rather the performance of organisations providing these services which cumulatively should result in the successful re/integration of individual programme beneficiaries. Services must adhere to international and national standards of care and, within this framework, are to be monitored by both re/integration service providers and programme beneficiaries.

Part 6. Ethical principles in monitoring re/integration programmes

This section summarises key ethical principles in the monitoring process – namely informed consent, confidentiality, anonymity, privacy, “do no harm”, child protection, safety and security, non-discrimination, sensitivity, beneficiary participation and data protection – and discusses how these can be taken into account when monitoring re/integration programmes.

Part 7. Considerations in the monitoring process

This section discusses some of the issues and considerations to be borne in mind in the monitoring of re/integration programmes, which may inform and even inhibit the monitoring process. This section flags some of the more conceptual and complex issues involved in monitoring both re/integration plans and services.

Part 8. Conclusions and recommendations

This section lists some key recommendations toward more effective monitoring of re/integration programmes based on the experience of the TVRP.

Part 9. Bibliography

The bibliography includes resources which were consulted in the development of the manual and which may be useful for organisations interested in monitoring re/integration efforts and AT work more generally.

Part 10. Appendices.

The appendices provide additional information about the TVRP, including a description of and contact information for partner organisations, and also outlines the working terms and definitions used in the programme.

The manual should be read alongside TVRP issue paper #3, "Re/integration of trafficked persons: developing monitoring and evaluation mechanisms", which discusses issues involved in monitoring and evaluating anti-trafficking re/integration work. These include how monitoring should take place within re/integration programmes, the identification of appropriate and effective indicators, the development of systems to collect, analyse and mobilise information in on-going work and various ethical, legal and practical considerations in monitoring efforts. Read together, the two documents provide a comprehensive consideration of the issue – with both conceptual issues raised and practical tools offered.

PART 1. INTRODUCTION

Trafficking in persons is a serious human rights violation, effecting men, women and children throughout the world. In the Balkan region, human trafficking takes many forms and individuals may be trafficked to, through, from and within these countries. One central aspect of anti-trafficking work is assistance and protection to trafficked persons, including re/integration services and support.

While there are many re/integration initiatives within the anti-trafficking field, there is nonetheless a dearth of information on how to effectively monitor these programmes. This constitutes a significant gap in efforts to combat trafficking in persons and to provide trafficking victims with adequate and appropriate re/integration support. It also serves to constrain the work of re/integration organisations that, as a result, lack the information and tools to assess and improve their work. This monitoring tool is a first step in exploring how to monitor re/integration programmes. It is an effort to contribute to a body of knowledge on monitoring re/integration programmes, by developing, testing and revising indicators specific to anti-trafficking re/integration work.

This manual proposes and outlines two aspects of monitoring – 1) how to monitor individual re/integration plans and 2) how to monitor re/integration services – and monitoring is to be undertaken from the perspective of both re/integration professionals and programme beneficiaries. For each of these aspects a matrix has been developed, composed of indicators (and the associated means of verification) to measure the impact and success of individual services and, cumulatively, the various stages of re/integration.

These matrices and indicators were developed collaboratively by the King Baudouin Foundation (KBF), NEXUS Institute and nine partner NGOs in the context of KBF's TVRP in SEE during its first phase (2006-2008). This included discussions at the 2008 TVRP partners meeting in Brussels and the 2009 technical seminar on M&E in Durres, Albania.¹ In the TVRP's phase II (2009-2011), TVRP partner NGOs have tested and piloted the indicators, identifying what are the most effective, appropriate and efficient indicators for monitoring anti-trafficking re/integration work. The matrices were then discussed at the 2010 TVRP partners meeting in Pomorie, Bulgaria in 2010 and revised accordingly.

¹ In phase I, TVRP partner organisations included: Different and Equal (Albania), Tjeter Vision (Albania), Animus (Bulgaria), Nadja Centre (Bulgaria), Open Gate (Macedonia), Adpare (Romania), Young Generation (Romania) and Atina (Serbia). In phase II, the TVRP continued to fund these organisations and, in addition, was expanded to include the Centre for Protection of Victims and Prevention of Trafficking in Human Beings (PVPT) in Kosovo.

This manual summarises the results of this process and is intended as a practical tool for re/integration organisations working within the context of the TVRP in SEE as well as other organisations working in the field of re/integration of trafficked persons.

The manual should be read alongside TVRP issue paper #3, "Re/integration of trafficked persons: developing monitoring and evaluation mechanisms", which discusses issues involved in monitoring and evaluating anti-trafficking re/integration work, including how monitoring should take place within re/integration programmes, the identification of indicators, the development of systems to collect, analyse and mobilise information in on-going work and various ethical, legal and practical considerations in monitoring efforts. Read together, the two documents provide a comprehensive consideration of the issue – with both conceptual issues raised and practical tools offered.

PART 2. ABOUT THE MONITORING MANUAL

2.1. What is it?

The manual is a practical tool to be used in monitoring anti-trafficking re/integration programmes. Two main aspects of monitoring are proposed and outlined:

- How to monitor the re/integration process of individual trafficked persons; and
- How to monitor re/integration services available to trafficked persons.

To this end, monitoring is considered from the perspectives of re/integration professionals and programme beneficiaries.

This manual is a “work-in-progress”, to be updated and adjusted by re/integration organisations based on their individual needs, organisational situation and working environment as well as the specific trafficking issues and patterns that are faced within their work and context. Indeed, this monitoring manual should, arguably, always to be “in progress” given that successful re/integration involves the efficient and ethical provision of services and assistance to clients whose needs are diverse, complex and often changing. Moreover, this document is intended to be a flexible “starting point” for organisations to adapt to their own situation and needs, including their specific re/integration approach, models of care, timeframe of assistance, national context, legal and administrative framework, etc.

The manual serves as the practical tool which complements TVRP issue paper #3, “Re/integration of trafficked persons – developing monitoring and evaluation mechanisms”, which outlines issues involved in monitoring and evaluating anti-trafficking re/integration work, including how monitoring should take place within re/integration programme, the identification of indicators, the development of systems to collect, analyse and mobilise information in on-going work and various ethical, legal and practical considerations in monitoring efforts. Read together, the two documents provide a comprehensive consideration of the issue – with both conceptual issues raised and practical tools offered.

2.2. Who is the manual for?

The monitoring manual is intended for any professional working on anti-trafficking re/integration, whether for GOs, NGOs or IOs. The manual

may be used by professionals and organisations which work comprehensively on re/integration, to assist them in monitoring re/integration assistance in its entirety. The manual may also be used by professionals and organisations which work on one aspect of re/integration – for example, medical care or legal assistance – to assist them in monitoring the provision of this specific re/integration service.

The manual may also be of interest to policy makers, who require information about the re/integration process to develop effective policy and programme responses, and to donors who require tools and information on how to more effectively monitor and evaluate the work of the re/integration organisations which they fund and support.

2.3. How to use the manual?

As noted above, this document is intended to be a flexible “starting point” for organisations to adapt to their own situation and needs. In doing so, they should choose and/or adapt only those indicators (or categories of indicators) which are:

- relevant to the organisation’s work;
- manageable to monitor based on the available resources, time and capacity of the programme/organisation;
- feasible due to availability of information; and
- appropriate to the national and local context.

As each organisation works within different countries and faced varying local conditions, the length of each phase of the re/integration process (i.e. crisis, transition and re/integration) may differ quite substantially. The timeframes presented in this manual are guidelines only, rather than a concrete and definitive framework.

PART 3. HOW TO MONITOR RE/INTEGRATION PROGRAMMES

3.1. About Trafficking Victim's Re/integration Programme (TVRP)

This monitoring manual was developed in the context of the KBF² Trafficking Victim's Re/Integration Programme in SEE, which seeks to enhance the scope and capacity of re/integration programmes for trafficking victims in Albania, Bulgaria, Kosovo, Macedonia, Romania and Serbia by funding and technically supporting NGOs' re/integration work.³ The TVRP aims to support programmes that result in sustainable re/integration of victims, build NGO re/integration capacity, encourage cooperation and synergies with government agencies, identify effective re/integration models and promote sustainable re/integration programmes.

Because the TVRP has, as one of its objectives, the increased capacity of AT organisations, a central aspect of the programme is monitoring and evaluation of re/integration work. This focus is in direct response to the need for improved monitoring noted in a number of recent studies and assessments including KBF's own assessment of anti-trafficking assistance in the Balkans.⁴

This manual constitutes a first step in the development of categories and indicators for monitoring the work of re/integration service providers. It also serves as a practical compliment to the TVRP issue paper, "Re/integration of trafficked persons – developing monitoring and evaluation mechanisms". The latter is the third in a series of issue-based papers on re/integration formulated in the context of KBF's Trafficking Victim Re/integration Programme (TVRP) in SEE and based on the direct experience of re/integration service provision in the region.

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2 *The King Baudouin Foundation has been active in the field of human trafficking in SEE since 2003, at which time it focused on schemes to provide Temporary Residence Permits (TRP). The work resulted in the implementation of TRP schemes in Bosnia and Herzegovina, Croatia, Macedonia, Montenegro and Serbia. Additionally, since 2005 the Foundation has been supporting NGOs and networks providing direct assistance to victims. The Foundation also works with EU Member States and at EU level to raise the standards of anti-trafficking legislation.*

3 *Please see appendix 1 for more information about TVRP and TVRP partner organisations.*

4 *See KBF's 2006 Evaluating Anti-Trafficking Victim Assistance in Southeastern Europe: a Strategic Planning Paper for the King Baudouin Foundation, which noted the dearth of attention to M&E. See also the European Commission's 2007 manual on Measuring responses to Trafficking in Human Beings in the European Union: an assessment manual and United States Government Accountability Office's 2007 report on Monitoring and evaluating of international projects are limited but experts suggest improvements.*

3.2. About re/integration work

Re/integration refers to the process of recovery and economic and social inclusion following a trafficking experience. It includes settlement in a stable and safe environment, access to a reasonable standard of living, mental and physical well-being, opportunities for personal, social and economic development and access to social and emotional support. It may involve returning to one's family and/or community of origin; it may also involve integration in a new community and even in a new country. A central aspect of successful re/integration is that of empowerment, supporting victims to develop skills toward independence and self sufficiency and to be actively involved in their recovery and re/integration.⁵

Meaningful re/integration is a complex and costly undertaking, requiring a full and diverse set of services for victims (and sometimes their families), who themselves have widely differing short- and long-term physical, psychological and social needs. For example, a victim of extreme sexual exploitation may have physical injuries, complications related to untreated STIs, psychological issues such as PTSD and, in addition, require family mediation before being able to return home. Victims are trafficked for a wide range of purposes (for sexual exploitation, labour and so on) and the nature and impact of exploitation is often context specific and highly individual. Critically, re/integration services must take account of victim's own needs and conform to legal and administrative frameworks as well as being available geographically to all victims.

In the context of the TVRP, organisations have identified three distinct phases of re/integration, over a period of three years.

- Phase 1, crisis intervention (0-3 months),
- Phase 2, transition (4-12 months), and
- Phase 3, re/integration/social inclusion (13-36 months).⁶

While this three year time frame is the general framework of the TVRP programme, each organisation frames the re/integration process differently. For some organisations, the crisis phase is more typically a period of three months; for others it lasts six months. Similarly, some organisations consider re/integration complete at twelve months, while others use the full 36 month timeframe. Moreover, even within programmes, individual victims function with different time frames and recovery periods. The framework is designed to accommodate wide variations in approach between partner organisations and the complexity and diversity of the re/integration process between individual trafficking victims. Organisations need to adapt the timeframe to their individual situation.

⁵ This definition was developed in the framework of KBF's TVRP programme. Please see Surtees, R. (2006b) *Re/integration programmes in SE Europe—a background paper for the King Baudouin Foundation*. Brussels: KBF.

⁶ Please note that the number of months is a guideline and each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

3.3. About monitoring

What is monitoring?

“Monitoring” is the continuous oversight of the implementation of programme activities, assessing progress, identifying operational difficulties and recommending actions. Monitoring helps agencies determine whether the programme is meeting its goals; update and adjust interventions and activities as needed; and ensure that funds are used responsibly. Accordingly, monitoring keeps track of daily programme activities on a continuous basis and serves as the basis for change as well as planning for other programmes. Monitoring is vital for all programmes, whether successful or facing problems. Without monitoring, successful programmes may proceed unreflectively even though the situation (and the needs of beneficiaries) may change and require different responses (Shapiro nd: 38). Monitoring programmes which face obstacles can help to refocus and guide the programme in more constructive and responsive ways. Monitoring and interim evaluations are therefore not just about measuring progress (based on the initially defined goals); they are also an opportunity to adjust the project goals where necessary as well as to formulate key performance indicators (KPIs) more precisely and determine the target level.

Box 1: Why monitoring?

- *To determine whether the programme is meeting its goals;*
- *To keep track of daily programme activities on a continuous basis;*
- *To update and adjust interventions and activities as needed;*
- *To plan future or additional activities or interventions;*
- *To document the results achieved;*
- *To ensure that funds are used responsibly.*

Given the complexity of the re/integration process, it is particularly important that efforts are made to systematically monitor these programmes in order to assess whether re/integration has been achieved as well as how to work more effectively towards the re/integration of trafficked persons.

Continual monitoring may also detect any unplanned effects (which may be positive or negative depending on the project goals). Nonetheless, it is advisable to check at set times whether the situation is developing as desired. Where this is not the case, there is still time to make the necessary adjustments. This may mean changing approach, extending or shortening the deadline, or even modifying the initial goals to take account of the altered situation.

Monitoring mechanisms require conformity with and adherence to national and international principles and guidelines related to victim assistance and protection – for example, UNOHCHR’s *Recommended Principles and Guidelines on Human Rights and Human Trafficking* and UNICEF’s *Guidelines on the Protection of Child Victims of Trafficking*.

There are essentially two types of monitoring: process monitoring and impact monitoring. Process monitoring documents actions and activities (the output), while impact monitoring documents the

results of actions and activities (the outcome). Each matrix includes indicators for monitoring the actions and activities (process indicators) as well as for monitoring the outcome (impact indicators).

Two aspects of re/integration work need to be monitored, requiring two distinct and separate monitoring frameworks, two sets of indicators (process and impact indicators) and the involvement of different individuals/institutions.⁷

1. *Monitoring individual re/integration plans.* It is important to monitor the re/integration process of individual trafficking victims and to measure the success of beneficiaries against set criteria. In this instance it is the individual victims' re/integration success that is being monitored. Monitoring individual re/integration plans is the responsibility of the individual case worker (and supervising case manager) within the relevant assistance programme. Case workers enter data regularly about the individual case and the progression of the re/integration process. It is on-going work over the course of the individual's assistance.
2. *Monitoring re/integration services.* It is equally important to monitor the services which are offered to trafficking victims, in terms of scope, nature, accessibility, quality, etc. Monitoring is done from the perspective of beneficiaries as well as by anti-trafficking professionals – those who work directly on re/integration programmes as well as, wherever possible, professionals who provide different forms of assistance within the context of the overall re/integration work – for example, doctors and nurses who provide medical services or lawyers who provide legal advice and representation. Monitoring re/integration services is the responsibility of service providers. Such monitoring might be undertaken internally when an NGO is reviewing its own services or by the government which is responsible for monitoring the quality and availability of social services of NGOs and GOs. In some cases, NGOs may conduct independent monitoring of available services in determining what is appropriate and satisfactory in terms of nature, scope, accessibility and quality.

What are indicators?

To monitor both of these aspects of re/integration work, it is necessary to identify indicators (i.e. the specific things to be measured) as well as the respective means of verification to assess these indicators.

Indicators are the quantitative and qualitative ways of measuring whether each step of the programme has been achieved and involves answering questions of efficiency, effectiveness and impact.⁸ They should provide the ability to assess whether the programme achieves the desired results. Indicators make it possible to ask and answer questions such as: Who? How many? How often? How much? This, in turn, allows for meaningful monitoring and assessment of programme performance.

⁷ *There are other initiatives that many organisations undertake as part of their re/integration programming which are not reflected in this monitoring matrix – for example, advocacy work, capacity-building, networking with other organisations, sharing tools and learning, etc. Outcomes of these initiatives – which might include changes in policy and legislation, levels of awareness, etc. – also contribute to the impact of re/integration programmes and re/integration success. For example, just as the provision of shelters can positively impact re/integration options and success, so too can a policy change that results in government funding being allocated for shelters. However, considering these aspects of re/integration work requires a separate monitoring tool which has not been developed in the context of the TVRP at this stage.*

There are two types of indicators ⁸

1. impact indicators, which verify if the desired outcome of re/integration was achieved (e.g. physical well-being).
2. process indicators, which verify the process (e.g. how the process was organised and implemented) and the output (e.g. medical service provided); and

The matrices in this manual contain both impact and process indicators, as outlined below.

1) Impact indicators verify if the desired outcome (i.e. "successful re/integration") was achieved. Ideally verification would not be done at a single point of time but whether the impact indicators were maintained over time. Because the re/integration process must be considered according to the range of issues associated with recovery and social and economic inclusion, there are a set of impact indicators which cumulatively constitute "successful re/integration".

- For matrix #1, "impact indicators" refer to the different aspects needed to foster and support victims' sustainable re/integration. These include:
 1. safe and affordable accommodation,
 2. legal status,
 3. professional and employment opportunities,
 4. education and training opportunities,
 5. security and safety,
 6. healthy social environment (including anti-discrimination and anti-marginalisation),
 7. social well-being and positive interpersonal relations,
 8. economic situation,
 9. physical well-being,
 10. mental well-being,
 11. access to services and opportunities,
 12. motivation and commitment to re/integration process,
 13. legal issues and court proceedings,
 14. assistance to secondary beneficiaries.

⁸ *Quantitative indicators might consider, for example, the level of effort and intensity of resource allocation, while qualitative indicators would consider the quality of implementation, adjustment to change in the environment, management style and stakeholder response (Huntington 2002: 29). Both quantitative and qualitative indicators are needed to measure programme outcomes and outputs. There are limits to what can be learned from quantitative indicators; numbers don't always (or fully) show the real situation or the nature of programme "success" or "failure". They may give a sense of the scale of change or improvement but do not explain why this change or improvement took place. The number of beneficiaries who received medical care reveals only the quantity of services provided but not the quality of these services and how, cumulatively, these did (or did not) contribute to re/integration. Qualitative information provides essential complementary detail toward fuller understanding and assessment. They can, for example, assess whether the medical personnel were sensitive and professional in their attitude to beneficiaries, followed established assessment and referral protocols, provided comprehensible information to the patient, etc. (Surtees 2009b).*

- For matrix #2, “impact indicators” are linked to the specific services required for successful re/integration programmes. These include:
 1. accommodation,
 2. legal assistance,
 3. medical assistance (including psychiatric services),
 4. psychological assistance,
 5. education and professional/vocational training,
 6. economic opportunities – e.g. job placement, micro/small business, income generating activities,
 7. family mediation and/or counselling,
 8. case monitoring and follow-up,
 9. assistance to secondary beneficiaries – e.g. family and dependents of VoTs, community members where re/integration takes place, etc.

Measuring whether an impact indicator was realised involves considering the cumulative impact of the relevant process indicators. That being said, realising an impact indicator – for example, mental well-being – is not about counting the services provided, like that a beneficiary has attended 16 therapy sessions. It is about the end result, the impact of these sessions (and various other services) on the individual and their re/integration.

2) Process indicators verify that the process was realised – that is, how it was done. Process indicators for re/integration programmes might include:

- Were inputs – like services (e.g. medical care, psychological assistance) or materials (e.g. humanitarian assistance, housing subsidies) – properly allocated and distributed?
- Were guidelines, policies and procedures followed?
- Did inputs – whether services or materials – reach the target beneficiaries?

For each of the impact indicators, the matrix contains a number of process indicators. For example:

- In matrix #1, one impact indicator toward successful re/integration is “mental well-being”. Process indicators for this outcome during different phases include:
 1. Number (#) of beneficiaries who require and receive psychological assistance, and have ceased treatment
 2. Number (#) of beneficiaries who are in an improved mental condition
 3. Number (#) of beneficiaries who require and receive psychiatric treatment
 4. Number (#) of beneficiaries who require and receive hospitalisation in psychiatric facilities
 5. Number (#) of beneficiaries who require assistance in initiating and attending meetings with a mental health professional on regular basis.
 6. Number (#) of beneficiaries who require assistance and support in coping with their every day challenges
 7. Number (#) of beneficiaries who demonstrate greater resiliency and ability to re/integrate in communities as defined by positive interactions with staff and peers, self confidence, re-entry to school or vocational training or take up employment.

- In matrix #2, one impact indicator is “economic opportunities” (e.g. job placement, micro/small business, income generating activities). Process indicators during different phases include:
 1. Number (#) of beneficiaries who identify and discuss different options for employment and/or income generation
 2. Number (#) of beneficiaries motivated to find work and are assisted in finding work
 3. Number (#) of beneficiaries who are working in the formal sector (with the benefits)
 4. Number (#) of beneficiaries placed in safe/protected work environments
 5. Number (#) of child beneficiaries whose parent/ guardian has been assisted in finding employment or income generation
 6. Number (#) of beneficiaries who get employed in the crisis stage, reached employment through state and private employment agencies
 7. Number (#) of economic/job placements per beneficiary in the crisis, transition and re/integration phases
 8. Number (#) of beneficiaries who receive training and support for establishing a micro business and initiate a business
 9. Number (#) of beneficiaries who receive training and support for establishing a micro business who assess this to be sufficient and appropriate initiate a business
 10. Number (#) of beneficiaries who have employment or income generation and evaluate it as “satisfactory” – e.g. sufficient salary, safe work environment, benefits.
 11. Number (#) of beneficiaries who positively assess the capacity of state services and NGOs in facilitating income and employment opportunities
 12. Number (#) of beneficiaries who positively assess the sensitivity of the staff of the state in assisting with income generation/employment.

Proposed indicators seek to capture the perspective and assessment of both beneficiaries and service providers. They also seek to reflect the different models of assistance and services provided as well as different profiles of beneficiaries and with different trafficking experiences. For example:

- *Residential and non-residential programmes:* The matrices take into account services provided within residential and non-residential programmes. For example, in terms of “safe and affordable accommodation”, indicators consider both accommodation provided in a residential facility of some sort (e.g. a shelter, foster care, etc.) as well as the accommodation situation of persons who have returned to their families or communities (e.g. living with parents, spouse, extended family, friends, etc.).
- *Services for children and adults:* The matrices seek to include the often specific and distinct needs of children. For example, children may require the appointment of a legal guardian; where children are too young to work their guardians may be assisted with job placement or training to better equip them to support the child; children may need specialists like child psychologists, etc. That being said, because there is a distinction between children at different ages and stages of development, the difference between children and adults is not always the most salient. Some services for adults may be more appropriate for older children and youths (like vocational training and job placement) than service for younger children (like educational reinsertion).

- *Services for different forms of exploitation:* Some services may be particularly relevant depending on the form of exploitation suffered. For example, in the case of labour trafficking, medical needs might include physiotherapy where physical violence has been common or in the case of occupational injuries; victims of sexual exploitation may require more extensive sexual and reproductive health services; etc.
- *Foreign and national VoTs:* Some forms of assistance are likely to vary according to whether someone is a foreign or country national – for example, legal assistance will involve processing identity documents and the provision of temporary or permanent residency options for foreign nationals; educational/training needs will include not only formal and professional training but also language training, cultural orientation and life skills training on how to adapt to life in a new country.

That being said, indicators proposed in the matrices are not an exhaustive list (many more could be included), nor should re/integration organisations seek to use all proposed indicators (using all would be far too burdensome). Rather, the matrices offer suggestions and guidance in terms of what indicators might be used by re/integration organisations generally. Each organisation will need to select which indicators are appropriate, relevant and possible based on the scope and nature of their programmes as well as the national and local contexts in which they work.

For example, where an organisation works primarily on the crisis and/or transition phase and then refers clients to partners in other organisations/regions for the re/integration period, it may not be possible to collect full information about beneficiaries at all three stages. Similarly, re/integration organisations which access a range of state services – e.g. medical care, legal aid, etc. – may not have access to information about these aspects of the re/integration plan or some of the individual services. In addition, organisations which assist large numbers of victims will need to consider how to ensure adequate monitoring while not overburdening staff, which might mean using only a limited number of indicators. The choice of indicators will also be informed by ethical and legal considerations. That is, indicators which may lead to ethical and legal breaches – for example in terms of privacy, confidentiality or safety – must be carefully considered and, where appropriate, excluded (see Part 6. Ethical principles in monitoring re/integration programmes).

What are the “means of verification” (MoV)?

For each process indicator, there are possible “means of verification” – that is, external and objective sources of information that measures each proposed indicator (and whether they have had the proposed impact).

For example, to verify the number of beneficiaries who are reinserted into the mainstream school system, the means of verification might include: school records, student report cards, school attendance lists, case worker notes and interviews with individual students/beneficiaries. To document how many beneficiaries consider shelter accommodation to be satisfactory, the means of verification might include: an interview with the beneficiary, an evaluation form upon exiting the shelter, group discussions with shelter residents (past and/or present), case manager’s notes, etc. In some cases, it may be the combination of information sources rather than one individual source which is used.

There are many different possible sources of information, depending on the indicator. This information

might come from the beneficiary (for example, a questionnaire, from an interview, etc.) or from the organisation's staff (for example, case manager files, beneficiary progress reports, etc.) or from another professional assisting in the re/integration process (for example, a state social worker, a job counsellor or a doctor). In some cases, information may also come from the beneficiary's social environment – for example, from friends, family or community. However, contact with the beneficiary's social environment should only take place with his/her informed consent and where it does not pose risks for beneficiaries.⁹ Moreover, service providers must be aware of what information the beneficiary has (and has not) divulged within their social environment in order that their interactions do not breach ethical principles such as confidentiality, privacy, anonymity, safety/security, "do no harm", informed consent, participation, sensitivity and non-discrimination.

Box 2: What information?

Possible ways to collect information for verifying indicators in the context of re/integration programmes might include:

- *Case studies;*
- *Recorded observation;*
- *Beneficiary and staff diaries (with their informed consent);*
- *Case files and case workers notes (with their informed consent);*
- *Recording important incidents;*
- *Questionnaires, evaluations and feedback forms for staff and/or beneficiaries;*
- *Multi-disciplinary meetings amongst assistance/re/integration professionals;*
- *Reports and feedback from other service professionals involved in re/integration;*
- *Interviews or focus group discussions with staff and/or beneficiaries;*
- *Regular weekly meetings of all programme staff.*

While there are many types and sources of information which might verify an indicator, in practice, it is not always possible to access and use these in monitoring work. In some cases, this is a function of time and resources – for example, an NGO does not have the staff time or financial resources to contact all of the different professionals providing services to the trafficked person. There may also be legal and ethical considerations – for example, restrictions on sharing confidential information like medical files, psychological assessments. And there may also be constraints linked to cooperation and coordination between different organisations – for example, when state social workers are not legally permitted to share case information or when service providers are not willing to share information with others. As such, in some cases, indicators (even very good indicators) may not be feasible. Indicators are only feasible when the organisation has (legal and ethical) access to the information needed to verify the

⁹ *While information from family and community may be helpful when monitoring the re/integration process and service provision, it may not always be appropriate or indeed ethical or safe. In many situations, trafficked persons have not divulged their trafficking experience to their family and/or community and, even where their experience is known or assumed, the full extent of their exploitation may not be known. Thus, involving families and communities in evaluations may "out" victims (or aspects of their experience) which, in turn, may result in discrimination, stigma and even abuse (Brunovskis & Surtees 2010). Where services are presented more generically – for vulnerable persons – there may be ways to involve family but this will require vigilance so as not to reveal private and confidential information in the process.*

indicator. Also, there are economic considerations which should be kept in mind in decisions about monitoring. Some indicators may be expensive but essential to measure. In other cases, there may not be any need to resort to a complicated and expensive indicator and means of verification, when the information is not vital for monitoring efforts and/or is too expensive to collect.

Who monitors?

Because monitoring is essentially one aspect of programme oversight, it is undertaken during the course of the programme and by programme staff. However, determining which programme staff should be involved in this process is important. Some organisations have a separate unit tasked specifically with monitoring functions. Such an approach has the advantage of separating the task of monitoring from implementation and introducing a degree of objectivity and independence. At the same time, many organisations do not have sufficient resources for a separate unit, which means that service providers are commonly involved in monitoring activities.

While the assisting organisation is responsible for monitoring, other professionals engaged in the re/integration process potentially have a role to play as sources of information about both individual cases and re/integration services – for example, law enforcement, social workers, psychologist, medical workers and so on will have information about individual cases they are involved in. In addition, they will have information about services themselves - for example, a doctor or hospital administrator might be involved in monitoring the implementation of assessment tools, evaluating the quality and sufficiency of medical services or assessing the sensitivity of medical professionals to trafficked persons and their needs.

Involving other service providers in the monitoring of re/integration programme can bring a new angle or perspective and valuable insights based on their specific expertise of area of work. It can also facilitate disclosure – for example, by beneficiaries who have a relationship of trust with this professional or who may be reluctant to criticise the re/integration organisation with whom they have regular contact and on whom they rely for services.

How information might be shared between the various service providers working on re/integration will likely need to be negotiated on a case-by-case basis. Organising this process to meet monitoring needs may involve, for example, multidisciplinary work meetings and/or standard procedures for information exchange between relevant professionals. However, there may be limits to what these organisations can share, from a legal or ethical perspective (i.e. issues of data protection, confidentiality, privacy, safety and security, etc.) There may also be logistical issues involved in collecting a lot of case information, particularly when it involves intensive case follow-up.

PART 4. MONITORING THE RE/INTEGRATION OF INDIVIDUAL TRAFFICKED PERSONS

One central aspect of anti-trafficking re/integration work is to monitor how re/integration takes place for individual trafficking victims and the extent to which they are “successful” in the re/integration process. To this end, a matrix has been developed – comprised of various indicators and means of verification – to chart and measure the re/integration process of individual trafficked persons.

The re/integration process for individual trafficked persons must be considered according to the range of issues associated with recovery and social and economic inclusion. That is, there are specific outcomes, which must be realised and which, cumulatively, constitute “successful re/integration”. These “impacts indicators” include:

- *Safe and affordable accommodation:* This refers to whether the victim has access to a safe, secure and affordable place to live, whether provided by an organisation, institution or privately arranged.
- *Legal status:* This relates to the victim’s legal situation – e.g. whether the victim has legal status as a citizen (i.e. has been registered at birth) and has access to her/his identity documents or, in the case of foreign victims, has been provided with temporary or permanent residency.
- *Professional/employment opportunities:* This refers to the victim’s professional/employment opportunities, which might include employment or income generation activities.
- *Education and training opportunities:* This refers to the victim’s educational and training opportunities – e.g. educational qualifications (both formal and informal schooling), professional/vocational skills and training and other training/skills (e.g. life skills).
- *Security and safety:* This refers to the victim’s physical safety and well-being, including whether exposed to threats or violence by the trafficker or by other persons within the community/country.
- *Healthy social environment (including anti-discrimination and anti-marginalisation):* This considers whether the victim faces problems in her/his social environment related to trafficking and/or because of social discrimination or marginalisation pre-trafficking.
- *Social well-being and positive interpersonal relations:* This refers to the victim’s social relations including *vis a vis* peers, family, spouses/intimate partner and the community.
- *Economic situation:* This refers to the victim’s economic situation – for example, the ability to earn money, support family members, etc.

- *Physical well-being*: This considers the individual's physical health including any medical issues/problems, disabilities, physical constraints and general sense of physical well-being.
- *Mental well-being*: This refers to the victim's mental health as well as her/his more general mental well being such as self esteem and self acceptance.
- *Access to services and opportunities*: This refers to whether the victim has access to services and opportunities which are of importance in recovering from trafficking as well as those needed by people generally for personal, social and economic well-being.
- *Motivation and commitment to re/integration process*: This considers the extent to which the individual victim demonstrates commitment to realising re/integration as well as how motivated s/he is to this end.
- *Legal issues and court proceedings*: This refers to the victim's involvement in the legal/judicial process related to the trafficking experience.
- *Well-being of secondary beneficiaries*: This refers to the services received by dependents of the trafficked person which are needed to contribute to their well-being and stabilisation.

The matrix is designed to cover a period of time of up to three years, divided into three distinct phases:

Phase 1, crisis intervention (0-3 months),
Phase 2, transition (4-12 months), and
Phase 3, re/integration/social inclusion (13-36 months).¹⁰

Each of these phases is assessed relative to the initial baseline information for each victim – that is, the status of the individual when s/he entered the re/integration programme. This information is collected as part of in-take. It is against this baseline (in-take) information that changes (positive and negative) in each of the three phases of re/integration are assessed.

Within each of these phases, there are issues to be addressed and services to be provided toward the individual's successful re/integration into society post trafficking. Different indicators have been identified to measure different impacts; different indicators have also been identified to measure re/integration objectives at the three different phases. There may be multiple indicators for each category of services.

For each of these "impact indicators" (that is, the outcome needed to realise successful re/integration), there are "process indicators" which measure whether the specific outcome has been realised. For example, in terms of the impact indicator "safe and affordable accommodation", process indicators include:

- Number (#) of total beneficiaries who have access to safe, adequate and affordable accommodation (e.g. shelter, with family, alternative placement, etc.)
- Number (#) of total beneficiaries for whom it was not possible to find an option for safe, adequate and affordable accommodation

¹⁰ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

- Number (#) of total beneficiaries who are satisfied with their accommodation (e.g. they deem it safe, of a satisfactory standard, affordable) and so on.

The matrix is designed essentially for “typical cases”. However, many trafficked persons assisted in the context of the TVRP are “difficult” cases, which often require access to multiple and on-going services, specialised care or intensive support. This needs to be reflected in the monitoring data as a means of marking success (or failure) and toward accounting for resources. However, matrix 1 does not measure the quantity of services which each trafficking victim requires to realise that impact. For example, one victim may require only basic medical assistance over the course of one or two doctor visits toward realising physical well-being. By contrast, another victim with serious health issues may require multiple doctor visits for a range of needs including specialist medical treatment. Where organisations are typically assisting more “difficult cases”, it may be necessary to include indicators which more accurately reflect this situation and these dynamics of service provision – for example, by measuring the number of medical treatments provided per beneficiary or by making the distinction between the provision of basic and complex medical treatment.

In the context of matrix one, this has been addressed by using indicators which are designed to capture these more complex cases – ones which require multiple and/or on-going treatments:

- Number (#) of total beneficiaries who require assistance with complex psychological or psychiatric problems – for example, for an on-going condition, multiple rather than singular visits, for a difficult case
- Number (#) of total beneficiaries who require assistance with complex medical problems – for example, for an on-going chronic condition, multiple rather than singular visits, for a difficult medical case.

The intention is to capture instances where beneficiaries require more intensive care and more extensive services as such cases are more labour intensive and resource demanding. Organisations may need to tailor and/or add indicators to reflect the monitoring of “difficult” cases.

Please see matrix one for a comprehensive consideration of how to monitor the re/integration success of individual trafficked persons.

Box 3: Implementing matrix #1. Lessons learned in the TVRP

- *Choose a manageable number of indicators so the work is not too burdensome and intimidating;*
- *Approach monitoring with consideration of staff resources and time;*
- *Choose only those indicators that are relevant for your work – in terms of the services provided and phases of re/integration;*
- *The means of verification in some cases cannot be realised, for practical and ethical reasons;*
- *The matrix is a summary which consolidates case files. This means case files need to be organised in ways that collect relevant monitoring information;*
- *Monitoring can also be cheap and easy-going. It should fit with the organisation's overall model of care and work approach;*
- *Monitoring is helpful in terms of organising re/integration work and measuring successes and failures;*
- *Monitoring the programme in a systematic way allows programme staff to see the scope of work they have done which enables them to mark their achievements and work toward future planning;*
- *The monitoring process allows managers to track programme expenditures and the resources consumed by different beneficiaries;*
- *Monitoring "difficult" cases is different from monitoring more typical cases. "Difficult cases" consume more services and resources and indicators need to consider these differences;*
- *Monitoring gives a structure and framework to the re/integration work, services and overall process;*
- *Information collected through monitoring is helpful in reporting to donors, the government and in advocacy efforts;*
- *Ethical principles must underpin all monitoring efforts; any monitoring which has the potential to breach these ethical standards should be suspended;*
- *Monitoring makes clear that we need to focus on reintegration and helps to show the difference between direct assistance and re/integration.*

Matrix #1. Monitoring individual re/integration plans of trafficked persons¹¹

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)¹⁴	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p>Please specify the number of beneficiaries assisted in this reporting period: ____¹²</p> <p>Please specify what number of beneficiaries are:</p> <ul style="list-style-type: none"> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/ begging/ other <p>Please note # of difficult cases assisted in this reporting period: ____¹³</p>	<p>Please specify the number of beneficiaries assisted in this phase: ____¹⁵</p> <p>Please specify what number of beneficiaries are:</p> <ul style="list-style-type: none"> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/ begging/ other <p>Please note # of difficult cases assisted in this reporting period:</p>	<p>Please specify the number of beneficiaries assisted in this phase: ____¹⁶</p> <p>Please specify what number of beneficiaries are:</p> <ul style="list-style-type: none"> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/ begging/ other <p>Please note # of difficult cases assisted in this reporting period:</p>	<p>Please specify the number of beneficiaries assisted in this phase: ____¹⁷</p> <p>Please specify what number of beneficiaries are:</p> <ul style="list-style-type: none"> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/ begging/ other <p>Please note # of difficult cases assisted in this reporting period:</p>

¹¹ Please note that the baseline column reflects the total number of beneficiaries assisted in the reporting period. However, because some beneficiaries will have been assisted in multiple phases during the reporting period, the cumulative number of cases reported in the three columns will exceed the total number of assisted beneficiaries.

¹² Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

¹³ Baseline data will need to capture the number of difficult cases at in-take in order to monitor successive outcomes. The ability to support the re/integration of "difficult" cases might be weighed differently than of "typical" cases; "success" or "failure" in such cases also may need different measures and indicators. This raises questions about whether such cases should be considered on equal footing from a monitoring perspective, including the extent to which successful re/integration is even possible in some of these instances. As well, the percentage of difficult cases will impact the rate of successful re/integration in a programme and must be borne in mind in analysing and presenting these results.

¹⁴ Please note that the number of months per phase is a guideline and each organisation should apply the phases used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially. In addition, the period of time for each phase of assistance may differ for "difficult cases" – e.g. the crisis phase may be for 0-9 months instead of 0-3 months.

¹⁵ See above footnote 12.

¹⁶ See above footnote 12.

¹⁷ See above footnote 12.

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
Safe & affordable accommodation	<p><i>Indicator:</i> # of total beneficiaries who have access to safe, adequate and affordable accommodation (e.g. shelter, with family, alternative placement, etc.)</p> <p><i>Means of verification:</i> Shelter entry form, document for subsidised housing</p>	<p><i>Indicator:</i> # of total beneficiaries who have access to safe, adequate and affordable accommodation (e.g. shelter, with family, alternative placement, etc.)</p> <p><i>Means of verification:</i> Shelter entry form, document for subsidised housing</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom it was not possible to find an option for safe, adequate and affordable accommodation</p> <p><i>Means of verification:</i> Case files, case worker assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have access to safe, adequate and affordable accommodation (e.g. independent or semi-independent housing, foster care for children, protected apartments for children, family home)</p> <p><i>Means of verification:</i> Entry form for semi independent living, rental/lease agreement for independent apartment, beneficiary progress report</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom it was not possible to find an option for safe, adequate and affordable accommodation</p> <p><i>Means of verification:</i> Case files, case worker assessment</p>	<p><i>Indicator:</i> # of total beneficiaries living independently – either in an independent house/apartment or with family or within an alternative care structure (e.g. foster care, protected apartments for children)</p> <p><i>Means of verification:</i> Rental/lease agreement for independent apartment, confirmation that living with family</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom it was not possible to find an option for safe, adequate and affordable accommodation</p> <p><i>Means of verification:</i> Case files, case worker assessment</p>
	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their accommodation (e.g. they deem it safe, of a satisfactory standard, affordable)</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their accommodation (e.g. they deem it safe, of a satisfactory standard, affordable)</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their accommodation (e.g. they deem it safe, of a satisfactory standard, affordable)</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their accommodation (e.g. they deem it safe, of a satisfactory standard, affordable)</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>

Legal status	<p><i>Indicator:</i> # of total beneficiaries who do not have (and who require) legal status for residency, work, and/or to access benefits – e.g. document processing, birth registration, etc.</p> <p><i>Means of verification:</i> Intake form, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who received general legal assistance and information related to their legal status e.g. for residency, to work, or to access benefits – e.g. document processing, birth registration, etc.</p> <p><i>Means of verification:</i> Case manager report, referral notes for legal assistance, attendance list from legal assistance sessions, legal assistance forms, report from legal consultant</p>	<p><i>Indicator:</i> # of total beneficiaries who received legal assistance and information which they use to address their legal status for residency, to work, or to access benefits. – e.g. document processing, birth registration, etc.</p> <p><i>Means of verification:</i> Case manager report, referral notes for legal status assistance, attendance list from legal status assistance sessions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries whose legal status issues have been resolved</p> <p><i>Means of verification:</i> Evaluation form, case files, monitoring section in the re/integration plan</p>	<p><i>Indicator:</i> # of total beneficiaries whose legal status issues have been resolved</p> <p><i>Means of verification:</i> Evaluation form, case files, monitoring section in the re/integration plan</p>
	<p><i>Indicator:</i> # of total foreign beneficiaries who do not have and who require a TRP</p> <p><i>Means of verification:</i> Intake form, case manager report</p>	<p><i>Indicator:</i> # of total foreign beneficiaries who received temporary residence permits</p> <p><i>Means of verification:</i> copy of a TRP document</p>	<p><i>Indicator:</i> # of total foreign beneficiaries who received temporary or permanent residence permits</p> <p><i>Means of verification:</i> Copy of a TRP document</p>	<p><i>Indicator:</i> # of total foreign beneficiaries who received extended temporary residence permits or permanent residence permit (as VoT or for other reasons)</p> <p><i>Means of verification:</i> Copy of a TRP or permanent stay document</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries (who have legal status for residency and/or work, but) who require documentation of such status – e.g. birth certificate, identity papers, etc. <i>Means of verification:</i> Intake form, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who have received all necessary documentation or legal status – e.g. birth certificate, identity papers, etc. <i>Means of verification:</i> Copy of documents, receipts for document processing fees, timesheets for staff time</p>	<p><i>Indicator:</i> # of total beneficiaries who have received all necessary documentation of legal status – e.g. birth certificate, identity papers, etc. <i>Means of verification:</i> Copy of documents, receipts for document processing fees, timesheets for staff time</p>	<p><i>Indicator:</i> # of total beneficiaries who have received all necessary documentation of legal status – e.g. birth certificate, identity papers, etc. <i>Means of verification:</i> Copy of documents, receipts for document processing fees, timesheets for staff time</p>
	<p><i>Indicator:</i> # of total beneficiaries who require documentation to access to state services – e.g. medical, social assistance, education <i>Means of verification:</i> Intake form, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who have been able to access state services – e.g. medical, social assistance, education <i>Means of verification:</i> Documents related to service entitlements, appointments at various service agencies</p>	<p><i>Indicator:</i> # of total beneficiaries who have been able to access state services – e.g. medical, social assistance, education, etc. <i>Means of verification:</i> Documents related to service entitlements, appointments at various service agencies</p>	<p><i>Indicator:</i> # of total beneficiaries who have been able to access state services – i.e. medical, social assistance, education, etc. <i>Means of verification:</i> Documents related to service entitlements, appointments at various service agencies</p>
	<p><i>Indicator:</i> # of national child beneficiaries who require appointment of a legal guardian <i>Means of verification:</i> Intake form, case manager report</p> <p><i>And/or:</i> <i>Indicator:</i> # of foreign child beneficiaries who require appointment of a legal guardian <i>Means of verification:</i> Intake form, case manager report</p>	<p><i>Indicator:</i> # of national child beneficiaries who are appointed a legal guardian <i>Means of verification:</i> Legal document specifying guardianship</p> <p><i>And/or:</i> <i>Indicator:</i> # of foreign child beneficiaries who are appointed a legal guardian <i>Means of verification:</i> Legal document specifying guardianship</p>	<p><i>Indicator:</i> # of national child beneficiaries where appropriate interim care options are identified and arranged <i>Means of verification:</i> legal document specifying guardianship</p> <p><i>And/or:</i> <i>Indicator:</i> # of foreign child beneficiaries where appropriate interim care options are identified and arranged <i>Means of verification:</i> legal document specifying guardianship</p>	<p><i>Indicator:</i> # of child beneficiaries where appropriate long term care options are identified and arranged, of total cases <i>Means of verification:</i> legal document specifying guardianship</p> <p><i>And/or:</i> <i>Indicator:</i> # of foreign child beneficiaries where appropriate interim care options are identified and arranged <i>Means of verification:</i> legal document specifying guardianship</p>

	<p><i>Indicator:</i> # of total beneficiaries who are satisfactorily able to use their legal status to reside, work, and/or access benefits as needed.</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfactorily able to use their legal status to reside, work, and/or access benefits as needed.</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfactorily able to use their legal status to reside, work, and/or access benefits as needed.</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary, case manager report</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfactorily able to use their legal status to reside, work, and/or access benefits as needed.</p> <p><i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary, case manager report</p>
Professional and employment opportunities	<p><i>Indicator:</i> # of total beneficiaries who require information and professional counselling about employment opportunities – e.g. job search, writing a CV, interviewing, etc.</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have received information and professional counselling about employment opportunities – e.g. job search, writing a CV, interviewing, etc.</p> <p><i>Means of verification:</i> Case files, attendance at professional orientation classes</p>	<p><i>Indicator:</i> # of total beneficiaries who have received information and professional counselling about employment opportunities – e.g. job search, writing a CV, interviewing, etc.</p> <p><i>Means of verification:</i> Case files, attendance at professional orientation classes</p>	<p><i>Indicator:</i> # of total beneficiaries who require information and professional counselling about employment opportunities and are successful in finding employment.</p> <p><i>Means of verification:</i> Proof of employment, interviews with beneficiaries, case file</p>
	<p><i>Indicator:</i> # of total beneficiaries who require employment</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries have found employment</p> <p><i>Means of verification:</i> Proof of employment</p> <p><i>Note:</i> In some cases, it is may be too early to seek employment. Some victims do look for employment in this period but it may not be ideal given the need to recover from THB experiences.</p>	<p><i>Indicator:</i> # of total beneficiaries have found employment</p> <p><i>Means of verification:</i> Proof of employment, interviews with beneficiaries</p> <p><i>Indicator:</i> # of total beneficiaries have found employment related to their professional experience and/or vocational training</p> <p><i>Means of verification:</i> Proof of employment</p>	<p><i>Indicator:</i> # of total beneficiaries have retained employment for more than six months</p> <p><i>Indicator:</i> # of total beneficiaries have found a second employment</p> <p><i>Means of verification:</i> Proof of employment, ability to pay for living costs</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who require alternative or additional employment in order to have sufficient salary and benefit to support an independent life (including care of any dependents) <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers sufficient salary and benefit to support an independent life (including care of any dependents) <i>Means of verification:</i> Case files, interview with beneficiary, salary payment slip</p> <p><i>Note: In some cases, it is may be too early to realise this outcome.</i></p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers sufficient salary and benefit to support an independent life (including care of any dependents) <i>Means of verification:</i> Case files, interview with beneficiary, salary payment slip</p> <p><i>Note: In some cases, it is may be too early to realise this outcome.</i></p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers sufficient salary and benefit to support an independent life (including care of any dependents) <i>Means of verification:</i> Case files, interview with beneficiary, salary payment slip</p>
	<p><i>Indicator:</i> # of total beneficiaries who required alternative employment in order to have a safe and satisfactory work environment and reasonable work conditions <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers a safe and satisfactory work environment and reasonable work conditions <i>Means of verification:</i> Case files, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers a safe and satisfactory work environment and reasonable work conditions <i>Means of verification:</i> Case files, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries whose employment offers a safe and satisfactory work environment and reasonable work conditions <i>Means of verification:</i> Case files, interview with beneficiary</p>
Education and training opportunities	<p><i>Indicator:</i> # of total beneficiaries who require assistance with education and/or vocational training and/or professional development <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are offered different solutions for education and/or vocational training and/or professional development <i>Means of verification:</i> List of trainings and courses, report from case manager, agreement with institutions, enrolment documents, school records</p>	<p><i>Indicator:</i> # of total beneficiaries who are offered different solutions for education and/or vocational training and/or professional development <i>Means of verification:</i> List of trainings and courses, report from case manager, agreement with institutions, enrolment documents, school records</p>	

	<p><i>Indicator:</i> # of total beneficiaries who require enrolment in formal education system, whether elementary, secondary or tertiary level</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries enrolled in formal education system, whether elementary, secondary or tertiary level</p> <p><i>Means of verification:</i> school records, records from educators/trainers, acceptance documents from the schools, contact with the school headmaster</p>	<p><i>Indicator:</i> # of total beneficiaries who have completed the year of formal education and graduated to the successive grade or graduated</p> <p><i>Means of verification:</i> Annual report card (with grades and confirmation of grade completion), graduation certificate</p>	<p><i>Indicator:</i> # of total beneficiaries who have completed the year of formal education and graduated to the successive grade or graduated</p> <p><i>Means of verification:</i> Annual report card (with grades and confirmation of grade completion), graduation certificate</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have graduated from elementary school</p> <p><i>Means of verification :</i> School documents and reports, grades/report cards, meeting with teachers and parents</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have graduated from high school</p> <p><i>Means of verification :</i> School documents and reports, grades/report cards, meeting with teachers and parents, diploma</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have graduated from university</p> <p><i>Means of verification :</i> School documents and reports, grades/report cards, diploma</p>
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Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
		<p><i>Indicator:</i> # of total beneficiaries who have the capacity to be adapt to the education environment, socially and academically <i>Means of verification :</i> School documents and reports, grades/ report cards, meeting with teachers and parents</p>	<p><i>Indicator:</i> # of total beneficiaries who have the capacity to be adapt to the education environment, socially and academically <i>Means of verification :</i> School documents and reports, grades/ report cards, meeting with teachers and parents</p>	<p><i>Indicator:</i> # of total beneficiaries who have the capacity to be adapt to the education environment, socially and academically <i>Means of verification :</i> School documents and reports, grades/ report cards, meeting with teachers and parents</p>
	<p><i>Indicator:</i> # of total beneficiaries who require enrolment in alternative or non-formal education (e.g. support in learning sessions, basic literacy course, classes for students with learning disabilities) <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries enrolled in alternative or non-formal education (e.g. support in learning sessions, basic literacy course, classes for students with learning disabilities) <i>Means of verification:</i> Records from educators/trainers, acceptance documents</p>	<p><i>Indicator:</i> # of total the beneficiaries who have completed the alternative education year or programme <i>Means of verification:</i> Report card (with grades and confirmation of grade completion), graduation certificate</p>	<p><i>Indicator:</i> # of total the beneficiaries who are able to continue their educational or professional development following completion of alternative education <i>Means of verification:</i> Enrolment in school or training programme, job placement or stable employment</p>
	<p><i>Indicator:</i> # of total beneficiaries who require vocational training which is relevant in the current labour market <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who commenced vocational training which is relevant in the current labour market <i>Means of verification:</i> Attendance records from training course, case notes</p> <p><i>Note: In some cases, it is may be too early to commence vocational training given the need to recover from THB experiences.</i></p>	<p><i>Indicator:</i> # of total beneficiaries who commenced and/or are in the process of vocational training which is relevant in the current labour market <i>Means of verification:</i> Attendance records from training course, case notes</p>	<p><i>Indicator:</i> # of total beneficiaries who have completed vocational training which is relevant in the current labour market <i>Means of verification:</i> Graduation records from training course</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries who have identified work related to their professional/vocational training <i>Means of verification:</i> Employment records</p>

	<p><i>Indicator:</i> # of total foreign beneficiaries who require orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total foreign beneficiaries who receive orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. <i>Means of verification:</i> Attendance list, report from trainer</p> <p><i>And/or:</i> <i>Indicator:</i> # of total foreign beneficiaries who received orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. – and assess it as adequate for their successful integration. <i>Means of verification:</i> Beneficiary feedback form or interview</p>	<p><i>Indicator:</i> # of total foreign beneficiaries who receive orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. <i>Means of verification:</i> Attendance list, report from trainer</p> <p><i>And/or:</i> <i>Indicator:</i> # of total foreign beneficiaries who received orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. – and mobilise these skills <i>Means of verification:</i> Attendance list, report from trainer</p>	<p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries with continued interest in the area of training and who have made efforts to put skills into practice <i>Means of verification:</i> Employment in area of training, job interviews in area of interest</p> <p><i>Indicator:</i> # of total foreign beneficiaries who receive orientation/training tailored to their integration in the new society – e.g. cultural orientation, language classes, practical skills for daily living, etc. – and mobilise these skills <i>Means of verification:</i> Attendance list, report from trainer</p>
		<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their education and/or vocational training and/or professional development assistance and assess it as adequate for their successful integration. <i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their education and/or vocational training and/or professional development assistance and assess it as adequate for their successful integration. <i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with their education and/or vocational training and/or professional development assistance and assess it as adequate for their successful integration. <i>Means of verification:</i> Beneficiary satisfaction form, interview with beneficiary</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
Security and safety¹⁸	<p><i>Indicator:</i> # of total beneficiaries who require special attention in terms of safety and security (risks related to traffickers, family/home environment, community, etc.)</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are deemed to be low risk and thus able to contact family/friends and/or return home</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with security problems are identified and their security situation taken into account in their re/integration plan</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total "high risk" or "at risk" beneficiaries with reduced level of risk</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p>	<p><i>Indicator:</i> # of total beneficiaries who are deemed to be low risk and thus able to contact family/friends and/or return home</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with security problems in which interim protection has been secured from law enforcement and/or the unit for victim/witness protection</p> <p><i>Means of verification:</i> Memorandum of understanding with MOI, regular update on the security situation</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total "high risk" or "at risk" beneficiaries with reduced level of risk</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p>	<p><i>Indicator:</i> # of total beneficiaries who are deemed to be low risk and thus able to contact family/friends and/or return home</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with security problems in which long term protection options are identified and implemented – for example, victim/witness protection, integration in new community, third country resettlement</p> <p><i>Means of verification:</i> Documents from law enforcement and prosecutors, report from unit for witness protection, report from case manager</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total "high risk" or "at risk" beneficiaries with reduced level of risk</p> <p><i>Means of verification:</i> Assessment report of case worker, law enforcement, state social worker, inputs from client</p>

¹⁸ *Issues of individual victim security and safety will fluctuate over time and in response to different events/situations – for example, risk may increase when testifying in a trafficking case or when the victim's return home becomes known to the trafficker. Thus, safety and security needs to be considered and assessed regularly and at all stages of re/integration. It also cannot be automatically assumed that risk will lessen over time; it may increase or fluctuate regularly.*

	<p><i>Indicator:</i> # of total beneficiaries who require some security measures – e.g. secure accommodation, police escort, police checks, etc.</p>	<p><i>Indicator:</i> # of total beneficiaries who are provided with some security measures – e.g. secure accommodation, police escort, police checks, etc. <i>Means of verification:</i> Entrance/ registration at shelter or high risk facility, agreement with law enforcement or security firm</p>	<p><i>Indicator:</i> # of total beneficiaries who are provided with some security measures – e.g. secure accommodation, police escort, police checks, etc. <i>Means of verification:</i> Entrance/ registration at shelter or high risk facility, agreement with law enforcement or security firm</p>	<p><i>Indicator:</i> # of total beneficiaries who are provided with some security measures – e.g. secure accommodation, police escort, police checks, etc. <i>Means of verification:</i> Entrance/ registration at shelter or high risk facility, agreement with law enforcement or security firm</p>
<p>Healthy social environment, including anti-discrimination and anti-marginalisation</p>	<p><i>Indicator:</i> # of total beneficiaries facing discrimination within their social environment (family, school and/or community). <i>Means of verification:</i> Assessment of case manager, teachers, incidents reported by beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries facing improvements within their social environment (family, school and/or community). <i>Means of verification:</i> Assessment of case manager, report from the social worker and case manager , incidents reported by beneficiaries</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries with information and knowledge about their right to non-discrimination, evaluation for the social context. <i>Means of verification:</i> Case worker assessment.</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries with ability to work through problems of discrimination and presence of assertive behaviour. <i>Means of verification:</i> Case worker assessment.</p>	<p><i>Indicator:</i> # of total beneficiaries facing improvements within their social environment (family, school and/or community). <i>Means of verification:</i> Assessment of case manager, report from the social worker and case manager , incidents reported by beneficiaries</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries with further improved capacity to manage discriminatory situations. <i>Means of verification:</i> Case worker assessment, feedback from beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries facing improvements within their social environment (family, school and/or community). <i>Means of verification:</i> Assessment of case manager, incidents reported by beneficiaries</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries with further improved capacity to manage discriminatory situations. <i>Means of verification:</i> Case worker assessment, feedback from beneficiaries</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who face issues of self esteem and mutual respect <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries participate in activities that promote self esteem and mutual respect <i>Means of verification:</i> Lack of conflict in shelter, lack of discrimination, good relations between social workers and beneficiaries, beneficiary feedback forms.</p>	<p><i>Indicator:</i> # of total beneficiaries participate in activities that promote self esteem and mutual respect <i>Means of verification:</i> Lack of conflict in living environment, lack of discrimination, good relations between social workers and beneficiaries, beneficiary feedback forms.</p>	
<p>Social well-being and positive interpersonal relations</p>	<p><i>Indicator:</i> # of total beneficiaries with bad family relationships <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries with improved family relationship – for example, re-established contact with at least one member of their primary/ secondary family. <i>Means of verification:</i> Case worker assessment, contact with family members, meetings with parents, beneficiary interview</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with good family relationship <i>Means of verification:</i> Case worker assessment, contact with family members, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries with improved family relationship – for example, re-established contact with at least one member of their primary/ secondary family. <i>Means of verification:</i> Case worker assessment, contact with family members, meetings with parents, beneficiary interview</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have regular contact with friends <i>Means of verification:</i> Beneficiary interview, case worker assessment</p>	<p><i>Indicator:</i> # of total beneficiaries with good family relationship – for example, with contact with at least two members of their primary/ secondary family. <i>Means of verification:</i> Beneficiary interview, case worker assessment, contact with family members, meetings with parents, visits to their families, living with their families</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have regular contact with friends <i>Means of verification:</i> Beneficiary interview, case worker assessment</p>

	<p><i>Indicator:</i> # of total beneficiaries who require professional counselling to improve family relationships</p> <p><i>Means of verification:</i> Case worker assessment, attendance at counselling sessions, counsellor reports, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries whose family relationships improve under professional counselling.</p> <p><i>Means of verification:</i> Case worker assessment, attendance at counselling sessions, counsellor reports, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries whose family relationships improve under professional counselling.</p> <p><i>Means of verification:</i> Case worker assessment, attendance at counselling sessions, counsellor reports, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries whose family relationships improve under professional counselling.</p> <p><i>Means of verification:</i> Case worker assessment, attendance at counselling sessions, counsellor reports, beneficiary interview</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with improved family relations – for example, regular contact, living with family, etc</p> <p><i>Means of verification:</i> Beneficiary interview, case worker assessment, completion of counselling sessions, counsellor reports, monitoring reports</p>
	<p><i>Indicator:</i> # of total beneficiaries who have poor relations with existing or new intimate partner/spouse</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who improve relations with existing or new intimate partner/spouse</p> <p><i>Means of verification:</i> Beneficiary reports, case manager reports, counsellors reports, regular contact with partner/spouse</p>	<p><i>Indicator:</i> # of total beneficiaries who establish healthy emotional relationships with partner/spouse, of a minimum duration of three months.</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms or interview</p>	<p><i>Indicator:</i> # of total established emotional relationships with partner or spouse that lasts more than six months.</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms or interview</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who require assistance in improving relations with existing or new intimate partner/spouse through professional counselling <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries with improved partner/spouse relationships through professional counselling. <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, attendance at counselling sessions, counsellor reports</p>	<p><i>Indicator:</i> # of total beneficiaries with improved partner/spouse relationships through professional counselling. <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, attendance at counselling sessions, counsellor reports</p>	<p><i>Indicator:</i> # of total beneficiaries with improved relations with partner/spouse <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, attendance at counselling sessions, counsellor reports</p>
	<p><i>Indicator:</i> # of total beneficiaries who lack social networks <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who create social networks and contacts with peers (old or new peers) and/or other programme beneficiaries <i>Means of verification:</i> Case worker assessment of exiting peer network and relationships, case managers notes, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries who establish social relationships outside re/integration programme – for example, in the school, on the job, etc. <i>Means of verification:</i> Case worker assessment of exiting peer network and relationships, case managers notes, observation by staff, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries who maintain established relationships both with other beneficiaries and outside re/integration programme. <i>Means of verification:</i> Case worker assessment of exiting peer network and relationships, case managers notes, observation by staff, beneficiary interview</p>
	<p><i>Indicator:</i> # of total beneficiaries who have difficulty in establishing and managing relations in the broader social environment – with employers, neighbours, community members, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to establish and manage relations in the broader social environment – with employers, neighbours, community members, etc. <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, counsellor reports</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to establish and manage relations in the broader social environment – with employers, neighbours, community members, etc. <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, counsellor reports</p>	<p><i>Indicator:</i> # of total beneficiaries with improved capacities to establish and manage relations in the broader social environment – with employers, neighbours, community members, etc. <i>Means of verification:</i> Beneficiary interview or feedback, case worker assessment, counsellor reports</p>

	<p><i>Indicator:</i> # of total beneficiaries who require life skills training toward improved social skills <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive life skills training toward improved social skills <i>Means of verification:</i> Case worker reports, interviews with beneficiaries, attendance/ completion of course</p>	<p><i>Indicator:</i> # of total beneficiaries who utilise skills from life skills training toward improved social skills and relations <i>Means of verification:</i> Case worker reports, interviews with beneficiaries, attendance/ completion of course</p>	<p><i>Indicator:</i> # of total beneficiaries who have improved their social skills and relations [through skills learned from life skills training] <i>Means of verification:</i> Case worker reports, interviews with beneficiaries, attendance/ completion of course</p>
Economic situation	<p><i>Indicator:</i> # of total beneficiaries assessed to have a poor, average and good economic situation <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries assessed to have an improved economic situation <i>Means of verification:</i> Assessment of case manager, information from beneficiary, social worker report</p>	<p><i>Indicator:</i> # of total beneficiaries assessed to have an improved economic situation <i>Means of verification:</i> Assessment of case manager, information from beneficiary, social worker report</p>	<p><i>Indicator:</i> # of total beneficiaries assessed to have an improved economic situation. <i>Means of verification:</i> Assessment of case manager, information from beneficiary, social worker report</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance with basic needs – for example, the provision of food, clothes, hygienic set, accommodation <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries whose basic needs are satisfied by the re/integration organisation – for example, the provision of food, clothes, hygienic set, accommodation <i>Means of verification:</i> Shelter entry form, signature of non-residential beneficiaries receiving food packs, hygiene sets, clothes, etc.</p>	<p><i>Indicator:</i> # of total beneficiaries whose basic needs are increasingly met at least in part by themselves (or family) rather than the re/integration organisation (or other support services) <i>Means of verification:</i> Exit form from shelter, entry form for semi-independent living, proof of employment, case manager reports</p>	<p><i>Indicator:</i> # of total beneficiaries whose basic needs are met entirely or primarily by themselves (or family) rather than the re/integration organisation (or other support services) <i>Means of verification:</i> Exit form from shelter and/or semi-independent living apartment, proof of employment, case manager reports</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who require assistance with ancillary needs – for example, assistance with education, legal assistance, training courses, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries whose ancillary needs are satisfied by the re/integration organisation – for example, assistance with education, legal assistance, training courses, etc. <i>Means of verification:</i> Case management reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries whose ancillary needs are increasingly met at least in part by themselves rather than the re/integration organisation (or other support services) – for example, assistance with education, legal assistance, training courses, etc. <i>Means of verification:</i> Proof of employment, case manager reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries whose ancillary needs are met entirely or primarily by themselves rather than the re/integration organisation (or other support services) – for example, assistance with education, legal assistance, training courses, etc. <i>Means of verification:</i> Proof of employment, case manager reports, beneficiary feedback</p>
	<p><i>Indicator:</i> # of total beneficiaries who have income other than assistance received from the re/integration organisation – for example, employment/entrepreneurship income, pensions, social assistance payments, employment, family support, alimony, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have increased income and other than assistance received from the re/integration organisation – for example, employment/entrepreneurship income, pensions, social assistance payments, employment, family support, alimony, etc. <i>Means of verification:</i> Staff reports, social workers documentation, beneficiary information</p>	<p><i>Indicator:</i> # of total beneficiaries who have increased income and other than assistance received from the re/integration organisation – for example, employment/entrepreneurship income, pensions, social assistance payments, employment, family support, alimony, etc. <i>Means of verification:</i> Staff reports, social workers documentation, beneficiary information</p>	<p><i>Indicator:</i> # of total beneficiaries have sufficient financial resources to establish an independent life – for example, employment/entrepreneurship income, pensions, social assistance payments, employment, family support, alimony, etc. <i>Means of verification:</i> Staff reports, social workers documentation, beneficiary information</p>
	<p><i>Indicator:</i> # of total child beneficiaries whose parent/guardian need assistance in finding employment or income generation <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total child beneficiaries whose parent/guardian has been assisted in finding employment or income generation in the crisis phase <i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total child beneficiaries whose parent/guardian has found employment or generated income as a result of assistance in the transition phase. <i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total child beneficiaries whose parent/guardian has found employment or generated income as a result of assistance in the re/integration phase <i>Means of verification:</i> Beneficiary interview, case files</p>

Physical well-being	<p><i>Indicator:</i> # of total beneficiaries who have required emergency medical care <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received emergency medical care <i>Means of verification:</i> Staff reports, payment receipts from private practitioners, forensic medicine documents, receipts for medicines/prescriptions</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received longer term medical care <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries who required and received emergency medical care, but no longer require care <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive on-going medical care <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries who required and received emergency medical care, but no longer require care <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>
	<p><i>Indicator:</i> # of total beneficiaries who are in poor physical condition <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are in an improved physical condition <i>Means of verification:</i> Staff report, doctor treatment received, beneficiary reports</p>	<p><i>Indicator:</i> # of total beneficiaries who are in an improved physical condition <i>Means of verification:</i> Staff report, doctor treatment received, beneficiary reports</p>	<p><i>Indicator:</i> # of total beneficiaries who are in good physical condition <i>Means of verification:</i> Staff report, doctor treatment received, beneficiary reports</p>
	<p><i>Indicator:</i> # of total beneficiaries who require specialised medical care – for example, for a specialist problem, to manage a difficult case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received specialised medical care – for example, for a specialist problem, to manage a difficult case <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received specialised medical care – for example, for a specialist problem, to manage a difficult case – which has resulted in long term management/cure of the problem <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received specialised medical care – for example, for a specialist problem, to manage a difficult case – which has resulted in long term management/cure of the problem <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<i>Indicator:</i> # of total beneficiaries who require assistance with complex medical problems – for example, for an on-going chronic condition, multiple rather than singular visits, for a difficult medical case ¹⁹ <i>Means of verification:</i> Intake form, case manager assessment, medical assessment	<i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex medical problems – for example, for an on-going chronic condition, multiple rather than singular visits, for a difficult medical case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment	<i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex medical problems – for example, for an on-going chronic condition, multiple rather than singular visits, for a difficult medical case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment	<i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex medical problems – for example, for an on-going chronic condition, multiple rather than singular visits, for a difficult medical case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment
Mental well-being	<i>Indicator:</i> # of total beneficiaries who require psychological assistance <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment	<i>Indicator:</i> # of total beneficiaries who require and receive psychological assistance <i>Means of verification:</i> Staff reports, payment receipts from private practitioners	<i>Indicator:</i> # of total beneficiaries who require and receive psychological assistance, and have ceased treatment <i>Means of verification:</i> Staff reports, payment receipts from private practitioners	<i>Indicator:</i> # of total beneficiaries who are psychologically healthy following assistance – for example, no longer show visible signs of trauma <i>Means of verification:</i> Staff reports, monitoring reports, ability to work, successful social relations
	<i>Indicator:</i> # of total beneficiaries who are in poor mental condition <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment	<i>Indicator:</i> # of total beneficiaries who are in an improved mental condition <i>Means of verification:</i> Staff report, doctor treatment received, psychological assessment, beneficiary reports	<i>Indicator:</i> # of total beneficiaries who are in an improved mental condition <i>Means of verification:</i> Staff report, doctor treatment received, psychological assessment, beneficiary reports	<i>Indicator:</i> # of total beneficiaries who are in good mental condition <i>Means of verification:</i> Staff report, doctor treatment received, psychological assessment, beneficiary reports

¹⁹ Indicators such as this are designed to capture more complex cases – ones which require multiple and/or on-going treatments, more intensive care, more extensive services and, as such, are more labour intensive and resource demanding. Organisations may need to tailor and/or add indicators to reflect the monitoring of "difficult cases". An alternative would be to monitor the number of services/consultations required for each beneficiary. "Difficult" cases often require access to multiple and on-going services which needs to be reflected in monitoring data as a means of marking success (or failure) and to account for the use of resources. Please see Part 7. Considerations in the monitoring process, for a discussion of monitoring difficult cases. Please also see Surtees (2008a).

	<p><i>Indicator:</i> # of total beneficiaries who require psychiatric assessment <i>Means of verification:</i> Intake form, case manager assessment, psychiatric assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive psychiatric assessment and specific psychiatric treatment <i>Means of verification:</i> Staff reports, payment receipts from private practitioners, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive psychiatric treatment <i>Means of verification:</i> Staff reports, payment receipts from private practitioners, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries who are assessed to no longer require psychiatric treatment <i>Means of verification:</i> Staff reports, payment receipts from private practitioners, report from psychiatrist</p>
	<p><i>Indicator:</i> # of total beneficiaries who require hospitalisation in psychiatric facilities <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive hospitalisation in psychiatric facilities <i>Means of verification:</i> Hospital records, staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive hospitalisation in psychiatric facilities <i>Means of verification:</i> Hospital records, staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive hospitalisation in psychiatric facilities <i>Means of verification:</i> Hospital records, staff reports, payment receipts from private practitioners</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance in initiating and attending meetings with a mental health professional on regular basis. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance in initiating and attending meetings with a mental health professional on regular basis. <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance in initiating and attending meetings with a mental health professional on regular basis. <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>	<p><i>Indicator:</i> # of total beneficiaries who initiate and attend meetings with a mental health professional on regular basis. <i>Means of verification:</i> Staff reports, payment receipts from private practitioners</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance and support in coping with their every day challenges <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance and support in coping with their every day challenges <i>Means of verification:</i> Report of professionals (psychologists, psychiatrics), observation of organisational staff, monitoring reports</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance and support in coping with their every day challenges <i>Means of verification:</i> Report of professionals (psychologists, psychiatrics), observation of organisational staff, monitoring reports</p>	<p><i>Indicator:</i> # of total beneficiaries who cope with their every day challenges independently and successfully. <i>Means of verification:</i> Report of professionals (psychologists, psychiatrics), observation of organisational staff, monitoring reports</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who lack the ability to re/integrate in communities as defined by positive interactions with staff and peers, self confidence, etc. <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who demonstrate greater resiliency and ability to re/integrate in communities as defined by positive interactions with staff and peers, self confidence, etc. <i>Means of verification:</i> Case files, case worker assessment, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries who demonstrate greater resiliency and ability to re/integrate in communities as defined by positive interactions with staff and peers, self confidence, re-entry to school or vocational training or take up employment <i>Means of verification:</i> Case files, case worker assessment, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries who demonstrate greater resiliency and ability to re/integrate in communities as defined by positive interactions with staff and peers, self confidence, re-entry to school or vocational training or take up employment, living independently or with family <i>Means of verification:</i> Case files, case worker assessment, beneficiary interview</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance with complex psychological or psychiatric problems – for example, for an on-going condition, multiple rather than singular visits, for a difficult case²⁰ <i>Means of verification:</i> Intake form, case manager assessment, psychological assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex psychological or psychiatric problems – for example, for an on-going condition, multiple rather than singular visits, for a difficult case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex psychological or psychiatric problems – for example, for an on-going condition, multiple rather than singular visits, for a difficult case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who have required and received assistance with complex psychological or psychiatric problems – for example, for an on-going condition, multiple rather than singular visits, for a difficult case <i>Means of verification:</i> Intake form, case manager assessment, medical assessment</p>

²⁰ Indicators such as this are designed to capture more complex cases – ones which require multiple and/or on-going treatments, more intensive care, more extensive services and, as such, are more labour intensive and resource demanding. Organisations may need to tailor and/or add indicators to reflect the monitoring of "difficult cases". An alternative would be to monitor the number of services/consultations required for each beneficiary. "Difficult" cases often require access to multiple and on-going services which needs to be reflected in monitoring data as a means of marking success (or failure) and to account for the use of resources. Please see Part 7. Considerations in the monitoring process, for a discussion of monitoring difficult cases. Please also see Surtees (2008a).

Access to services and opportunities	<p><i>Indicator:</i> # of total beneficiaries who require information about the different services provided by NGOs and GO agencies and/or receive assistance in accessing services.</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are informed about the different services provided by NGOs and GO agencies and/or receive assistance in accessing services.</p> <p><i>Means of verification:</i> Staff reports, attendance at information sessions, written materials about services (in different languages)</p>	<p><i>Indicator:</i> # of total beneficiaries who, having been informed about the different services provided by NGOs and GO agencies, independently make contact with them for information and/or services.</p> <p><i>Means of verification:</i> Staff reports, attendance at information sessions, report from other organisations</p>	<p><i>Indicator:</i> # of total beneficiaries who, having been informed about the different services provided by NGOs and GO agencies, independently make contact and access relevant services.</p> <p><i>Means of verification:</i> Staff reports, attendance at information sessions, report from other organisations</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance in accessing state or other assistance</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance in accessing state or other assistance</p> <p><i>Means of verification:</i> Staff reports, beneficiary requests for assistance</p>	<p><i>Indicator:</i> # of total beneficiaries who require and receive assistance in accessing state or other assistance</p> <p><i>Means of verification:</i> Staff reports, beneficiary requests for assistance</p>	<p><i>Indicator:</i> # of total beneficiaries who independently access state or other assistance</p> <p><i>Means of verification:</i> Staff reports, monitoring reports, beneficiary interview</p>
	<p><i>Indicator:</i> # of total beneficiaries unable to access social services and the related resources and are dependent on the re/integration organisation.</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are unable to access social services and the related resources and are dependent on the re/integration organisation.</p> <p><i>Means of verification:</i> Case worker notes, case files, beneficiary interview or feedback.</p>	<p><i>Indicator:</i> # of total beneficiaries who have the ability to access social services and the related resources and are able to take care of themselves to get basic level of existence.</p> <p><i>Means of verification:</i> Case worker notes, case files, beneficiary interview or feedback.</p>	<p><i>Indicator:</i> # of total beneficiaries who have stable ability to access social services and the related resources independently and are able to take care of themselves to get a satisfactory level of existence.</p> <p><i>Means of verification:</i> Case worker notes, case files, beneficiary interview or feedback, case monitoring and follow-up</p>
Motivation and commitment to re/integration process	<p><i>Indicator:</i> # of total beneficiaries who are assessed by staff as committed to assistance and re/integration work</p> <p><i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to accept the objectives and the activities underlined in the re/integration plan and start to fulfil these obligations. <i>Means of verification:</i> Entry declaration assigned both by case worker and beneficiary, assessment of psychologist and social worker</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to accept the objectives and the activities underlined in the re/integration plan and start to fulfil these obligations.</p> <p><i>Means of verification:</i> Periodical progress report, information from case record files, evaluation from the case manager, action plan</p>	<p><i>Indicator:</i> # of total beneficiaries who are or have fulfilled various components of their re/integration plan, and take an active position and participate in their re/integration process</p> <p><i>Means of verification:</i> Periodical progress report, monitoring reports</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who will benefit from participation in programme activities <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who participate in programme activities <i>Means of verification:</i> Attendance lists, case worker notes</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries who regularly participate in the activities related to re/integration plan – e.g. life skills, training, counselling, etc. <i>Means of verification:</i> Attendance list from activities, report from case manager</p>	<p><i>Indicator:</i> # of total beneficiaries who initiate contact with other services and organisations which can support their transition and re/integration <i>Means of verification:</i> Reports from other organisations, case files, beneficiary interview</p> <p><i>And/or:</i> <i>Indicator:</i> # of total beneficiaries who regularly participate in the activities related to re/integration plan – e.g. life skills, training, counselling, etc. <i>Means of verification:</i> Attendance list from activities, report from case manager</p>	<p><i>Indicator:</i> # of total beneficiaries who access other services needed to further support their re/integration <i>Means of verification:</i> Reports from other organisations, case files, beneficiary interview</p> <p><i>Indicator:</i> # of total beneficiaries who have completed programmes activities which are related to their re/integration plan – e.g. find a job, independent living, etc. <i>Means of verification:</i> Completion of courses, departure from programme, report from case manager</p>
	<p><i>Indicator:</i> # of total beneficiaries who require assistance with living costs – for example, rent, utilities, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who increase their level of responsibility for living costs – for example, rent, utilities, etc. <i>Means of verification:</i> Case files, budget of organisation, monitoring reports</p>	<p><i>Indicator:</i> # of total beneficiaries who increase their level of responsibility for living costs – for example, rent, utilities, etc. <i>Means of verification:</i> Case files, budget of organisation, monitoring reports</p>	<p><i>Indicator:</i> # of total beneficiaries who assume full (or almost full) responsibility for living costs – for example, rent, utilities, etc. <i>Means of verification:</i> Case files, budget of organisation, monitoring reports</p>
Legal issues and court proceedings	<p><i>Indicator:</i> # of total beneficiaries who require legal assistance for civil issues – for example, divorce, custody, etc. <i>Means of verification:</i> Intake form, case manager assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with a lawyer for civil issues – for example, divorce, custody, etc. <i>Means of verification:</i> court reports, report from legal consultant</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with a lawyer for civil issues – for example, divorce, custody, etc. <i>Means of verification:</i> court reports, report from legal consultant</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with a lawyer for civil issues – for example, divorce, custody, etc. <i>Means of verification:</i> court reports, report from legal consultant</p>

<p><i>Indicator:</i> # of total beneficiaries who require legal assistance and/or support as witnesses in trafficking cases <i>Means of verification:</i> Intake form, case manager assessment, legal assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with legal assistance and/or support as witnesses in trafficking cases <i>Means of verification:</i> Judicial/ court reports, report from legal consultant</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with legal assistance and/or support as witnesses in trafficking cases <i>Means of verification:</i> Judicial/ court reports, report from legal consultant</p>	<p><i>Indicator:</i> # of total beneficiaries who require and are provided with legal assistance and/or support as witnesses in trafficking cases <i>Means of verification:</i> Judicial/ court reports, report from legal consultant</p>
<p><i>Indicator:</i> # of total beneficiaries who are prepared to give a statement and/or testify <i>Means of verification:</i> Intake form, case manager assessment, legal assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are prepared to give a statement and/or testify <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are prepared to give a statement and/or testify <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are prepared to testify in the court case <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>
<p><i>Indicator:</i> # of total beneficiaries who require the legal support required to understand and feel empowered through their role as witnesses <i>Means of verification:</i> Intake form, case manager assessment, legal assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive the legal support required to understand and feel empowered through their role as witnesses <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive the legal support required to understand and feel empowered through their role as witnesses <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive the legal support required to understand and feel empowered through their role as witnesses <i>Means of verification:</i> Report from the lawyer, case files, beneficiary assessment</p>
<p><i>Indicator:</i> # of total beneficiaries who enjoy successful and positive experience of law enforcement and judicial institutions – e.g. because of sensitive and appropriate treatment <i>Means of verification:</i> Intake form, case manager assessment, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who enjoyed successful and positive experience of law enforcement and judicial institutions – e.g. because of sensitive and appropriate treatment <i>Means of verification:</i> Report from the lawyer, case files, court reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who enjoyed successful and positive experience of law enforcement and judicial institutions – e.g. because of sensitive and appropriate treatment <i>Means of verification:</i> Report from the lawyer, case files, court reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who enjoyed successful and positive experience of law enforcement and judicial institutions – e.g. because of sensitive and appropriate treatment <i>Means of verification:</i> Report from the lawyer, case files, court reports, beneficiary feedback</p>

Impact indicators	Baseline information (completed upon identification and/or entry into the programme)	Crisis phase (0-3 months)	Transition phase (4-12 months)	Re/integration/social inclusion (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries involved in a trafficking case <i>Means of verification:</i> Intake form, case manager assessment, beneficiary feedback, legal assessment</p>	<p><i>Indicator:</i> # of total beneficiaries whose case is resolved in a satisfactory way – for example, with a conviction and prison sentence for trafficker (s) <i>Means of verification:</i> Report from the lawyer, case files, court reports</p>	<p><i>Indicator:</i> # of total beneficiaries whose case is resolved in a satisfactory way – for example, with a conviction and prison sentence for trafficker(s) <i>Means of verification:</i> Report from the lawyer, case files, court reports</p>	<p><i>Indicator:</i> # of total beneficiaries whose case if resolved in a satisfactory way – for example, with a conviction and prison sentence for trafficker(s) <i>Means of verification:</i> Report from the lawyer, case files, court reports</p>
	<p><i>Indicator:</i> # of total beneficiaries who require legal assistance because of violations committed while trafficked – e.g. prostitution, irregular migration, work without permit <i>Means of verification:</i> Intake form, case manager assessment, beneficiary feedback, legal assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance because of violations committed while trafficked – e.g. prostitution, irregular migration, work without permit <i>Means of verification:</i> Report from the lawyer, case files, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance because of violations committed while trafficked – e.g. prostitution, irregular migration, work without permit <i>Means of verification:</i> Report from the lawyer, case files, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance because of violations committed while trafficked – e.g. prostitution, irregular migration, work without permit <i>Means of verification:</i> Report from the lawyer, case files, beneficiary feedback</p>
	<p><i>Indicator:</i> # of total beneficiaries who initiate a claim for compensation Intake form, case manager assessment, legal assessment²¹</p>	<p><i>Indicator:</i> # of total beneficiaries who receive compensation <i>Means of verification:</i> proof for realisation of the compensation, monitoring of the implementation of court verdict</p>	<p><i>Indicator:</i> # of total beneficiaries who receive compensation <i>Means of verification:</i> proof for realisation of the compensation, monitoring of the implementation of court verdict</p>	<p><i>Indicator:</i> # of total beneficiaries who receive compensation <i>Means of verification:</i> proof for realisation of the compensation, monitoring of the implementation of court verdict</p>

21 As with many of the outcomes, there are many more impact indicators which could be inserted. This is particularly relevant in the context of complex outcomes like legal proceedings where the process is time consuming and there are a range of factors which can be read as degrees of success (or failure). For example, in the context of compensation, the matrix includes only “# of total beneficiaries who receive compensation”. However, this is not particularly revealing of the process of claiming compensation which is long, complicated, stressful and arduous. Other possible indicators which might allow one to more closely track the process of compensation claims might include: “# of total beneficiaries who receive a positive outcome”; “# of total beneficiaries who receive a decision in a timely fashion”; “# of total beneficiaries who receive sensitive and satisfactory treatment in the claim/judicial process”; “# of total beneficiaries who receive qualified and sensitive legal representation”; “# of total beneficiaries who, having been awarded compensation, receive financial payment”; etc.

<p>Assistance to secondary beneficiaries</p>		<p><i>These sections refer to any service offered to a dependent of a programme beneficiary – whether a child, spouse, sibling, parent, etc. For specific indicators, please refer to the different services which might be offered to such beneficiaries – for example, medical care, psychological assistance, accommodation, etc.</i></p> <p><i>Possible indicators might include:</i></p> <p><i>Indicator: # of secondary beneficiaries who received medical care in this phase</i> <i>Means of verification: Case files, medical billings (where private service)</i></p> <p><i>Indicators: # of secondary beneficiaries who were assisted in finding a job</i> <i>Means of verification: Employment records, home visits</i></p>		
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PART 5. MONITORING RE/INTEGRATION SERVICES

Central to re/integration success is the provision of appropriate, adequate, sensitive and high quality services to trafficked persons. This requires monitoring re/integration services to ensure that they cumulatively contribute to the successful and sustainable re/integration of trafficked persons. To this end, matrix two is comprised of the various services needed (each service being an "impact indicator") and the various "process indicators" and means of verification which assess each individual service. Monitoring is done both from the perspective of re/integration stakeholders (i.e. NGO, GO and IO service providers) and from the perspective of programme beneficiaries.

Services needed differ according to whether the individual is in the initial crisis stage or later on in the transition or re/integration/social inclusion phase. Nevertheless, the "impact indicators" (or services) which may be needed at these different stages include:

- *Accommodation*: This refers to all accommodation assistance – e.g. shelter, protected living, subsidised housing – as well as where victims live independently but are monitored by the programme – e.g. with family or partner, independent housing, etc.
- *Legal assistance*: This refers to all forms of legal assistance such as document processing and accessing state services, victim compensation claims, involvement in civil procedures (e.g. divorce, child custody) and assistance in criminal procedures including as a victim/witness.
- *Medical assistance*: This refers to all medical services, both general and specialised, offered by the state, NGOs or IOs. Psychiatric assistance falls within this services area.
- *Psychological assistance*: This refers to all psychological services offered to trafficked persons, by the state, NGOs or IOs. Such services can be individual or provided in a group setting.
- *Education and professional/vocational training*: This refers to all forms of educational and training made available to trafficked persons – for example, formal education, education reinsertion programmes, informal education, life skills, vocational training, etc.
- *Economic opportunities*: This refers to the various forms of economic assistance offered – for example, job placement, micro/small business development (entrepreneurship), income generating activities, etc.
- *Family mediation and counselling*: This refers to assistance related to assessing and, where appropriate, assisting in improving family relations.

- *Case monitoring and follow-up*: This refers to the regular monitoring of each case by state or NGO service providers.
- *Assistance to secondary beneficiaries*: This refers to assistance needed by victims' dependents and within their social environment – for example, assistance to the family and dependents of VoTs or initiatives with community members where re/integration takes place.

The matrix monitors the services offered to individual trafficking victims at the three different stages of re/integration:

Phase 1, crisis intervention (0-3 months),
Phase 2, transition (4-12 months), and
Phase 3, re/integration/social inclusion (13-36 months).²²

Services in each of these phases are assessed relative to the initial baseline information – that is, the status of services/assistance at the initial assessment. It is against this baseline information that changes (positive and negative) in each of the three stages of re/integration are measured. In practice, this means that the initial assessment of all services in a programme and/or country constitutes the baseline against which all later assessments are measured.

In monitoring re/integration services, attention must be paid to criteria such as quality, sufficiency, appropriateness, effectiveness, flexibility, standardisation and consistency. Other key considerations include principles of care related to confidentiality, non-conditionality, informed consent, cultural and linguistic sensitivity, non-stigmatisation, non-discrimination, age-appropriateness, gender sensitivity and a human rights based approach. Services should be monitored relative to international, national and organisational standards of care with special attention paid to ethical standards and child protection principles.

For each of these “impact indicators” (that is, services required toward successful re/integration), there are “process indicators” which measure whether the outcome has been realised. For example, in terms of the provision of medical assistance, process indicators include:

- Number (#) of total beneficiaries who are in good health and/or an improved state of health
- Number (#) of total beneficiaries who evaluate medical assistance as satisfactory – for example, adequate information, sufficient services, timely, etc.
- Number (#) of total beneficiaries who evaluate the medical professionals to have been sensitive and appropriate in their attitudes and behaviours toward them
- Number (#) of total beneficiaries who have access to general and specialised medical services on a regular basis
- Number (#) of total cases in which standardised medical assessment tool is used
- Number (#) of total beneficiaries who initiate regular visits to medical professionals
- Number (#) of health professionals who are trained to identify, refer, and care for VoTs and so on.

²² Please note that the number of months is a guideline and each organisation should apply the phases used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

Process indicators pay attention not only to the quantity and scope of the service (i.e. what is available, where, for how many persons, etc.) but also to the nature and quality (i.e. were the staff sensitive, services of a high standard, etc.). Thus, all elements of services are important – e.g. treatment by and relationships with staff/volunteers, relationships with peers, levels of trust and confidence in the service, standards of child protection, codes of conduct in place, non-discrimination policies, accessibility, etc.

While this matrix does solicit inputs from both professionals and beneficiaries, there are differences in what the two categories of persons can and should be asked to monitor. For example, there are some forms of assistance (e.g. legal services or the judicial process, psychiatric care, medical assistance, etc.) which cannot be objectively assessed by beneficiaries because they lack the professional training to evaluate the service itself. However, this does not mean that their views should not be taken into account in monitoring these forms of assistance. Instead the focus would be on the beneficiaries' assessment of how they experienced and were treated while receiving these services. So an indicator like "total # of beneficiaries who evaluate psychological assistance as satisfactory and sufficient" is not meant to be an objective measure of the service (or the qualifications of the professional psychologist) but a subjective assessment of how they felt about the service they received. Similarly, "the number of beneficiaries who evaluate legal assistance as satisfactory – for example, adequate information, comprehensible information, adequate support throughout the legal process, etc." assesses how they felt about the information and support received and whether they felt it equipped them adequately in the legal process. Where beneficiaries are not satisfied with such services, it will be possible for service providers to consider what could be done in order that beneficiaries better experience services provided and to ensure that other beneficiaries will access and/or continue with these forms of assistance.

Please see matrix two for a comprehensive consideration of how to monitor re/integration services.

Box 4: Implementing matrix #2. Lessons learned in the TVRP

- *Monitoring re/integration service is essential in knowing what services are available (and where) and the quality of these services, including what can be done to expand and enhance the re/integration assistance options;*
- *Monitoring re/integration services should be part of a country's National Referral Mechanism (NRM);*
- *Implementing matrix #2 requires cooperation and coordination with a wide range of re/integration stakeholders which can be difficult to achieve;*
- *Time is needed to implement this monitoring exercise given the range of stakeholders involved and scope of information to be collected;*
- *Different organisations have different capacities and resources in terms of monitoring, which impacts the information that it is possible to collect;*
- *Some organisations and institutions distrust one another which may mean that the monitoring process is a stressful experience and difficult to implement;*
- *Engaging beneficiaries in this process is complicated and stakeholders must agree on the most appropriate, effective and ethical approach and methodologies;*
- *Ethical principles must underpin all monitoring efforts; any monitoring which has the potential to breach ethical standards should be suspended;*
- *Adequate time and resources are needed to monitor re/integration services.*

Matrix #2. Monitoring re/integration services

Please note, each “impact indicator” is monitored by beneficiaries and professionals at each of the three phases of assistance:

- Phase 1 services, crisis intervention (0-6 months)
- Phase 2, transition phase (7-12 months)
- Phase 3 services, re/integration/inclusion phase (13-36 months)

The first assessment of services constitutes the baseline data against which all future monitoring assessments are measured for change (both positive and negative).

Each form of re/integration service is measured below. However, in addition, re/integration organisations should consider including in their monitoring system impact indicators related to the general provision of services. That is, indicators that measure how well their programme operations and staff meet their internal standards of service provision. The indicators should reflect the organisation’s commitment to international and national human rights principles and ethical standards as well as additional organisational operating procedures for standards of care.

Examples of indicators might include:

- Staff/volunteers maintain an atmosphere conducive to positive relationships among each other and programme beneficiaries
- ... maintain confidentiality of information – written and spoken – about and from programme beneficiaries
- ... exercise a high degree of trust in dealings with each other and programme beneficiaries
- ... meet child protection standards (e.g. *UN Convention on the Rights of the Child*) and other international standards and principles....
- ... meet all human rights standards, especially for working with vulnerable victims of THB
- ... practice non-discrimination and non-stigmatisation
- ... follow the highest standards of ethics in designing, providing, and monitoring services
- ... follow the specifics and the spirit of the organisation’s code of conduct
- Etc.

The means of verification could be an internal audit of procedures by the organisation’s management or an outside evaluator and should include input from management, staff and beneficiaries.

Impact indicators: Accommodation

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months) ²³	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify number of beneficiaries currently in this phase:</i> _____	<i>* Please specify number of beneficiaries currently in this phase: _____</i>	<i>* Please specify number of beneficiaries currently in this phase: _____</i>	<i>* Please specify number of beneficiaries currently in this phase:</i> _____	<i>* Please specify number of beneficiaries currently in this phase: _____</i>	<i>* Please specify number of beneficiaries currently in this phase: _____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

²³ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who require accommodation in the crisis stage – either in shelter, private apartment, alternative accommodation, with extended family.</p> <p><i>Means of verification:</i> Beneficiary feedback forms, interview with beneficiary</p> <p><i>*Where possible, note which form of accommodation each beneficiary wished to receive (and actually received)</i></p>	<p><i>Indicator:</i> # of total beneficiaries who require accommodation in the transition stage – either in shelter, private apartment, alternative accommodation, with extended family, a protected/semi-independent living arrangements, etc.</p> <p><i>Means of verification:</i> Beneficiary feedback forms, interview with beneficiary</p> <p><i>*Where possible, note which form of accommodation each beneficiary wished to receive (and actually received)</i></p>	<p><i>Indicator:</i> # of total beneficiaries who require accommodation in the re/integration stage – either in private dwelling, alternative accommodation, with extended family, alternative placement (e.g. foster care), etc.</p> <p><i>Means of verification:</i> Beneficiary feedback forms, interview with beneficiary</p> <p><i>*Where possible, note which form of accommodation each beneficiary wished to receive (and actually received)</i></p>	<p><i>Indicator:</i> # of total residents who require and receive accommodation in the crisis stage – either in shelter, private apartment, with extended family</p> <p><i>Means of verification:</i> Case worker notes, interview with beneficiary</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which accommodation cannot be provided in the crisis stage</p> <p><i>Means of verification:</i> Staff reports, case files</p> <p><i>*Where possible, note which form of accommodation each beneficiary received (and where the form of accommodation needed was not received)</i></p>	<p><i>Indicator:</i> # of total beneficiaries who rent or buy property which is within their economic means and a reasonable living standard</p> <p><i>Means of verification:</i> Copy of apartment lease, property contract, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who enter semi-independent living arrangement</p> <p><i>Means of verification:</i> Registration/entry form, case file</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who return to a family environment which is deemed safe and appropriate</p> <p><i>Means of verification:</i> Case worker notes, interview with beneficiary</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which accommodation cannot be provided in the transition phase</p> <p><i>Means of verification:</i> Staff reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who rent or buy property which is within their economic means and a reasonable living standard</p> <p><i>Means of verification:</i> Copy of apartment lease, property contract, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who return to a family environment which is deemed safe and appropriate</p> <p><i>Means of verification:</i> Case worker notes, interview with beneficiary</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which accommodation cannot be provided in the re/integration phase</p> <p><i>Means of verification:</i> Staff reports, case files</p> <p><i>*Where possible, note which form of accommodation each beneficiary received (and where the form of accommodation needed was not received)</i></p>

				<p><i>*Where possible, note which form of accommodation each beneficiary received (and where the form of accommodation needed was not received)</i></p> <p><i>*Please note, some indicators here may be too early for some beneficiaries in this phase of assistance</i></p>	
			<p><i>Indicator: # of total child beneficiaries (VoTs) who cannot be accommodated in typical facilities and require child-specific accommodation</i></p> <p><i>Means of verification: Staff reports and discussions, analysis relative to national standards</i></p>	<p><i>Indicator: # of total child beneficiaries (VoTs) who cannot be accommodated in typical facilities and require child-specific accommodation</i></p> <p><i>Means of verification: Staff reports and discussions, analysis relative to national standards</i></p> <p><i>And/or:</i></p> <p><i>Indicator: # of total child beneficiaries who cannot return home and for whom alternative (child-specific) accommodation is needed</i></p> <p><i>Means of verification: Staff reports and discussions, analysis relative to national standards</i></p>	<p><i>Indicator: # of total child beneficiaries (VoTs) who cannot return home and for whom alternative (child-specific) accommodation is needed</i></p> <p><i>Means of verification: Staff reports and discussions, analysis relative to national standards</i></p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who evaluate accommodation (whether in shelter, home, alternative placement) as satisfactory in terms of standard, cleanliness, adequate space, safety, cost, etc</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interviews, discussions with case managers</p> <p><i>*Where possible, note satisfaction relative to different forms of accommodation</i></p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate accommodation (whether in protected apartments, shelter, home, alternative placement) as satisfactory in terms of standard, cleanliness, adequate space, safety, cost, etc</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interviews, discussions with case managers</p> <p><i>*Where possible, note satisfaction relative to different forms of accommodation</i></p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate their accommodation (whether in protected apartments, independent, home, alternative placement) as safe, satisfactory, healthy and affordable in the long term</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interviews, discussions with case managers</p> <p><i>*Where possible, note satisfaction relative to different forms of accommodation</i></p>	<p><i>Indicator:</i> # of total beneficiaries whose accommodation in the crisis period (whether in shelter, home, alternative placement) is assessed to be satisfactory in terms of standard, cleanliness, adequate space, safety, cost, etc.</p> <p><i>Means of verification:</i> Staff reports and discussions, analysis relative to national standards, physical plan of living space</p> <p><i>*Where possible, note which forms of accommodation were (and were not) typically assesses as satisfactory</i></p>	<p><i>Indicator:</i> # of total beneficiaries whose accommodation in the transition phase (whether in shelter, protected apartments, home, alternative placement) is assessed to be satisfactory in terms of standard, cleanliness, adequate space, safety, cost, etc.</p> <p><i>Means of verification:</i> Staff reports and discussions, analysis relative to national standards, physical plan of living space</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where living environment is assessed to be conducive to the recovery and re/integration, whether living independently or with family</p> <p><i>Means of verification:</i> Case worker assessment, beneficiary information/ interview</p> <p><i>*Where possible, note which forms of accommodation were (and were not) typically assesses as satisfactory</i></p>	<p><i>Indicator:</i> # of total beneficiaries whose accommodation in the re/integration phase (whether in shelter, protected apartments, home, alternative placement) is assessed to be satisfactory in terms of standard, cleanliness, adequate space, safety, cost, etc.</p> <p><i>Means of verification:</i> Staff reports and discussions; analysis relative to national standards, physical plan of living space</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where living environment is assessed to be conducive to the recovery and re/integration, whether living independently or with family</p> <p><i>Means of verification:</i> Case worker assessment, beneficiary information/ interview</p> <p><i>*Where possible, note which forms of accommodation were (and were not) typically assesses as satisfactory</i></p>

			<p><i>Indicator:</i> # of total beneficiaries who receive accommodation support (e.g. financial or subsidised housing) from social protection system.</p> <p><i>Means of verification:</i> Documents of social institutions which verify social support</p>	<p><i>Indicator:</i> # of total beneficiaries who receive accommodation support (e.g. financial or subsidised housing) from social protection system.</p> <p><i>Means of verification:</i> Documents of social institutions which verify social support</p>	<p><i>Indicator:</i> # of total beneficiaries who receive accommodation support (e.g. financial or subsidised housing) from social protection system.</p> <p><i>Means of verification:</i> Documents of social institutions which verify social support</p>
			<p><i>Indicator:</i> # of total beneficiaries who are in need of accommodation support (e.g. financial or subsidised housing) but do not receive this from social protection system.</p> <p><i>Means of verification:</i> Case manager report, interview with beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries who are in need of accommodation support (e.g. financial or subsidised housing) but do not receive this from social protection system.</p> <p><i>Means of verification:</i> Case manager report, interview with beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries who are in need of accommodation support (e.g. financial or subsidised housing) but do not receive this from social protection system.</p> <p><i>Means of verification:</i> Case manager report, interview with beneficiaries</p>
			<p><i>Indicator:</i> # of total residents who are assessed by staff to have adjusted to the shelter living arrangement</p> <p><i>Means of verification:</i> Case manager assessment, beneficiary feedback forms or interview</p>	<p><i>Indicator:</i> # of total beneficiaries who are assessed by staff adjusted to current accommodation – semi-independent or independent – and are satisfied with conditions and relations in that accommodation.</p> <p><i>Means of verification:</i> Case manager assessment, beneficiary feedback forms or interview</p>	<p><i>Indicator:</i> # of total beneficiaries who are assessed by staff to live in a stable environment – have homes and are satisfied with accommodation, investment in furniture and repairs.</p> <p><i>Means of verification:</i> Case manager assessment, beneficiary feedback forms or interview</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who experience living conditions and services which are appropriate and effective in their stabilisation, confidence building and move toward independent life</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interview, case manager assessments</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who experience living conditions and services which are appropriate and effective in their stabilisation, confidence building and move toward independent life</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interview, case manager assessments</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who experience living conditions and services which are appropriate and effective in their stabilisation, confidence building and move toward independent life</p> <p><i>Means of verification:</i> Beneficiary feedback forms or interview, case manager assessments</p>
<p><i>Indicator:</i> Beneficiary participation in the development of standards for the accommodation needs of VoTs (or vulnerable groups), according to specific needs of VoTs</p> <p><i>Means of verification:</i> Agenda for meetings attended by beneficiaries, interview with beneficiaries</p>	<p><i>Indicator:</i> Beneficiary participation in the development of standards for the accommodation needs of VoTs (or vulnerable groups), according to specific needs of VoTs</p> <p><i>Means of verification:</i> Agenda for meetings attended by beneficiaries, interview with beneficiaries</p>	<p><i>Indicator:</i> Beneficiary participation in the development of standards for the accommodation needs of VoTs (or vulnerable groups), according to specific needs of VoTs</p> <p><i>Means of verification:</i> Agenda for meetings attended by beneficiaries, interview with beneficiaries</p>	<p><i>Indicator:</i> Participation of NGOs in the development of standards for the accommodation needs of VoTs (or vulnerable groups).</p> <p><i>Means of verification:</i> Agenda for meetings attended, staff timesheets</p>	<p><i>Indicator:</i> Participation of NGOs in the development of standards for the accommodation needs of VoTs (or vulnerable groups).</p> <p><i>Means of verification:</i> Agenda for meetings attended, staff timesheets</p>	<p><i>Indicator:</i> Participation of NGOs in the development of standards for the accommodation needs of VoTs (or vulnerable groups).</p> <p><i>Means of verification:</i> Agenda for meetings attended, staff timesheets</p>
			<p><i>Indicator:</i> A database of accommodation suitable options for victims in the crisis stage as part of a referral network, including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of accommodation suitable options for victims in the transition phase as part of a referral network, including children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of accommodation suitable options for victims in the re/integration phase as part of a referral network including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database and resource mapping</p>

Impact indicator: Legal assistance

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)²⁴	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

²⁴ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who require legal assistance for general needs – e.g. documents, registration, etc. <i>Means of verification:</i> Case files, social worker notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with civil law issues – e.g. divorce, custody <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with criminal law issues – e.g. charged with crime linked to their THB, serve as a witness in THB case, etc. <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p>	<p><i>Indicator:</i> # of total beneficiaries who require legal assistance for general needs – e.g. documents, registration, etc. <i>Means of verification:</i> Case files, social worker notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with civil law issues – e.g. divorce, custody <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with criminal law issues – e.g. charged with crime linked to their THB, serve as a witness in THB case, etc. <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p>	<p><i>Indicator:</i> # of total beneficiaries who require legal assistance for general needs – e.g. documents, registration, etc. <i>Means of verification:</i> Case files, social worker notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with civil law issues – e.g. divorce, custody <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who need assistance with criminal law issues – e.g. charged with crime linked to their THB, serve as a witness in THB case, etc. <i>Means of verification:</i> Case files, social worker notes, assessment of lawyer</p>

<p><i>Indicator:</i> # of total beneficiaries who assess that the legal information provided was appropriate, sufficient and comprehensible <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who assess that the legal information provided was appropriate, sufficient and comprehensible <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who assess that the legal information provided was appropriate, sufficient and comprehensible <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal information and assistance – e.g. from social workers, lawyer, etc. <i>Means of verification:</i> Case files, social worker notes, attendance lists from information sessions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom legal assistance received is assessed as appropriate, sufficient and comprehensible <i>Means of verification:</i> Case files, social worker notes, supervisor assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal information and assistance – e.g. from social workers, lawyer, etc. <i>Means of verification:</i> Case files, social worker notes, attendance lists from information sessions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom legal assistance received is assessed as appropriate, sufficient and comprehensible <i>Means of verification:</i> Case files, social worker notes, supervisor assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal information and assistance – e.g. from social workers, lawyer, etc. <i>Means of verification:</i> Case files, social worker notes, attendance lists from information sessions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom legal assistance received is assessed as appropriate, sufficient and comprehensible <i>Means of verification:</i> Case files, social worker notes, supervisor assessment</p>
<p><i>Indicator:</i> # of total beneficiaries who assess as satisfactory the legal support they received related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who assess as satisfactory the legal support they received related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who assess as satisfactory the legal support they received related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, beneficiary evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive satisfactory legal support related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, lawyer reports, social worker notes, supervisor assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive satisfactory legal support related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, lawyer reports, social worker notes, supervisor assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who receive satisfactory legal support related to giving a statement or their role as victim/witnesses <i>Means of verification:</i> Case files, lawyer reports, social worker notes, supervisor assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who evaluate the service of legal assistance (in whatever form received) as satisfactory – for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate the service of legal assistance (in whatever form received) as satisfactory – for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate the service of legal assistance (in whatever form received) as satisfactory – for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are satisfied with the way in which their legal issues have been resolved – for example, divorce, custody, document processing <i>Means of verification:</i> Case files, beneficiary interview or evaluation form</p>	<p><i>Indicator:</i> # of total beneficiaries for whom legal services are assessed as satisfactory - for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p>	<p><i>Indicator:</i> # of total beneficiaries for whom legal services are assessed as satisfactory - for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p>	<p><i>Indicator:</i> # of total beneficiaries for whom legal services are assessed as satisfactory - for example, adequate information, comprehensible information, adequate support throughout the legal process, etc. <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have resolved their legal issues – for example, divorce, custody, document processing <i>Means of verification:</i> Case files, lawyers reports, beneficiary interview or evaluation form</p>
<p><i>Indicator:</i> # of total cases in which beneficiaries assess that they have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total cases in which beneficiaries assess that they have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total cases in which beneficiaries assess that they have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Beneficiary evaluation form, beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total cases in which beneficiaries are assessed to have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p>	<p><i>Indicator:</i> # of total cases in which beneficiaries are assessed to have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p>	<p><i>Indicator:</i> # of total cases in which beneficiaries are assessed to have received sensitive treatment by lawyers and legal professionals (including in the judicial process) <i>Means of verification:</i> Case files, manager reports, beneficiary interview or evaluation form, lawyers reports</p>

<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion</p> <p><i>Means of verification:</i> Copies of identity documents (e.g. birth certificates, residence permits), receipts for fees, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion</p> <p><i>Means of verification:</i> Copies of identity documents (e.g. birth certificates, residence permits), receipts for fees, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion</p> <p><i>Means of verification:</i> Copies of identity documents (e.g. birth certificates, residence permits), receipts for fees, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion, both with and without staff assistance</p> <p><i>Means of verification:</i> Case files, cases manager notes, copies of identity documents, receipts for fees</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion, both with and without staff assistance</p> <p><i>Means of verification:</i> Case files, cases manager notes, copies of identity documents, receipts for fees</p>	<p><i>Indicator:</i> # of total beneficiaries who are able to obtain their legal identity and documents in a timely fashion, both with and without staff assistance</p> <p><i>Means of verification:</i> Case files, cases manager notes, copies of identity documents, receipts for fees</p>
			<p><i>Indicator:</i> Existence of MOU with authorities for beneficiaries to receive documents and access to state services</p> <p><i>Means of verification:</i> Copy of MOU</p>	<p><i>Indicator:</i> Existence of MOU with authorities for beneficiaries to receive documents and access to state services</p> <p><i>Means of verification:</i> Copy of MOU</p>	<p><i>Indicator:</i> Existence of MOU with authorities for beneficiaries to receive documents and access to state services</p> <p><i>Means of verification:</i> Copy of MOU</p>
			<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance from certified lawyers who assist in civil proceedings</p> <p><i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance from certified lawyers who assist in civil proceedings</p> <p><i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>	<p><i>Indicator:</i> # of total beneficiaries who receive legal assistance from certified lawyers who assist in civil proceedings</p> <p><i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who received legal assistance from certified lawyers who assist in criminal proceedings <i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who received legal assistance from certified lawyers who assist in criminal proceedings <i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who received legal assistance from certified lawyers who assist in criminal proceedings <i>Means of verification:</i> Case files, manager reports, lawyers reports, receipts for fees</p>
			<p><i>Indicator:</i> # of total clients willing to testify in the investigation or trial phase <i>Means of verification:</i> Report from the lawyer about successful testimony, beneficiary feedback</p>	<p><i>Indicator:</i> # of total clients willing to testify in the investigation or trial phase <i>Means of verification:</i> Report from the lawyer about successful testimony, beneficiary feedback</p>	<p><i>Indicator:</i> # of total clients willing to testify in the investigation or trial phase <i>Means of verification:</i> Report from the lawyer about successful testimony, beneficiary feedback</p>
			<p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the criminal law needs of beneficiaries <i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the criminal law needs of beneficiaries <i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>	<p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the criminal law needs of beneficiaries <i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>

			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the civil law needs of beneficiaries</p> <p><i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the civil law needs of beneficiaries</p> <p><i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases where lawyers demonstrate sufficient skills, competencies and sensitivities to assist with the civil law needs of beneficiaries</p> <p><i>Means of verification:</i> Evaluation of the case manager/social workers, lawyers reports, beneficiary feedback</p>
<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their criminal law case</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their criminal law case</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their criminal law case</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who serve as victim/witnesses where a guilty verdict is received</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who serve as victim/witnesses where a guilty verdict is received</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who serve as victim/witnesses where a guilty verdict is received</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>
<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their civil law case/issue</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their civil law case/issue</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the outcome of their civil law case/issue</p> <p><i>Means of verification:</i> Beneficiary feedback, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who receive civil law assistance where a satisfactory resolution/judgement is realised</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who receive civil law assistance where a satisfactory resolution/judgement is realised</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who receive civil law assistance where a satisfactory resolution/judgement is realised</p> <p><i>Means of verification:</i> Court monitoring, lawyers reports, case files</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who receive victim compensation as a result of their trafficking situation</p> <p><i>Means of verification:</i> Court monitoring reports (e.g. # of verdicts with compensation), lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who receive victim compensation as a result of their trafficking situation</p> <p><i>Means of verification:</i> Court monitoring reports (e.g. # of verdicts with compensation), lawyers reports, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who receive victim compensation as a result of their trafficking situation</p> <p><i>Means of verification:</i> Court monitoring reports (e.g. # of verdicts with compensation), lawyers reports, case files</p>
			<p><i>Indicator:</i> Establishment of a state fund for compensation of the victims of trafficking</p> <p><i>Means of verification:</i> Government decision for creation of state fund, procedures for granting compensation, traffickers assets frozen and given in compensation, allocation of funds for compensation</p>	<p><i>Indicator:</i> Establishment of a state fund for compensation of the victims of trafficking</p> <p><i>Means of verification:</i> Government decision for creation of state fund, procedures for granting compensation, traffickers assets frozen and given in compensation, allocation of funds for compensation fund</p>	<p><i>Indicator:</i> Establishment of a state fund for compensation of the victims of trafficking</p> <p><i>Means of verification:</i> Government decision for creation of state fund, procedures for granting compensation, traffickers assets frozen and given in compensation, allocation of funds for compensation fund</p>

			<p><i>Indicator:</i> Model for monitoring of legal procedures.</p> <p><i>Means of verification:</i> Lawyers reports, stuff reports, legal documents and convictions.</p>	<p><i>Indicator:</i> Model for monitoring of legal procedures.</p> <p><i>Means of verification:</i> Lawyers reports, stuff reports, legal documents and convictions.</p>	<p><i>Indicator:</i> Model for monitoring of legal procedures.</p> <p><i>Means of verification:</i> Lawyers reports, stuff reports, legal documents and convictions.</p>
			<p><i>Indicator:</i> A database of lawyers with capacity/experience to assist trafficked persons with their different legal issues (civil, criminal, family law, etc), including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database, referral list</p>	<p><i>Indicator:</i> A database of lawyers with capacity/experience to assist trafficked persons with their different legal issues (civil, criminal, family law, etc), including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database, referral list</p>	<p><i>Indicator:</i> A database of lawyers with capacity/experience to assist trafficked persons with their different legal issues (civil, criminal, family law, etc), including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database, referral list</p>

Impact indicator: Medical assistance (including psychiatric services)

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)²⁵	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

²⁵ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

			<p><i>Indicator:</i> # of total beneficiaries with improved health <i>Means of verification:</i> Case files, beneficiary inputs, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the medical implications of their trafficking situation are completely healed. <i>Means of verification:</i> Beneficiary reports, staff reports; medical reports.</p>	<p><i>Indicator:</i> # of total beneficiaries with improved health <i>Means of verification:</i> Case files, beneficiary inputs, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the medical implications of their trafficking situation are completely healed. <i>Means of verification:</i> Beneficiary reports, staff reports, medical reports.</p>	<p><i>Indicator:</i> # of total beneficiaries with improved health <i>Means of verification:</i> Case files, beneficiary inputs, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the medical implications of their trafficking situation are completely healed. <i>Means of verification:</i> Beneficiary reports, staff reports, medical reports.</p>
<p><i>Indicator:</i> # of total beneficiaries who evaluate emergency/ crisis medical assistance as satisfactory – for example, adequate information, sufficient services, timely, etc. <i>Means of verification:</i> v</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate medical assistance as satisfactory – for example, adequate information, sufficient services, timely, etc. <i>Means of verification:</i> Beneficiary evaluation form or interview</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate medical assistance as satisfactory – for example, adequate information, sufficient services, timely, etc. <i>Means of verification:</i> Beneficiary evaluation form or interview</p>	<p><i>Indicator:</i> # of total cases where re/ integration staff evaluate that medical assistance is satisfactory – for example, adequate information, sufficient services timely, etc. <i>Means of verification:</i> Beneficiary evaluation form or interview, # of medical interventions received, case files, social workers assessment</p>	<p><i>Indicator:</i> # of total cases where re/integration staff evaluate that medical assistance is satisfactory – for example, adequate information, sufficient services timely, etc. <i>Means of verification:</i> Beneficiary evaluation form or interview, # of medical interventions received, case files, social workers assessment</p>	<p><i>Indicator:</i> # of total cases where re/integration staff evaluate that medical assistance is satisfactory – for example, adequate information, sufficient services timely, etc. <i>Means of verification:</i> Beneficiary evaluation form or interview, # of medical interventions received, case files, social workers assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who evaluate the medical professionals to have been sensitive and appropriate in their attitudes and behaviours toward them</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate the medical professionals to have been sensitive and appropriate in their attitudes and behaviours toward them</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate the medical professionals to have been sensitive and appropriate in their attitudes and behaviours toward them</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview</p>	<p><i>Indicator:</i> # of total cases in which staff assess that medical staff have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview, social workers assessment</p>	<p><i>Indicator:</i> # of total cases in which staff assess that medical staff have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview, social workers assessment</p>	<p><i>Indicator:</i> # of total cases in which staff assess that medical staff have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries</p> <p><i>Means of verification:</i> Beneficiary evaluation form or interview, social workers assessment</p>
			<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) medical assistance in the crisis stage.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge health services</p> <p><i>Means of verification:</i> Copy of MOU</p>	<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) medical assistance in the transition phase.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge health services</p> <p><i>Means of verification:</i> Copy of MOU</p>	<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) medical assistance in the re/integration stage.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge health services</p> <p><i>Means of verification:</i> Copy of MOU</p>

			<p><i>Indicator:</i> # of total cases in which medical services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime)</p> <p><i>Means of verification:</i> Social workers assessment, reports from medical staff, supervisor, external evaluation</p>	<p><i>Indicator:</i> # of total cases in which medical services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime)</p> <p><i>Means of verification:</i> Social workers assessment, reports from medical staff, external evaluation</p>	<p><i>Indicator:</i> # of total cases in which medical services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime)</p> <p><i>Means of verification:</i> Social workers assessment, reports from medical staff, external evaluation</p>
<p><i>Indicator:</i> # of total beneficiaries who assess that they have sufficient access to the general and specialised medical services that they require</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who assess that they have sufficient access to the general and specialised medical services that they require</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who assess that they have sufficient access to the general and specialised medical services that they require</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who have access to general and specialised medical services on a regular basis</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are in good health and have access to a family doctor as well as a network of specialists</p> <p><i>Means of verification:</i> Case files, beneficiary interview, referral notes</p>	<p><i>Indicator:</i> # of total beneficiaries who have access to general and specialised medical services on a regular basis</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are in good health and have access to a family doctor as well as a network of specialists</p> <p><i>Means of verification:</i> Case files, beneficiary interview, referral notes</p>	<p><i>Indicator:</i> # of total beneficiaries who have access to general and specialised medical services on a regular basis</p> <p><i>Means of verification:</i> Case files, beneficiary feedback</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are in good health and have access to a family doctor as well as a network of specialists</p> <p><i>Means of verification:</i> Case files, beneficiary interview, referral notes</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who initiate regular visits to medical professionals <i>Means of verification:</i> Beneficiary feedback, regularity of contacts</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who recognise medical symptoms, and initiate medical assistance. <i>Means of verification:</i> Beneficiary reports, staff reports</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly visit medical professionals <i>Means of verification:</i> Beneficiary feedback, regularity of contacts</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who recognise medical symptoms, and initiate medical assistance. <i>Means of verification:</i> Beneficiary reports, staff reports</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly visit medical professionals <i>Means of verification:</i> Beneficiary feedback, regularity of contacts</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who recognise medical symptoms, and initiate medical assistance. <i>Means of verification:</i> Beneficiary reports, staff reports</p>
			<p><i>Indicator:</i> # of total beneficiaries who are aware of the importance of own health <i>Means of verification:</i> Regular update on the health situation from the clients</p>	<p><i>Indicator:</i> # of total beneficiaries who are aware of the importance of own health <i>Means of verification:</i> Regular update on the health situation from the clients</p>	<p><i>Indicator:</i> # of total beneficiaries who are aware of the importance of own health <i>Means of verification:</i> Regular update on the health situation from the clients</p>
			<p><i>Indicator:</i> Existence of standardised medical assessment tools for VoTs – e.g. within the organisation <i>Means of verification:</i> Document review, staff reports</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> Existence of standardised medical assessment tools for VoTs – e.g. within the organisation <i>Means of verification:</i> Document review, staff reports</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> Existence of standardised medical assessment tools for VoTs – e.g. within the organisation, by the state <i>Means of verification:</i> Document review, staff reports</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>

<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool was used where beneficiary was satisfied with the sensitivity and appropriateness of the intervention/assessment</p> <p><i>Means of verification:</i> Supervisor documents the use of the tools</p>	<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool was used where beneficiary was satisfied with the sensitivity and appropriateness of the intervention/assessment</p> <p><i>Means of verification:</i> Supervisor documents the use of the tools</p>	<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool was used where beneficiary was satisfied with the sensitivity and appropriateness of the intervention/assessment</p> <p><i>Means of verification:</i> Supervisor documents the use of the tools</p>	<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool is used</p> <p><i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool is used</p> <p><i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> # of total cases in which standardised medical assessment tool is used</p> <p><i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>
			<p><i>Indicator:</i> # of total beneficiaries who are assessed for psychiatric issues</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who require and receive psychiatric assistance</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries who are assessed for psychiatric issues</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who require and receive psychiatric assistance</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries who are assessed for psychiatric issues</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who require and receive psychiatric assistance</p> <p><i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>
			<p><i>Indicator:</i> # of total child beneficiaries who require and receive child-specific psychiatric services</p> <p><i>Means of verification:</i> Case files, referral notes, report from child psychiatrist</p>	<p><i>Indicator:</i> # of total child beneficiaries who require and receive child-specific psychiatric services</p> <p><i>Means of verification:</i> Case files, referral notes, report from child psychiatrist</p>	<p><i>Indicator:</i> # of total child beneficiaries who require and receive child-specific psychiatric services</p> <p><i>Means of verification:</i> Case files, referral notes, report from child psychiatrist</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries with an improved psychiatric condition after treatment <i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries with an improved psychiatric condition after treatment <i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>	<p><i>Indicator:</i> # of total beneficiaries with an improved psychiatric condition after treatment <i>Means of verification:</i> Case files, referral notes, report from psychiatrist</p>
			<p><i>Indicator:</i> # of total cases in which standardised psychiatric assessment tool is used <i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> # of total cases in which standardised psychiatric assessment tool is used <i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> # of total cases in which standardised psychiatric assessment tool is used <i>Means of verification:</i> Supervisory function, client information, peer to peer supervisor</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>
			<p><i>Indicator:</i> # of state health units with at least one staff trained to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>	<p><i>Indicator:</i> # of state health units with at least one staff to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>	<p><i>Indicator:</i> # of state health units with at least one staff trained to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>

			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of NGOs with medical staff trained to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of service providers trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of NGOs with medical staff trained to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of service providers trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of NGOs with medical staff trained to care for and refer VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of service providers trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information</p>
			<p><i>Indicator:</i> A database of medical services, medical specialists and GPs, as part of a referral network, including for children, difficult cases, special needs, etc. <i>Means of verification:</i> Database, referral list. <i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of medical services, medical specialists and GPs, as part of a referral network, including for children, difficult cases, special needs, etc. <i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of medical services, medical specialists and GPs, as part of a referral network, including for children, difficult cases, special needs, etc. <i>Means of verification:</i> Database and resource mapping</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<i>Indicator:</i> Existence of MOU with authorised medical institutions to provide medical services adapted to needs of VoTs. <i>Means of verification:</i> Copy of MOU	<i>Indicator:</i> Existence of MOU with authorised medical institutions to provide medical services adapted to needs of VoTs. <i>Means of verification:</i> Copy of MOU	<i>Indicator:</i> Existence of MOU with authorised medical institutions to provide medical services adapted to needs of VoTs. <i>Means of verification:</i> Copy of MOU
			<i>Indicator:</i> Developed report template for assessing the effectiveness of medical assistance <i>Means of verification:</i> Copy of report template, reports/assessments	<i>Indicator:</i> Developed report template for assessing the effectiveness of medical assistance <i>Means of verification:</i> Copy of report template, reports/assessments	<i>Indicator:</i> Developed report template for assessing the effectiveness of medical assistance <i>Means of verification:</i> Copy of report template, reports/assessments
			<i>Indicator:</i> # of beneficiaries where payment of medical insurance is from employer <i>Means of verification:</i> Payment slip of medical care by employer	<i>Indicator:</i> # of beneficiaries where payment of medical insurance is from employer <i>Means of verification:</i> Payment slip of medical care by employer	<i>Indicator:</i> # of beneficiaries where payment of medical insurance is from employer <i>Means of verification:</i> Payment slip of medical care by employer
			<i>Indicator:</i> # of total beneficiaries who have received information on different medical issues through the assistance programmes <i>Means of verification:</i> Case manager notes	<i>Indicator:</i> # of total beneficiaries who have received information on different medical issues through the assistance programmes and/or state services <i>Means of verification:</i> Case manager notes	<i>Indicator:</i> # of total beneficiaries who have received information on different medical issues through the assistance programmes and/or state services <i>Means of verification:</i> Case manager notes

Impact indicator: Psychological assistance²⁶

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)²⁷ <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 2: Transition (4-12 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 3: Re/integration (13-36 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 1: Crisis (0-3 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 2: Transition (4-12 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 3: Re/integration (13-36 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other
			<i>Indicator: # of total beneficiaries who require and receive psychological assistance</i> <i>Means of verification: Case manager assessment, assessment by psychologist</i>	<i>Indicator: # of total beneficiaries who require and receive psychological assistance</i> <i>Means of verification: Case manager assessment, assessment by psychologist</i>	<i>Indicator: # of total beneficiaries who require and receive psychological assistance</i> <i>Means of verification: Case manager assessment, assessment by psychologist</i>

²⁶ Please note, this table refers only to psychological services. Psychiatric services appear within the context of medical assistance. See table above.

²⁷ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total child beneficiaries who require and receive assistance from a child psychologist <i>Means of verification:</i> Case manager assessment, assessment by psychologist</p>	<p><i>Indicator:</i> # of total child beneficiaries who require and receive assistance from a child psychologist <i>Means of verification:</i> Case manager assessment, assessment by psychologist</p>	<p><i>Indicator:</i> # of total child beneficiaries who require and receive assistance from a child psychologist <i>Means of verification:</i> Case manager assessment, assessment by psychologist</p>
			<p><i>Indicator:</i> # of total beneficiaries with improved psychological condition after assistance/treatment <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries with improved psychological condition after assistance/treatment <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries with improved psychological condition after assistance/treatment <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>
			<p><i>Indicator:</i> # of total beneficiaries who regularly attend counselling sessions <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who occasionally request psychological counselling <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly attend counselling sessions <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who occasionally request psychological counselling <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly attend counselling sessions <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who occasionally request psychological counselling <i>Means of verification:</i> Case manager assessment, case files, assessment by psychologist</p>

<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the psychological assistance received and are motivated to continue with the counselling <i>Means of verification:</i> Beneficiary feedback forms or interview, information from beneficiary during the consultations</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the psychological assistance received and are motivated to continue with the counselling <i>Means of verification:</i> Beneficiary feedback forms or interview, information from beneficiary during the consultations</p>	<p><i>Indicator:</i> # of total beneficiaries who are satisfied with the psychological assistance received and are motivated to continue with the counselling <i>Means of verification:</i> Beneficiary feedback forms, information from beneficiary during the consultations</p>	<p><i>Indicator:</i> # of total beneficiaries who agree to receive psychological assistance <i>Means of verification:</i> # of counselling sessions received, beneficiary attendance <i>And/or:</i> <i>Indicator:</i> # of total the beneficiaries who consider psychological counselling as important and request this service <i>Means of verification:</i> Requests to visit the psychologist, interview with beneficiary, case files, # of counselling sessions received, bills from psychologist assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly attend psychological/ counselling sessions and report beneficial results <i>Means of verification:</i> # of counselling sessions received, beneficiary attendance <i>And/or:</i> <i>Indicator:</i> # of total the beneficiaries who consider psychological counselling as important and request or continue with this service, regularly attending sessions <i>Means of verification:</i> Requests to visit the psychologist, interview with beneficiary, case files, # of counselling sessions received, bills from psychologist assessment by psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who regularly attend psychological/ counselling sessions and report beneficial results <i>Means of verification:</i> # of counselling sessions received, beneficiary attendance <i>And/or:</i> <i>Indicator:</i> # of total the beneficiaries who consider psychological counselling as important and request or continue with this service, regularly attending sessions <i>Means of verification:</i> Requests to visit the psychologist, interview with beneficiary, case files, # of counselling sessions received, bills from psychologist assessment by psychologist</p>
				<p><i>Indicator:</i> # of total beneficiaries who conclude psychological counselling and support, lack the tendency of dependence and exhibit enhanced self esteem and self acceptance <i>Means of verification:</i> Feedback from beneficiary, interview with beneficiary, staff assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who conclude psychological counselling and support, lack the tendency of dependence, and exhibit enhanced self esteem and self acceptance <i>Means of verification:</i> Feedback from beneficiary, interview with beneficiary, staff assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
				<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are motivated to start an independent life. <i>Means of verification:</i> Feedback from beneficiary, interview with beneficiary, staff assessment</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who initiate only occasional meetings with psychologist after they start to live independently. <i>Means of verification:</i> Case files, feedback from beneficiary, staff assessment</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are motivated to start an independent life. <i>Means of verification:</i> Feedback from beneficiary, interview with beneficiary, staff assessment</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who initiate only occasional meetings with psychologist after they start to live independently. <i>Means of verification:</i> Case files, feedback from beneficiary, staff assessment</p>
<p><i>Indicator:</i> # of total beneficiaries who evaluate psychological assistance as satisfactory and sufficient <i>Means of verification:</i> Beneficiary evaluation form, case files, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate psychological assistance as satisfactory and sufficient <i>Means of verification:</i> Beneficiary evaluation form, case files, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate psychological assistance as satisfactory and sufficient <i>Means of verification:</i> Beneficiary evaluation form, case files, interview with beneficiary</p>	<p><i>Indicator:</i> # of total cases in which re/integration staff assess the psychological assistance received to have been appropriate, sufficient and of a satisfactory standard <i>Means of verification:</i> Beneficiary evaluation form, case files, case manager assessment, reports from psychologist, interview with beneficiary</p>	<p><i>Indicator:</i> # of total cases in which re/integration staff assess the psychological assistance received to have been appropriate, sufficient and of a satisfactory standard <i>Means of verification:</i> Beneficiary evaluation form, case files, case manager assessment, reports from psychologist, interview with beneficiary</p>	<p><i>Indicator:</i> # of total cases in which re/integration staff assess the psychological assistance received to have been appropriate, sufficient and of a satisfactory standard <i>Means of verification:</i> Beneficiary evaluation form, case files, case manager assessment, reports from psychologist, interview with beneficiary</p>

<p><i>And/or:</i></p> <p># of total beneficiaries who are satisfied with psychological assistance and are motivated to continue with this service. <i>Means of verification:</i> Beneficiary feedback forms or interview, attendance at consultations <i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have received psychological assistance and evaluate it as adapted to their needs. <i>Means of verification:</i> Beneficiary feedback forms, beneficiary statements, staff reports.</p>	<p><i>And/or:</i></p> <p># of total beneficiaries who are satisfied with psychological received and either complete the treatment or are motivated to continue with this service. <i>Means of verification:</i> Beneficiary feedback forms or interview, attendance at consultations <i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have received psychological assistance and evaluate it as adapted to their needs. <i>Means of verification:</i> Beneficiary feedback forms, beneficiary statements, staff reports.</p>	<p><i>And/or:</i></p> <p># of total beneficiaries who are satisfied with psychological received and either complete the treatment or are motivated to continue with this service. <i>Means of verification:</i> Beneficiary feedback forms or interview, attendance at consultations <i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have received psychological assistance and evaluate it as adapted to their needs. <i>Means of verification:</i> Beneficiary feedback forms, beneficiary statements, staff reports.</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which psychological services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime) <i>Means of verification:</i> Social workers assessment, reports from psychologists</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which psychological services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime) <i>Means of verification:</i> Social workers assessment, reports from psychologists</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which psychological services are offered according to the standards outlined in law for VoTs (or socially vulnerable or victims of crime) <i>Means of verification:</i> Social workers assessment, reports from psychologists</p>
<p><i>Indicator:</i> # of total beneficiaries who evaluate psychologists to be sensitive and appropriate in their attitudes and behaviours toward them <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate psychologists to be sensitive and appropriate in their attitudes and behaviours toward them <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiaries</p>	<p><i>Indicator:</i> # of total beneficiaries who evaluate psychologists to be sensitive and appropriate in their attitudes and behaviours toward them <i>Means of verification:</i> Beneficiary evaluation form, interview with beneficiaries</p>	<p><i>Indicator:</i> # of total cases in which staff assess that psychologists have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries <i>Means of verification:</i> Beneficiary feedback, social workers assessment</p>	<p><i>Indicator:</i> # of total cases in which staff assess that psychologists have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries <i>Means of verification:</i> Beneficiary feedback, social workers assessment</p>	<p><i>Indicator:</i> # of total cases in which staff assess that psychologists have been sensitive and appropriate in terms of attitudes and behaviours toward beneficiaries <i>Means of verification:</i> Beneficiary feedback, social workers assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
	<p><i>Indicator:</i> # of total beneficiaries who are aware of their improving/improved mental health</p> <p><i>Means of verification:</i> Report of the case manager, feedback from beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are aware of their improved mental health</p> <p><i>Means of verification:</i> Report of the case manager, feedback from beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who are in good and/or improved psychological state</p> <p><i>Means of verification:</i> Case files, beneficiary feedback, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the psychological implications of their trafficking situation are resolved</p> <p><i>Means of verification:</i> Beneficiary feedback, staff reports, psychologist reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are psychologically stable/healthy</p> <p><i>Means of verification:</i> Results/report from psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who are in good and/or improved psychological state</p> <p><i>Means of verification:</i> Case files, beneficiary feedback, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the psychological implications of their trafficking situation are resolved</p> <p><i>Means of verification:</i> Beneficiary feedback, staff reports, psychologist reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are psychologically stable/healthy</p> <p><i>Means of verification:</i> Results/report from psychologist</p>	<p><i>Indicator:</i> # of total beneficiaries who are in good and/or improved psychological state</p> <p><i>Means of verification:</i> Case files, beneficiary feedback, # of medical interventions</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom the psychological implications of their trafficking situation are resolved</p> <p><i>Means of verification:</i> Beneficiary feedback, staff reports, psychologist reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are psychologically stable/healthy</p> <p><i>Means of verification:</i> Results/report from psychologist</p>
			<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) psychological assistance in the crisis stage.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary reports</p>	<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) psychological assistance in the transition phase.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary reports</p>	<p><i>Indicator:</i> # of total beneficiaries who benefit from free (state) psychological assistance in the re/integration stage.</p> <p><i>Means of verification:</i> Programme budgets, beneficiary reports</p>

			<p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge psychological assistance <i>Means of verification:</i> Copy of MOU</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge psychological assistance <i>Means of verification:</i> Copy of MOU</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> Existence of MOU with the state health services for delivering free of charge psychological assistance <i>Means of verification:</i> Copy of MOU</p>
			<p><i>Indicator:</i> Existence of standardised psychological assessment tool for VoTs – e.g. within the organisation, by state <i>Means of verification:</i> Copy of tool</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> Existence of standardised psychological assessment tool – e.g. within the organisation, by state <i>Means of verification:</i> Copy of tool</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>	<p><i>Indicator:</i> Existence of standardised psychological assessment tool – e.g. within the organisation, by state <i>Means of verification:</i> Copy of tool</p> <p><i>* Please specify whether state and/or organisation tool including whether both exist</i></p>
			<p><i>Indicator:</i> # of total cases in which standardised psychological assessment tool is used <i>Means of verification:</i> Report from psychologist, case files, supervisory assessment</p>	<p><i>Indicator:</i> # of total cases in which standardised psychological assessment tool is used <i>Means of verification:</i> Report from psychologist, case files, supervisory assessment</p>	<p><i>Indicator:</i> # of total cases in which standardised psychological assessment tool is used <i>Means of verification:</i> Report from psychologist, case files, supervisory assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<i>Indicator:</i> Existence of report template for assessing the effectiveness of psychological assistance <i>Means of verification:</i> Copy of report template	<i>Indicator:</i> Existence of report template for assessing the effectiveness of psychological assistance <i>Means of verification:</i> Copy of report template	<i>Indicator:</i> Existence of report template for assessing the effectiveness of psychological assistance <i>Means of verification:</i> Copy of report template
			<i>Indicator:</i> Existence of MOU with authorised psychologists or psychological associations in order to provide medical services adapted to specific needs of VoTs. <i>Means of verification:</i> Copy of MOU	<i>Indicator:</i> Existence of MOU with authorised psychologists or psychological associations in order to provide medical services adapted to specific needs of VoTs. <i>Means of verification:</i> Copy of MOU	<i>Indicator:</i> Existence of MOU with authorised psychologists or psychological associations in order to provide medical services adapted to specific needs of VoTs. <i>Means of verification:</i> Copy of MOU
			<i>Indicator:</i> # of psychologists trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information	<i>Indicator:</i> # of psychologists trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information	<i>Indicator:</i> # of psychologists trained to identify, refer, and care for VoTs <i>Means of verification:</i> Training certificate, national standards, referral network information
			<i>Indicator:</i> Existence of tools/methods to enhance beneficiary participation in their own care and socialisation, and for facilitating their decision-making. <i>Means of verification:</i> Supervisor documents and clients files.	<i>Indicator:</i> Existence of tools/methods to enhance beneficiary participation in their own care and socialisation, and for facilitating their decision-making. <i>Means of verification:</i> Supervisor documents and clients files.	<i>Indicator:</i> Existence of tools/methods to enhance beneficiary participation in their own care and socialisation, and for facilitating their decision-making. <i>Means of verification:</i> Supervisor documents and clients files.

			<p><i>Indicator:</i> A database of psychological services as part of a referral network, including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of psychological services as part of a referral network, including for children, difficult cases, special needs, etc.</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of psychological services as part of a referral network, including for children, difficult cases, special needs, etc...</p> <p><i>Means of verification:</i> Database and resource mapping</p>
			<p><i>Indicator:</i> Developed report template for screening the effectiveness of psychological assistance</p> <p><i>Means of verification:</i> evaluating report from case manager</p>	<p><i>Indicator:</i> Developed report template for screening the effectiveness of psychological assistance</p> <p><i>Means of verification:</i> evaluating report from case manager</p>	<p><i>Indicator:</i> Developed report template for screening the effectiveness of psychological assistance</p> <p><i>Means of verification:</i> evaluating report from case manager</p>

Impact indicator: Education and professional/vocational training

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months) ²⁸	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

²⁸ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

			<p><i>Indicator:</i> # of total beneficiaries who are offered education courses (formal or informal) which are relevant for their needs</p> <p><i>Means of verification:</i> List of the available courses, enrolment lists, case files, beneficiary inputs/feedback</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are offered different training courses which are relevant for their needs</p> <p><i>Means of verification:</i> List of the available courses, enrolment lists, case files, beneficiary inputs/feedback</p>	<p><i>Indicator:</i> # of total beneficiaries who enrol in and regularly attend education courses (formal or informal).</p> <p><i>Means of verification:</i> List of the available courses, enrolment lists, case files, beneficiary inputs/feedback</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who enrol in and regularly attend professional/vocational training courses</p> <p><i>Means of verification:</i> List of the available courses, enrolment lists, case files, beneficiary inputs/feedback</p> <p><i>*Where courses are relatively short, beneficiary may enrol and complete the course in the transition phase in which case please refer to indicators below:</i></p>	<p><i>Indicator:</i> # of total beneficiaries who complete education courses (formal or informal).</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation certificates</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who complete professional/vocational training courses.</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation certificates</p>
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Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
				<p><i>Indicator:</i> # of total beneficiaries who complete education courses (formal or informal).</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation certificates</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who complete professional/vocational training courses.</p> <p><i>Means of verification:</i> Beneficiary feedback, graduation certificates</p>	
<p><i>Indicator:</i> # of total beneficiaries enrolled in education course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries enrolled in education course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries enrolled in education course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the education course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the education course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the education course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p>

<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries enrolled in professional/ vocational training course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*please note, for some beneficiaries, it may be too early in their recovery to participate in such programmes</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries enrolled in professional/ vocational training course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries enrolled in professional/ vocational training course who evaluate it as satisfactory and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/ integration staff assess the training course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p> <p><i>*please note, for some beneficiaries, it may be too early in their recovery to participate in such programmes</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/ integration staff assess the training course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/ integration staff assess the training course to be satisfactory, of a adequate standard and relevant</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary, case files, staff assessment</p>
			<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in education classes (formal or informal) and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/ completion certificates, interview with beneficiary, staff assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in education classes (formal or informal) and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation certificates, interview with beneficiary, staff assessment</p>	<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in education classes (formal or informal) and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates, interview with beneficiary, staff assessment</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation certificates, interview with beneficiary, staff assessment</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates, interview with beneficiary, staff assessment</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings and regularly attend</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates, interview with beneficiary, staff assessment</p>
<p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by education staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by education staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by education staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of education staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of education staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of education staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p>

<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by training staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by training staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who receive appropriate treatment by training staff</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of training staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of training staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries where re/integration staff assess the behaviour/attitude of training staff to be appropriate</p> <p><i>Means of verification:</i> Evaluation form, interview with beneficiary</p> <p><i>*Please note, some teachers/trainers will be aware of the victim's trafficking status, while others may not. Appropriate treatment might refer to different things depending on the case, including sensitive treatment as a VoT and/or socially vulnerable person, maintaining confidentiality of the case, supportive attitude of staff, etc.</i></p>
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Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings or different forms of education</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates</p> <p><i>*please note, for some beneficiaries, it may be too early in their recovery to participate in such programmes</i></p>	<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings or different forms of education</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates</p>	<p><i>Indicator:</i> # of total beneficiaries who are motivated to participate in trainings or different forms of education</p> <p><i>Means of verification:</i> Beneficiary feedback forms, graduation/completion certificates</p>
					<p><i>Indicator:</i> # of total beneficiaries for whom training resulted in an economic opportunity – job placement, internship, small business scheme</p> <p><i>Means of verification:</i> Proof of employment</p>
					<p><i>Indicator:</i> # of total beneficiaries for whom education resulted in an economic opportunity – job placement, internship, small business scheme</p> <p><i>Means of verification:</i> Proof of employment</p>

					<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom education resulted in further educational opportunities</p> <p><i>Means of verification:</i> Enrolment forms, staff notes, interview with beneficiary</p>
<p><i>Indicator:</i> # of total beneficiaries whose attitude toward education or training has become more positive – for example, greater value placed on education/skills, prolonged presence in the educational field, the wish of further professionalisation</p> <p><i>Means of verification:</i> Feedback questionnaires, certificates and diplomas, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries whose attitude toward education or training has become more positive – for example, greater value placed on education/skills, prolonged presence in the educational field, the wish of further professionalisation</p> <p><i>Means of verification:</i> Feedback questionnaires, certificates and diplomas, beneficiary interview</p>	<p><i>Indicator:</i> # of total beneficiaries whose attitude toward education or training has become more positive – for example, greater value placed on education/skills, prolonged presence in the educational field, the wish of further professionalisation</p> <p><i>Means of verification:</i> Feedback questionnaires, certificates and diplomas, beneficiary interview</p>			

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<i>Indicator:</i> # of total beneficiaries who receive life skills training toward their long-term re/integration <i>Means of verification:</i> Evaluation form, interview with beneficiary, case files	<i>Indicator:</i> # of total beneficiaries who receive life skills training toward their long-term re/integration <i>Means of verification:</i> Evaluation form, interview with beneficiary case files	
<i>Indicator:</i> # of total beneficiaries who receive life skills training toward their long-term re/integration and evaluate this as satisfactory <i>Means of verification:</i> Evaluation form, interview with beneficiary	<i>Indicator:</i> # of total beneficiaries who receive life skills training toward their long-term re/integration and evaluate this as satisfactory <i>Means of verification:</i> Evaluation form, interview with beneficiary	<i>*Please note, most life skills training is completed in the crisis and transition phase. Where this training is needed and offered in the re/integration phase, please use indicators from these earlier stages.</i>	<i>Indicator:</i> # of total beneficiaries who receive life skills training which is assessed to be of a satisfactory standard by re/integration staff <i>Means of verification:</i> Evaluation form, interview with beneficiary, observation of training, trainers notes <i>And/or:</i> <i>Indicator:</i> # of total beneficiaries in which life skills training translates into better daily living and coping skills <i>Means of verification:</i> Case manager report	<i>Indicator:</i> # of total beneficiaries who receive life skills training which is assessed to be of a satisfactory standard by re/integration staff <i>Means of verification:</i> Evaluation form, interview with beneficiary, observation of training, trainers notes <i>And/or:</i> <i>Indicator:</i> # of total beneficiaries in which life skills training translates into better daily living and coping skills <i>Means of verification:</i> Case manager report	<i>*Please note, most life skills training is completed in the crisis and transition phase. Where this training is needed and offered in the re/integration phase, please use indicators from these earlier stages.</i>

			<p><i>Indicator:</i> # of total beneficiaries with TRPs who receive training oriented to integration into the new country – e.g. cultural orientation, language, how to access local services, etc.</p> <p><i>Means of verification:</i> Case manager report, beneficiary interview, observation of training programme</p>	<p><i>Indicator:</i> # of total beneficiaries with TRPs who receive training oriented to integration into the new country – e.g. cultural orientation, language, how to access local services, etc.</p> <p><i>Means of verification:</i> Case manager report, beneficiary interview, observation of training programme</p>	<p><i>Indicator:</i> # of total beneficiaries with TRPs who receive training oriented to integration into the new country – e.g. cultural orientation, language, how to access local services, etc.</p> <p><i>Means of verification:</i> Case manager report, beneficiary interview, observation of training programme</p>
			<p><i>Indicator:</i> A database of education and training options relevant for different types of beneficiaries throughout the region/country and assessed to be of a suitable quality</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of education and training options relevant for different types of beneficiaries throughout the region/country and assessed to be of a suitable quality</p> <p><i>Means of verification:</i> Database and resource mapping</p>	<p><i>Indicator:</i> A database of education and training options relevant for different types of beneficiaries throughout the region/country and assessed to be of a suitable quality</p> <p><i>Means of verification:</i> Database and resource mapping</p>
			<p><i>Indicator:</i> Existence of MOU with the state education services for facilitating education reinsertion in the formal education system</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment forms</p>	<p><i>Indicator:</i> Existence of MOU with the state education services for facilitating education reinsertion in the formal education system</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment forms</p>	<p><i>Indicator:</i> Existence of MOU with the state education services for facilitating education reinsertion in the formal education system</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment forms</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> Existence of MOU with the state training programmes for delivering free of charge education and training services</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment in training, graduation certificates</p>	<p><i>Indicator:</i> Existence of MOU with the state training programmes for delivering free of charge education and training services</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment in training, graduation certificates</p>	<p><i>Indicator:</i> Existence of MOU with the state training programmes for delivering free of charge education and training services</p> <p><i>Means of verification:</i> Copy of MOU, copies of student enrolment in training, graduation certificates</p>

Impact indicator: Economic opportunities – e.g. job placement, micro/small business, income generating activities²⁹

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)³⁰	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

²⁹ Please note, most beneficiaries who are offered and access these services will be adults. Such services may also be appropriate in the case of older children who do not wish to continue with their education and/or must find work to live independently or contribute to the family/household income. In the case of younger children, economic/employment assistance may be offered to the parents/guardians of these children in an effort to contribute to a more economically secure environment. This table includes a few indicators to reflect this. This aspect may also be captured to some extent in terms of services offered to secondary beneficiaries.

³⁰ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who identify and discuss different options for employment and/or income generation <i>Means of verification:</i> Staff reports, interview with beneficiary</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries motivated to find work and are assisted in finding work <i>Means of verification:</i> Staff reports, beneficiary feedback forms</p> <p><i>*Please note, it may be too early for some beneficiaries to be looking for employment in this phase</i></p>	<p><i>Indicator:</i> # of total beneficiaries are motivated to generate some income – e.g. find employment, micro-business <i>Means of verification:</i> Staff reports</p>	<p><i>Indicator:</i> # of total beneficiaries who generate some income – e.g. find employment, micro-business <i>Means of verification:</i> Staff reports</p>
			<p><i>Indicator:</i> # of total beneficiaries who have employment or income generation in the crisis phase <i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who have employment or income generation in the transition stage <i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who have regular employment or income generation in the re/integration stage and have held this position for six months <i>Means of verification:</i> Beneficiary interview, case files</p>

			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working before entering the transition phase. <i>Means of verification:</i> Reports from case manager, job coordinator</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working in the formal sector (with the benefits) <i>Means of verification:</i> Beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries placed in safe/protected work environments <i>Means of verification:</i> MOUs</p> <p><i>*Please note, it may be too early for some beneficiaries to be looking for employment in this phase</i></p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working before entering the re/integration phase. <i>Means of verification:</i> Reports from case manager, job coordinator</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working in the formal sector (with the benefits) <i>Means of verification:</i> Beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries placed in safe/protected work environments <i>Means of verification:</i> MOUs</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working in the re/integration phase. <i>Means of verification:</i> Reports from case manager, job coordinator</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are working in the formal sector (with the benefits) <i>Means of verification:</i> Beneficiary interview, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries placed in safe/protected work environments <i>Means of verification:</i> MOUs</p>
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Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total child beneficiaries whose parent/ guardian has been assisted in finding employment or income generation in the crisis phase</p> <p><i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total child beneficiaries whose parent/ guardian has been assisted in finding employment or income generation in the transition phase</p> <p><i>Means of verification:</i> Beneficiary interview, case files</p>	<p><i>Indicator:</i> # of total child beneficiaries whose parent/ guardian has been assisted in finding employment or income generation in the re/integration phase</p> <p><i>Means of verification:</i> Beneficiary interview, case files</p>
			<p><i>Indicator:</i> # of total beneficiaries who get employed in the crisis stage, reached employment through state and private employment agencies</p> <p><i>Means of verification:</i> Interview with beneficiary, referral note from agencies, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the crisis stage, reached employment through NGO/re/integration programme</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who get employed in the transition phase, reached employment through state and private employment agencies</p> <p><i>Means of verification:</i> Interview with beneficiary, referral note from agencies, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the transition stage, reached employment through NGO/re/integration programme</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who get employed in the re/ integration period, reached employment through state and private employment agencies</p> <p><i>Means of verification:</i> Interview with beneficiary, referral note from agencies, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the re/ integration stage, reached employment through NGO/ re/integration programme</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>

			<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the crisis stage, reached employment through personal contacts and/or individual initiative</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the transition stage, reached employment through personal contacts and/or individual initiative</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who get employed in the re/integration stage, reached employment through personal contacts and/or individual initiative</p> <p><i>Means of verification:</i> Interview with beneficiary, case files</p>
			<p><i>Indicator:</i> # of economic/job placements per beneficiary in the crisis phase</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms, case files</p>	<p><i>Indicator:</i> # of economic/job placements per beneficiary in the transition stage</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms, case files</p>	<p><i>Indicator:</i> # of economic/job placements per beneficiary in the re/integration phase</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of economic/job placements required per beneficiary over the full course of re/integration assistance before keeping employment in the long term</p> <p><i>Means of verification:</i> Staff reports, beneficiary feedback forms, case files</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business who assess this to be sufficient and appropriate to initiate a business</p> <p><i>Means of verification:</i> Feedback questionnaires, interview with beneficiary</p> <p><i>*please note, this activity may be too early for this stage of re/integration</i></p>	<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business who assess this to be sufficient and appropriate to initiate a business</p> <p><i>Means of verification:</i> Feedback questionnaires, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business who assess this to be sufficient and appropriate to initiate a business</p> <p><i>Means of verification:</i> Feedback questionnaires, interview with beneficiary</p>	<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business and initiate a business</p> <p><i>Means of verification:</i> Feedback questionnaires, case files, case worker notes</p> <p><i>*please note, this activity may be too early for this stage of re/integration</i></p>	<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business, initiate a business and are able to maintain the business for a minimum of three months</p> <p><i>Means of verification:</i> Feedback questionnaires, case files, case worker</p>	<p><i>Indicator:</i> # of total beneficiaries who receive training and support for establishing a micro business, initiate a business and are able to maintain the business for a minimum of twelve months</p> <p><i>Means of verification:</i> Feedback questionnaires, case files, case worker</p>
			<p><i>Indicator:</i> # of total beneficiaries with limited skills are assisted in finding and maintaining alternative job placements – e.g. protected workspaces</p> <p><i>Means of verification:</i> Staff progress report</p>	<p><i>Indicator:</i> # of total beneficiaries with limited skills are assisted in finding and maintaining alternative job placements – e.g. protected workspaces</p> <p><i>Means of verification:</i> Staff progress report</p>	<p><i>Indicator:</i> # of total beneficiaries with limited skills are assisted in finding and maintaining alternative job placements – e.g. protected workspaces</p> <p><i>Means of verification:</i> Staff progress report</p>

<p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>	<p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>	<p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have employment or income generation and evaluate it as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess the employment or income generation activity as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which staff assess employment or income generation activity as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess the employment or income generation activity as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which staff assess employment or income generation activity as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess the employment or income generation activity as "satisfactory" – e.g. sufficient salary, safe work environment, benefits. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total cases in which staff assess employment or income generation activity as "satisfactory" within the current economic context – e.g. consistent with work conditions and salary for average workers. <i>Means of verification:</i> Beneficiary feedback forms, staff reports.</p>
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Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of state services in facilitating income and employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of NGOs in facilitating income generation/employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case file</p> <p><i>*Please note, it may be too early for some beneficiaries to access and thus assess this service</i></p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of state services in facilitating income and employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of NGOs in facilitating income generation/employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case file</p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of state services in facilitating income and employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the capacity of NGOs in facilitating income generation/employment opportunities <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case file</p>			

<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the organisation in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the state in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the organisation in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the state in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the organisation in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity of the staff of the state in assisting with income generation/employment <i>Means of verification:</i> Client satisfaction form, interview with beneficiary, case files</p>			
			<p><i>Indicator:</i> Identification of safe/protected work environments for beneficiaries <i>Means of verification:</i> MOUs with employers, database of workplaces</p>	<p><i>Indicator:</i> Identification of safe/protected work environments for beneficiaries <i>Means of verification:</i> MOUs with employers, database of workplaces</p>	<p><i>Indicator:</i> Identification of safe/protected work environments for beneficiaries <i>Means of verification:</i> MOUs with employers, database of workplaces</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
				<p><i>And/or:</i></p> <p><i>Indicator:</i> Develop/expand database of workplaces for beneficiaries <i>Means of verification:</i> MOUs, database</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Develop procedures for feedback from employers to enhance cooperation in job placement for beneficiaries. <i>Means of verification:</i> feedback from employers, case worker notes</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> Develop/expand database of workplaces for beneficiaries <i>Means of verification:</i> MOUs, database</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Develop procedures for feedback from employers to enhance cooperation in job placement for beneficiaries. <i>Means of verification:</i> feedback from employers, case worker notes</p>
			<p><i>Indicator:</i> # of alternative placements identified according to sufficient standards <i>Means of verification:</i> Copies of MOU, monitoring in the field, reports</p>	<p><i>Indicator:</i> # of alternative placements identified according to sufficient standards <i>Means of verification:</i> Copies of MOU, monitoring in the field, reports</p>	<p><i>Indicator:</i> # of alternative placements identified according to sufficient standards <i>Means of verification:</i> Copies of MOU, monitoring in the field, reports</p>

Impact indicator: Family mediation and/or counselling

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)³¹	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>	<i>* Please specify # of beneficiaries currently in this phase: ____</i>
<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	<i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

³¹ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of total beneficiaries who require family mediation/ counselling</p> <p><i>Means of verification:</i> Case files, case manager notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with whom family mediation/ counselling is undertaken in the crisis period</p> <p><i>Means of verification:</i> Case files, case manager notes</p>	<p><i>Indicator:</i> # of total beneficiaries who require family mediation/ counselling</p> <p><i>Means of verification:</i> Case files, case manager notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with whom family mediation/ counselling is undertaken in the transition period</p> <p><i>Means of verification:</i> Case files, case manager notes</p>	<p><i>Indicator:</i> # of total beneficiaries who require family mediation/ counselling</p> <p><i>Means of verification:</i> Case files, case manager notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries with whom family mediation/ counselling is undertaken in the re/integration period</p> <p><i>Means of verification:</i> Case files, case manager notes</p>
			<p><i>Indicator:</i> # of total beneficiaries who are ready to establish initial contact with some or all of their family, following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files, case manager notes</p>	<p><i>Indicator:</i> # of total beneficiaries who are ready to establish initial contact with some or all of their family, following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files, case manager notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have improved communication with her/his family</p> <p><i>Means of verification:</i> Monitoring of case, case manager notes</p>	<p><i>Indicator:</i> # of total beneficiaries who are ready to establish initial contact with some or all of their family following intervention of re/integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files, case manager notes</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have improved communication with her/his family</p> <p><i>Means of verification:</i> Monitoring of case, case manager notes</p>

<p><i>Indicator:</i> # of total beneficiaries who participated in family mediation or counselling sessions and evaluate it as successful. <i>Means of verification:</i> Beneficiary feedback forms</p>	<p><i>Indicator:</i> # of total beneficiaries who participated in family mediation or counselling sessions and evaluate it as successful. <i>Means of verification:</i> Beneficiary feedback forms</p>	<p><i>Indicator:</i> # of total beneficiaries who participated in family mediation or counselling sessions and evaluate it as successful. <i>Means of verification:</i> Beneficiary feedback forms</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess family mediation or counselling sessions as successful. <i>Means of verification:</i> Beneficiary feedback forms</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom family mediation or counselling is undertaken results in better understanding between victim and family (relative to initial situation). <i>Means of verification:</i> Professional reports</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess family mediation or counselling sessions as successful. <i>Means of verification:</i> Beneficiary feedback forms</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom family mediation or counselling is undertaken results in better understanding between victim and family (relative to initial situation). <i>Means of verification:</i> Professional reports</p>	<p><i>Indicator:</i> # of total beneficiaries for whom staff assess family mediation or counselling sessions as successful. <i>Means of verification:</i> Beneficiary feedback forms</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries for whom family mediation or counselling is undertaken results in better understanding between victim and family (relative to initial situation). <i>Means of verification:</i> Professional reports</p>
<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity and capacity of staff in family mediation or counselling <i>Means of verification:</i> Client satisfaction form</p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity and capacity of staff in family mediation or counselling <i>Means of verification:</i> Client satisfaction form</p>	<p><i>Indicator:</i> # of total beneficiaries who positively assess the sensitivity and capacity of staff in family mediation or counselling <i>Means of verification:</i> Client satisfaction form</p>			

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
<p><i>Indicator:</i> # of total beneficiaries and members of their families who participated in family mediation or counselling, recognise the need for this kind of assistance, and initiate it.</p> <p><i>Means of verification:</i> Agreement on re/integration plan, staff report.</p>	<p><i>Indicator:</i> # of total beneficiaries and members of their families who participated in family mediation or counselling, recognise the need for this kind of assistance and initiate and/or continue with it.</p> <p><i>Means of verification:</i> Agreement on re/integration plan, staff report.</p>	<p><i>Indicator:</i> # of total beneficiaries and members of their families who participated in family mediation or counselling, recognise the need for this kind of assistance and continue with it.</p> <p><i>Means of verification:</i> Agreement on re/integration plan, staff report.</p>			
			<p><i>Indicator:</i> # of total beneficiaries for whom family contact is not dangerous or unhealthy</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who initiate contact with the family</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p>	<p><i>Indicator:</i> # of total beneficiaries for whom family contact is not dangerous or unhealthy</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have some contact with the family</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p>	<p><i>Indicator:</i> # of total beneficiaries for whom family contact is not dangerous or unhealthy</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who have regular contact with the family and/or have returned to the family</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p>

			<p><i>Indicator:</i> # of total beneficiaries return to a healthy, positive and safe family environment, fostered at least in part through the mediation/ counselling process</p> <p><i>Means of verification:</i> Beneficiary and family feedback questionnaires</p>	<p><i>Indicator:</i> # of total beneficiaries return to a healthy, positive and safe family environment, fostered at least in part through the mediation/ counselling process</p> <p><i>Means of verification:</i> Beneficiary and family feedback questionnaires</p>	<p><i>Indicator:</i> # of total beneficiaries return to a healthy, positive and safe family environment, fostered at least in part through the mediation/ counselling process</p> <p><i>Means of verification:</i> Beneficiary and family feedback questionnaires</p>
			<p><i>Indicator:</i> # of total beneficiaries who are ready to establish initial contact with some or all of their family, following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are ready to establish initial contact with some or all of their family, following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who are ready to return to live with their family/home community following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files</p>	<p><i>Indicator:</i> # of total beneficiaries who are ready to return to live with their family/home community following intervention of re/ integration staff</p> <p><i>Means of verification:</i> Beneficiary information, case files</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who remain in their family environment for a minimum of twelve months after mediation and counselling and continue to experience a supportive environment</p> <p><i>Means of verification:</i> Monitoring report, beneficiary reports</p>

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
					<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who contact the organisation for continued mediation and counselling to address continued or additional tensions in family or community</p> <p><i>Means of verification:</i> Monitoring report, beneficiary reports</p>
			<p><i>Indicator:</i> # of total families who were positive about contact with the beneficiary</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of cases where there is strengthened cooperation and trust between the family and the beneficiary</p> <p><i>Means of verification:</i> # of (positive) meetings and phone calls, case manager notes</p>	<p><i>Indicator:</i> # of total families who were positive about contact with the beneficiary</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of cases where there is strengthened cooperation and trust between the family and the beneficiary</p> <p><i>Means of verification:</i> # of (positive) meetings and phone calls, case manager notes</p>	<p><i>Indicator:</i> # of total families who were positive about contact with the beneficiary</p> <p><i>Means of verification:</i> Case manager contact with family, family visits, home visits</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of cases where there is strengthened cooperation and trust between the family and the beneficiary</p> <p><i>Means of verification:</i> # of (positive) meetings and phone calls, case manager notes</p>

				<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total families who positively react to plans for the VoTs return to live at home <i>Means of verification:</i> Agreement on re/integration plan</p> <p><i>Indicator:</i> # of total beneficiaries whose families support them in the wider community (which may be negative to beneficiary) and offer protection and support <i>Means of verification:</i> Beneficiary and family feedback questionnaires</p>	<p><i>And/or:</i></p> <p><i>Indicator:</i> # of total families who positively react to plans for the VoTs return to live at home <i>Means of verification:</i> Agreement on re/integration plan</p> <p><i>Indicator:</i> # of total beneficiaries whose families support them in the wider community (which may be negative to beneficiary) and offer protection and support <i>Means of verification:</i> Beneficiary and family feedback questionnaires</p>
			<p><i>Indicator:</i> A database of available assistance from family specialists who are trained in working with trafficked people. <i>Means of verification:</i> Supervisor documents and clients files.</p>	<p><i>Indicator:</i> A database of available assistance from family specialists who are trained in working with trafficked people. <i>Means of verification:</i> Supervisor documents and clients files.</p>	<p><i>Indicator:</i> A database of available assistance from family specialists who are trained in working with trafficked people. <i>Means of verification:</i> Supervisor documents and clients files.</p>

Impact indicator: Case monitoring and follow-up

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)³² <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 2: Transition (4-12 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 3: Re/integration (13-36 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 1: Crisis (0-3 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 2: Transition (4-12 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Phase 3: Re/integration (13-36 months) <i>* Please specify # of beneficiaries currently in this phase: ____</i> <i>Please specify number of beneficiaries who are:</i> - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other
				<i>Indicator: # of total beneficiaries with enhanced capacity to live on her/his own and to gain the independence.</i> <i>Means of verification: Have working place, accommodation and step by step gains independence from the supporting group</i>	<i>Indicator: # of total beneficiaries with the capacity to live on her/his own and to gain the independence.</i> <i>Means of verification: Have working place, accommodation and step by step gains independence from the supporting group</i>

³² Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

			<p><i>Indicator:</i> # of total beneficiaries who cooperate in the case monitoring and follow- up process and find it effective.</p> <p><i>Means of verification:</i> Beneficiary and family feedback form</p>	<p><i>Indicator:</i> # of total beneficiaries who cooperate in the case monitoring and follow- up process and find it effective.</p> <p><i>Means of verification:</i> Beneficiary and family feedback form</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who maintain contact with the case manager, decreasing over time</p> <p><i>Means of verification:</i> # of realised meetings and phone calls</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who start to live independently and feel that they can report to staff in case of need</p> <p><i>Means of verification:</i> Beneficiary feedback forms</p>	<p><i>Indicator:</i> # of total beneficiaries who maintain contact with the case manager, decreasing over time</p> <p><i>Means of verification:</i> # of realised meetings and phone calls</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> # of total beneficiaries who start to live independently and feel that they can report to staff in case of need</p> <p><i>Means of verification:</i> Beneficiary feedback forms</p>
			<p><i>Indicator:</i> # of total potential problems which are identified in their initial phase, before they escalate.</p> <p><i>Means of verification:</i> Staff meetings, staff reports.</p>	<p><i>Indicator:</i> # of total potential problems which are identified in their initial phase because staff observe them or clients shares them</p> <p><i>Means of verification:</i> Staff meetings, staff reports.</p>	

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
				<i>Indicator:</i> # of cases in which beneficiaries start to live independently, and follow up information is obtained through authorised state social services. <i>Means of verification:</i> State services reports, staff reports.	<i>Indicator:</i> # of cases in which beneficiaries start to live independently, and follow up information is obtained through authorised state social services. <i>Means of verification:</i> State services reports, staff reports.
			<i>Indicator:</i> # of cases in which state social work/ services implements the recommendations from final report for the client. <i>Means of verification:</i> Feedback report from CSW	<i>Indicator:</i> # of cases in which state social work/ services implements the recommendations from final report for the client. <i>Means of verification:</i> Feedback report from CSW	<i>Indicator:</i> # of cases in which state social work/ services implements the recommendations from final report for the client. <i>Means of verification:</i> Feedback report from CSW
<i>Indicator:</i> # of total beneficiaries who feel that they can report to staff any new information and feel safe about such disclosure. <i>Means of verification:</i> Beneficiary feedback forms, complaint boxes	<i>Indicator:</i> # of total beneficiaries who feel able to report to staff about their situation and problems <i>Means of verification:</i> Beneficiary feedback forms, complaint boxes	<i>Indicator:</i> # of total beneficiaries who feel able to report to staff about their situation and problems <i>Means of verification:</i> Beneficiary feedback forms, complaint boxes			
			<i>Indicator:</i> Developing individual follow- up plan and case strategy, developing network procedures for all specialists involved in the case, including in home regions <i>Means of verification:</i> Client files, feedback from the specialists, involved in the case	<i>Indicator:</i> Developing individual follow- up plan and case strategy, developing network procedures for all specialists involved in the case, including those in home regions <i>Means of verification:</i> Client files, feedback from the specialists, involved in the case	<i>Indicator:</i> Developing individual follow- up plan and case strategy, developing network procedures for all specialists involved in the case, including those in home regions <i>Means of verification:</i> Client files, feedback from the specialists, involved in the case

			<p><i>Indicator:</i> A database of organisations (NGOs and GOs) able to monitor cases throughout the country</p> <p><i>Means of verification:</i> database</p>	<p><i>Indicator:</i> A database of organisations (NGOs and GOs) able to monitor cases throughout the country</p> <p><i>Means of verification:</i> database</p>	<p><i>Indicator:</i> A database of organisations (NGOs and GOs) able to monitor cases throughout the country</p> <p><i>Means of verification:</i> database</p>
			<p><i>Indicator:</i> Existence of MOU with state services, in order to create services adapted to specific needs of VoTs.</p> <p><i>Means of verification:</i> MOU, beneficiary enrolment in these services</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> State is the main actor in giving chances for sustainability in the independent life</p> <p><i>Means of verification:</i> State policies, agreements with NGOs and State</p>	<p><i>Indicator:</i> Existence of MOU with state services, in order to create services adapted to specific needs of VoTs.</p> <p><i>Means of verification:</i> MOU, beneficiary enrolment in these services</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> State is the main actor in giving chances for sustainability in the independent life</p> <p><i>Means of verification:</i> State policies, agreements with NGOs and State</p>	<p><i>Indicator:</i> Existence of MOU with state services, in order to create services adapted to specific needs of VoTs.</p> <p><i>Means of verification:</i> MOU, beneficiary enrolment in these services</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> State is the main actor in giving chances for sustainability in the independent life</p> <p><i>Means of verification:</i> State policies, agreements with NGOs and State</p>
			<p><i>Indicator:</i> Existence of MOU with NGOs and GO partners according to the needs for monitoring and follow up</p> <p><i>Means of verification:</i> MOU assigned, reports of monitoring and follow up completed by stakeholders involved in this service</p>	<p><i>Indicator:</i> Existence of MOU with NGOs and GO partners according to the needs for monitoring and follow up</p> <p><i>Means of verification:</i> MOU assigned, reports of monitoring and follow up completed by stakeholders involved in this service</p>	<p><i>Indicator:</i> Existence of MOU with NGOs and GO partners according to the needs for monitoring and follow up</p> <p><i>Means of verification:</i> MOU assigned, reports of monitoring and follow up completed by stakeholders involved in this service</p>

Impact indicator: Assistance to secondary beneficiaries – e.g. family and dependents of VoTs, community members where re/integration takes place, etc.

Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months) ³³	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
* Please specify # of beneficiaries currently in this phase: ____	* Please specify # of beneficiaries currently in this phase: ____	* Please specify # of beneficiaries currently in this phase: ____	* Please specify # of beneficiaries currently in this phase: ____	* Please specify # of beneficiaries currently in this phase: ____	* Please specify # of beneficiaries currently in this phase: ____
Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other	Please specify number of beneficiaries who are: - foreigners/national - children/adults - male/female - residential/non-residential - sex THB/labour THB/begging/other

³³ Please note that the number of months is a guideline and each organisation should apply the phases which are used in their existing re/integration programmes. Each organisation works according to different models, protocols and within different national and local contexts, which means the length of time in crisis, transition and re/integration may differ quite substantially.

* Please note that this should include new and on-going cases. In some cases, on-going cases will fall within the crisis phase, even after a period of intervention. In other cases, beneficiaries who enter a programme may no longer be in the crisis phase, having passed this period either outside of the programme or without any assistance.

			<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from re/integration NGO in crisis period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from NGOs in crisis period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services needed but not received by secondary beneficiaries from NGOs in crisis period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p>	<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from re/integration NGO in transition period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from NGOs in the transition stage <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services needed but not received by secondary beneficiaries from NGOs in the transition stage <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p>	<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from re/integration NGO in re/integration period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from NGOs in the re/integration period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services needed but not received by secondary beneficiaries from NGOs in the re/integration period <i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p>
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Monitored by beneficiaries			Monitored by professionals		
Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)	Phase 1: Crisis (0-3 months)	Phase 2: Transition (4-12 months)	Phase 3: Re/integration (13-36 months)
			<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from state institutions in crisis period</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from the state in crisis period</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services not received by secondary beneficiaries from the state in crisis period</p> <p><i>Means of verification:</i> Case files, receipts for services, beneficiary interviews</p>	<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from state institutions in the transition period</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from the state in the transition stage</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services not received by secondary beneficiaries from the state in the transition stage</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p>	<p><i>Indicator:</i> # of secondary beneficiaries who receive assistance/services from state institutions in the re/integration period</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services received by secondary beneficiaries from the state in the re/integration stage</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p> <p><i>And/or:</i></p> <p><i>Indicator:</i> Types of services not received by secondary beneficiaries from the state in the re/integration stage</p> <p><i>Means of verification:</i> Case files, receipts for services, interview with beneficiaries</p>

<p><i>Indicator:</i> # of secondary beneficiaries who received assistance/services from state institutions who assess the services as satisfactory in quality and sufficient in scope <i>Means of verification:</i> Case files, interview with beneficiaries</p>	<p><i>Indicator:</i> # of secondary beneficiaries who received assistance/services from state institutions who assess the services as satisfactory in quality and sufficient in scope <i>Means of verification:</i> Case files, interview with beneficiaries</p>	<p><i>Indicator:</i> # of secondary beneficiaries who received assistance/services from state institutions who assess the services as satisfactory in quality and sufficient in scope <i>Means of verification:</i> Case files, interview with beneficiaries</p>			
<p><i>Indicator:</i> # of beneficiaries whose dependents have received assistance and this has positively impacted their re/integration process <i>Means of verification:</i> Case files, interview with beneficiaries</p>	<p><i>Indicator:</i> # of beneficiaries whose dependents have received assistance and this has positively impacted their re/integration process <i>Means of verification:</i> Case files, interview with beneficiaries</p>	<p><i>Indicator:</i> # of beneficiaries whose dependents have received assistance and this has positively impacted their re/integration process <i>Means of verification:</i> Case files, interview with beneficiaries</p>			
			<p><i>Indicator:</i> Database of services available to secondary beneficiaries from the state and NGOs <i>Means of verification:</i> Database, MOUs</p>	<p><i>Indicator:</i> Database of services available to secondary beneficiaries from the state and NGOs <i>Means of verification:</i> Database, MOUs</p>	<p><i>Indicator:</i> Database of services available to secondary beneficiaries from the state and NGOs <i>Means of verification:</i> Database, MOUs</p>

PART 6. ETHICAL PRINCIPLES IN MONITORING RE/INTEGRATION PROGRAMMES³⁴

Monitoring re/integration must involve close attention to ethics and human rights; monitoring should never be done when it in any way infringes on the rights and well-being of trafficked persons. Ethical principles must be strictly adhered to at all times, even when this interferes with or impedes monitoring efforts. The primacy of human rights is made explicit in the United Nation's *Recommended Principles and Guidelines on Human Rights and Human Trafficking* (guideline 1, section 7), which recommends:

Establishing mechanisms to monitor the human rights impact of anti-trafficking laws, policies, programmes and interventions. Consideration should be given to assigning this role to independent national human rights institutions where such bodies exist. Non-governmental organisations working with trafficked persons should be encouraged to participate in monitoring and evaluating the human rights impact of anti-trafficking measures (UNOHCHR 2002: 5).

Moreover, the World Health Organisation (WHO) identifies three primary ethical principles that should apply to any type of data collection involving human beings:

1. Respect for persons, which relates to respecting the autonomy and self-determination of participants, and protecting those who lack autonomy, including by providing security from harm and abuse.
2. Beneficence, a duty to safeguard the welfare of people/communities involved, which includes minimising risks and assuring that benefits outweigh risks.
3. Justice, a duty to distribute benefits and burdens fairly (Zimmerman et. al. 2007: 7).

Some considerations in determining whether the benefits of monitoring outweigh the burdens are: whether the information is truly needed, how the information will be used, who will see it, for what purposes it will be reported, who will benefit from it and when (Zimmerman et. al. 2007: 7). Since interviewing victims is not ethically neutral, information collected should be used in a way that benefits individual programme beneficiaries or advances the development of good policies and interventions for trafficking victims generally (Zimmerman 2003: 27; Rende-Taylor 2008: 44-45).

³⁴ This section was jointly drafted by Rebecca Surtees (NEXUS Institute) and Susan Somach (Independent consultant).

Monitoring staff have an obligation to society, participants, funders, employers and colleagues to ensure that their work is impartial, objective and accurate and is carried out in line with the moral and legal context of the society. Good ethical practice also links with high quality monitoring. Activities that have been conducted without due attention to ethical practice are unlikely to be of a high quality, will have little credibility and may potentially cause more harm than good (Plan 2009b).

The majority of ethical issues that apply to adults are also relevant for children. However, in addition, special care must be taken in the case of children to ensure that they are afforded all of the protections that their age and experience requires and, at the same time, given the opportunity to participate in monitoring re/integration work when/if it is safe, appropriate and in their best interests. There are specific considerations when it comes to children for each of the eleven ethical principles outlined below.

In addition, there may be other groups for whom monitoring re/integration efforts involves some specific ethical considerations – for example, persons with mental disabilities or who are mentally ill. Similarly, there may be particular ethical considerations when monitoring the re/integration of trafficked men – for example, linked to how men are (differently) stigmatised and their feelings of shame and frustration at having failed at migration or to support their family (Surtees 2008c). Ethical issues may also differ when monitoring the re/integration of different forms of trafficking – for example, sexual exploitation as compared to forced labour – where there may be differences in terms of stigma, security and so on. “Difficult cases” (victims with more complex and/or challenging assistance needs) may also involve specific ethical considerations (Surtees 2008a).

Adhering to ethical principles, for both adults and children, requires that those undertaking monitoring re/integration programme are adequately trained in ethics and a human rights based approach. This includes training not only the re/integration staff themselves but also all other persons who come into contact with trafficked persons or data collected – e.g. translators/interpreters, administrative staff, field assistances, organisational management, donors, etc.

Ethical issues in monitoring the TVRP

The specific ethical principles stressed within the TVRP have been collaboratively developed over the past years of re/integration work. These are listed in Box #5 and briefly discussed in the section below.³⁵

³⁵ These principles were originally outlined in KBF's 2009 issue paper on monitoring and evaluation (see Surtees 2009b: 35) and are further elaborated here. Other resources on ethics include: Plan 2009a&b, Rende-Taylor 2008, UNICEF 2006, WHO 1999 & Zimmerman et al 2007.

Box 5: Ethical principles in monitoring work

- *Informed consent*
- *Confidentiality*
- *Anonymity*
- *Privacy*
- *"Do no harm"*
- *Non-discrimination*
- *Safety and security*
- *Sensitivity*
- *Beneficiary participation*
- *Data protection (during collection, retention, storage and use/analysis)*
- *Child protection and the "best interests of the child"*

These ethical principles are often interrelated and so will commonly be considered in combination. For example, confidentiality and anonymity are complementary in that keeping the identity of programme beneficiaries anonymous is means of maintaining confidentiality when monitoring re/integration efforts. Similarly, protecting confidentiality is essential to ensure both the safety of victims and also data quality (WHO 1999: 5). And practicing non-discrimination and approaching victims with sensitivity are elements of ensuring that the monitoring process does no harm. Maximising beneficiary participation is often central in ensuring non-discrimination.

It is worth noting that, in many cases, these ethical principles are mandated by national legislation, making their safeguarding not only an issue of ethics but a legal requirement. For example, there is a range of legal issues associated with the collection, transfer and sharing of sensitive data, like that which may be collected in the context of monitoring.³⁶ In some cases, monitoring may be governed by multiple legal and ethical codes – for example, the country of the organisation managing the programme, the country where the programme is being implemented (if different from the former) and/or the country funding the programme (Schenke & Williamson 2005: 7, 66-69; Surtees 2009b: 35).³⁷

Also important is that not all information which might be used to monitor re/integration work will be available in practice. This may be a function of the legal/administrative framework of a country (e.g. laws on data protection, regulations on information sharing, confidentiality of medical records), ethical consideration (e.g. principles of confidentiality and consent), lack of time and resources (e.g. to collect data from all service providers involved in each case) and cooperation and coordination between organisations (e.g. between state and NGOs, between NGOs). Thus, part of setting up monitoring systems is determining what information is (and is not) available, in conformity with ethical principles and legal

³⁶ Most countries in SEE have legislation on data protection with which all monitoring efforts should be in conformity. See Surtees 2007: 42. In the absence of national legislation, it is recommended that countries refer to the principles and the letter of the EC Directive on Data Protection (Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data). For a discussion of the legal and ethical issues associated with collecting data about trafficked persons, please see Surtees 2007: 33-42 and Surtees 2009a: 52-68.

³⁷ While programme monitoring may not be legally bound by the strict requirements of formal research ethics review, programme managers are still responsible for ensuring that information gathering activities are carried out ethically. Programme managers should strive to uphold the same high standards of formal ethical supervision that apply to research activities (Schenke & Williamson 2005: 7, 66-69), especially when working with vulnerable groups like trafficked persons.

regulations. This may involve testing indicators and then adjusting and changing these over time based on the availability of relevant information and also the ethical principles discussed herein (Surtees 2009b: 34).

Principle #1. Informed consent

Informed consent refers to the process by which respondents voluntarily agree to take part in monitoring efforts. This requires that they have a clear understanding of what participation in monitoring entails, including the potential risks and benefits, and then make a decision to participate without coercion. This can be particularly tricky in the context of re/integration efforts where the beneficiaries' relationship to the service provider can potentially create a pressure to participate – for example, as a way to express gratitude for support received, because of fear that non-participation will mean no further assistance, because they don't understand (or trust) that participation is voluntary (Brunovskis & Surtees 2010; Surtees & Craggs 2010).

In some cases, it may be necessary to provide some form of compensation to respondents – e.g. to cover transportation and travel expenses, lost income, the cost of childcare. However, compensation can potentially create a pressure to participate in ways that may compromise informed consent. If compensation is too high (that is, not consistent with local living standards/salaries or transportation costs), potential respondents may not feel able to decline/refuse (Rende-Taylor 2008: 20; Brunovskis & Bjerkan 2008; Plan 2009b). Compensation also has the potential to affect future studies in creating expectations of payment which may not be possible. Any compensation should be consistent with local conditions and the individual's situation and must clearly outline how the amount remunerated compensates for time, travel, lost earnings, etc (Rende-Taylor 2008: 21). Compensation in the form of a gift might also be given, to thank beneficiaries for their time and involvement.

When conducting monitoring activities, participants should be fully informed about the monitoring work including:

- The purpose and objectives of the monitoring work;
- Who is undertaking the work;
- The funding agency/institution;
- The process, methodology and techniques that will be used;
- How data will be recorded and stored;
- That participation is voluntary and can be ended at any time;
- That participation or non-participation will not impact their access to re/integration services;
- Procedures around confidentiality and anonymity;
- What compensation will be used (if any) and what this is compensation for;
- What the results will be; and
- The likely impact of the study (possible benefits and harms including being careful not to raise expectations or make unrealistic promises about results or outcomes)³⁸

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38 Adapted from Plan 2009b.

This can be done verbally but it is preferable to provide potential respondents with written material which they can carefully review and consider and potentially refer back to at a later stage. Such material needs to be appropriate in terms of respondents' language, literacy level, educational background, age, etc. and should include contact information for the relevant staff to allow for any questions or concerns from respondents. Potential respondents should be clear that they have the right not to answer questions that they are not comfortable with; the option to end their participation at any stage of the process (including to withdraw their involvement after an interview); and the right to put restrictions on how their information is used both during and after the interview (Zimmerman et al. 2003:19). They must also be clearly informed about whether their participation will be anonymous, confidential (identity known to monitor/evaluator but not publicly) or public (Admira 2005: 19; Surtees 2009b: 61). To ensure that consent is informed, it may be advisable to give respondents time to consider their participation and even discuss with trusted others. Informed consent can be written or verbal,³⁹ and translation or interpretation should be provided in cases where the respondent's language is different than that of the interviewer (Zimmerman et al. 2003: 20).

Failing to obtain informed consent is not only unethical but also has the potential to put programme beneficiaries at risk, physically or psychologically. For example, contacting a beneficiary's teacher or employer during monitoring may inadvertently disclose information that the beneficiary was keeping private, such as being a trafficking victim. Disclosure could provoke further inquiry into her situation that could bring up painful memories and/or could result in that individual sharing information with someone connected to the trafficker. It could also result in the individual being stigmatised by the teacher or employer or in their community, if the teacher or employer shares this information with others. Beneficiaries should have the opportunity to restrict who is contacted and to be explicit about what information may (and may not) be shared or which issues should (and should not) be discussed.

In terms of children, there are some specific considerations on the issue of informed consent. All information about the project needs to be tailored to the child's education and experience and presented in a child friendly way. While parents or guardians have decision making responsibilities in the case of children, consent is also need from the children involved and children's consent should be considered paramount.⁴⁰ All decisions (including any involvement in monitoring) should be taken with the involvement and inputs of the child. This process should also take into account the potential impact of the power imbalance between children and adults, including whether this creates pressure to consent (by the staff or parent/guardian). There may also be power dynamics that come into play around differences in race and ethnicity (and other social signifiers) between the interviewee and interviewer.

³⁹ For example, UNIAP recommends, in its *Guide to ethics and human rights in counter-trafficking*, a "five-question verbal consent requirement", with a witness who can attest to, and sign to, positive responses for each of the questions. These questions are: 1) Do you have any concerns about conducting this interview with me?; 2) Is there anyone you want to talk to before we have this interview? (this includes attention to fear of reprisals or concerns about the consent of others); 3) Is this a good time and place for the interview? [this includes ensuring convenience, relaxation, and security, including no inappropriate eavesdropping]; 4) Do you have any questions about this interview? (this includes ensuring there are no outstanding needs or questions); and 5) Is it okay to have this interview? (Rende-Taylor 2008: 24)

⁴⁰ It may not be appropriate to obtain consent from a parent or guardian in the following circumstances: (1) where participation in the activity involves minimal risk (i.e. risks no greater than those in everyday life) and will not infringe on the rights or impact on the welfare of participants; (2) where parental or guardian consent is impossible to get or would not protect the child; (3) where the young person concerned is resistant to a parent or guardian's consent being sought on the grounds of their right to privacy and confidentiality and where the emotional and social maturity of the young person has been evaluated and the risks of participation are considered to be low. If this is not the case, a child advocate, such as a social worker or psychologist, who is trusted by the child, should be involved in order to assure the child's best interests (Plan 2009b).

The extent to which children can consent in terms of monitoring will vary according to the child's age, experience and stage of development.

Principle #2. Confidentiality

The principle of confidentiality in monitoring AT re/integration work means that information regarding the beneficiary is not revealed to others from the moment of contact through the time that details of the case are used in monitoring reports. Confidentiality must also be maintained in terms of how information collected during monitoring is stored over time.

Most countries have categories of information that (legally) must be kept confidential, such as medical records or case files. However, re/integration services typically utilise multidisciplinary teams of professional – for example, physicians, psychiatrists, social workers, lawyers, law enforcement – who are likely to be covered by different standards and procedures for confidentiality and information sharing. Involving other service providers in the monitoring of a re/integration programme can provide valuable insights based on a specific area of expertise. However, it also poses the risk of disclosure of confidential information. For example, a beneficiary may have a relationship of trust with a particular professional who may inadvertently reveal information (such as identifiable criticism about the re/integration programme) that the beneficiary would like to keep confidential from the re/integration organisation with whom she has regular contact and on whom she relies for services (Surtees 2009b:30).

Confidentiality agreements – even those negotiated on a case-by-case basis – between and among service providers should explicitly include what types of information can be shared for monitoring purposes as well as service provision. If there is an overriding ethical issue that would compel disclosure of information (for example, where someone has been abused while receiving re/integration assistance), professional codes of ethics should be consulted (Rende-Taylor 2008: 27-28).⁴¹

Contents of case files and monitoring interviews should only be shared with those bound by the same duty of confidentiality. Confidentiality should also be guaranteed using methods to maintain the anonymity of programme beneficiaries and to protect data being collected (see also sections on Anonymity and Data Protection below).

Given children's vulnerability, respect for confidentiality must be particularly attended to in monitoring efforts. The importance of confidentiality (and the negative implications if it is not respected) may not be clear to children making it incumbent on monitoring professionals to anticipate and guard against risks and issues if confidentiality were to be breached. Breaches of confidentiality may have serious implications for children – for example, in terms of how they are received by families, peers and communities.

⁴¹ Such codes include but are not limited to: *Code of Ethics of the American Anthropological Association (1998)*; *Ethical Principles of Psychologists and Code of Conduct (2002) of the American Psychological Association*; *American Sociological Association Code of Ethics (1997)*; *Ethical Guidelines for Good Research Practice, The Association of Social Anthropologists of the UK and Commonwealth*; *Ethical Conduct for Research Involving Humans (2005)*, *Tri-Council Policy Statement of the Government of Canada*; and *National Statement on Ethical Conduct in Human Research (2007)*, *Australian Research Council and National Health and Medical Research Council*.

The above points notwithstanding, confidentiality can never be 100% assured to participants, especially when working with children. If children disclose a need for protection in the context of monitoring – for example, abuse within the family setting where they have been re/integrated – staff are obliged to take action, even if this means breaching confidentiality. These limits of confidentiality must be clearly communicated before starting data collection. If, during monitoring, confidential information is disclosed, staff must discuss with the participant(s) what action can/should be taken. All members of the monitoring team must be aware of procedures concerning limited confidentiality; the team should discuss the requisite steps prior to implementation (Plan 2009a).

Principle #3. Anonymity

Anonymity is the right to not be identified, including indirect background information that could inadvertently reveal the beneficiary's identity and/or personal experiences/opinion. Confidentiality and anonymity are often key in maintaining trafficking victims' privacy and safety and security.

In monitoring activities, it is important to be clear about the parameters of anonymity – for example, when anonymity will (or will not) be guaranteed and the difference between confidential and anonymous involvement in monitoring.

Some tools used in monitoring re/integration work are not anonymous and this must be clear to beneficiaries in obtaining informed consent. For example, group discussions can provide a dynamic format for sharing information but lack anonymity (*vis a vis* staff and other beneficiaries). Concerns about anonymity may serve to silence some participants or may breach privacy/confidentiality where discussions lead to revelations about trafficking experiences. Anonymous evaluations/questionnaires, complaint/suggestion box and outside evaluators can be used as alternative monitoring tools to address concerns with anonymity posed by group settings (Surtees 2009b: 53-54).

Steps should be taken to maintain anonymity in interview tapes as well as case files/notes, photos and film footage. Interview tapes/notes should contain identifying codes rather than names, should be kept in locked files with restricted access, should be password protected, should be backed up in case of loss or theft and all tapes should be erased after transcription. Personal and/or identifying details – including hometown, workplace, family names, etc. – should be omitted or altered in any public release of information, including monitoring and evaluation studies which may have more limited release but nonetheless constitute public documents. The same care should be taken with photos and film footage and any identifying features or details (of the individual or surrounding settings) should be obscured or removed (Zimmerman et al. 2003: 18-19; Rende-Taylor 2008: 29-30). In certain participatory projects, respondents may wish to use their real names in order to have acknowledgement for their work. Staff need to discuss this with respondents who may not be aware of all the possible consequences of publishing their views or experiences (Plan 2009a). If a participant does insist on using their real name, it is important to have him or her sign a form saying that they waive their right to anonymity and keep the waiver on record.

In the case of children, particular attention must be paid to protecting their anonymity. Under no circumstances should information about (including photos of) trafficked children be publicly shared,

without obscuring identifying features/information. Anonymity may be compromised by many different identifying factors and therefore simply changing a participant's name may not be sufficient to guarantee anonymity. The importance of anonymity (and any potential negative implications if it is not respected) may not be clear to children. Monitoring professionals need to guard against such risks and problems, including anticipating ways in which anonymity may be compromised during data collection and once the findings are published and disseminated (Plan 2009a).

Principle #4. Privacy

Privacy is the right to not have personal information revealed to others. Privacy is considered a basic human right in most countries. Service providers should be especially careful about inadvertently revealing information about the beneficiary to those from within her/his family and/or home community. This could include information as basic as the fact that the beneficiary has sought or received certain services (e.g. psychological counselling or family mediation) that might identify them as trafficked and/or be stigmatising. Care should also be taken to provide physical privacy when interviewing beneficiaries, to create a safe environment where others will not be able to overhear a conversation that might include sensitive topics such as trafficking exploitation, problems faced, assistance needs and/or criticism of service providers on whom the beneficiary may depend.

Monitoring plans should respect the privacy of beneficiaries who do not wish to be contacted after leaving the programme, even when this constrains monitoring work. For many beneficiaries, part of recovery involves breaking with the assisting organisation. Contacting beneficiaries to participate in monitoring or evaluation may constitute a breach of their desire for and right to privacy (Surtees 2009b: 48).

Privacy and confidentiality of beneficiaries can be breached by sharing case files with organisations or authorities who may not adhere to the same data protection standards as the primary re/integration service provider (Surtees 2009b: 30). Steps should be taken to ensure that information sharing is on a need-to-know basis and limited to the least amount of sensitive information.

Privacy must be ensured during all monitoring and data collection with children, as with adults. However, children may wish to have a friend or trusted adult present during the process or aware of their involvement in monitoring (Plan 2009b).

Principle #5. "Do no harm"⁴²

An overarching principle of ethical guidance is "do no harm". The minimum standard is that one's intervention (in this case, monitoring re/integration work) does not put a person in a worse situation, in the short term or longer term. Good intentions are not enough; unintended consequences should be anticipated.

⁴² Professional standards, such as for social work and medicine, include this as a fundamental principle. International development work also has a "do no harm" principle.

Ethical monitoring should treat each victim and the situation as if the potential for harm is extreme until there is evidence to the contrary (Zimmerman et al. 2003: 4). Those who are conducting monitoring should anticipate ways that their work might result in security, emotional or social risks to the programme beneficiary and safeguard against these negative impacts (Rende-Taylor 2008: 12). Monitoring questions should be screened to eliminate anything intended to provoke an emotionally charged response, cause distress or insinuate negative judgements about a victim's decision, her actions or impugn her character. The interviewer should be empathetic, non-judgemental and supportive (Zimmerman et al. 2003: 23-24).

Those conducting interviews with programme beneficiaries should be careful to avoid raising false expectations regarding the purpose of monitoring/data collection, how information will be used and the possibility of some direct benefit to respondents as a consequence of participation. Interviewees may assume that issues raised will be addressed and/or additional services will be provided.

Monitoring which involves contact with a family member, employer or other community member could have negative impacts, including causing stigma or discrimination for the programme beneficiary. The principle of informed consent can be used to overcome such risks by ensuring that the beneficiary understands what is contemplated, who may be contacted and has approved of the contact.

In monitoring involving child trafficking victims, the best interests of the child shall be the primary consideration. Monitoring staff are responsible for protecting all respondents from any emotional or physical harm and to protect their rights and interests. Each situation should be treated as if the potential for harm is extreme until there is evidence to the contrary. Because there may be risks associated with each stage of the monitoring process (from initial contact to the public release of information), monitoring staff must regularly consider and accommodate the principle of "do no harm" for each child (UNICEF 2006).

Principle #6. Non-discrimination

Non-discrimination is a basic human rights principle enshrined in national and international law. It is a violation to discriminate on the grounds of race, colour, sex, language, religion, political or other opinions, national, ethnic or social origin, property, disability, birth or other status (see Article 2 of the Universal Declaration of Human Rights). Expert bodies of the UN have also determined that the principle includes discrimination on the basis of sexual orientation.⁴³

Monitoring work should be careful to avoid any type of discrimination, by omission or commission. In other words, monitoring activities should not discriminate by excluding certain types of people from the monitoring process or in the way the monitoring is conducted (e.g. how it involves a person, how participants are treated). For example, a participant should not be subjected to a judgmental attitude, derogatory statements or speaking disparagingly about some aspect of that individual's situation). Rather, ethical monitoring would ensure that all participants are approached with sensitivity and neutrality.

⁴³ See United Nation's 2008 Declaration on sexual orientation and gender identity.

Communities themselves may routinely exclude individuals or groups who are disapproved of for any number of reasons. Many trafficked persons face discrimination as a consequence of their trafficking experience; many also have been discriminated against because of other characteristics (e.g. sex, ethnicity, bad family reputation, nationality) which may have contributed to their trafficking vulnerability. Monitoring should also pay attention to how discrimination may have been a factor in their exploitation and/or re/integration. And monitoring staff must try and ensure each individual's right to participate and ensure that they are able to fulfil this right if they wish to. This may mean using additional resources such as translators, day care facilities or changing the interview location so that it is more accessible for people with disabilities to access (Plan 2009a).

Moreover, monitoring must not adversely affect the physical, social or psychological well-being of participants – for instance, by causing distress, tensions in families or communities or by increasing stigma, discrimination or punishment (Plan 2009b).

Children generally may be discriminated against in that their views and perspectives are not taken into account because of their age. Thus, the principle of child participation is part of an effort to ensure non-discrimination, although efforts are needed to ensure that the voices of all children are included. Moreover, monitoring staff must consider whether the venue and process is easy for all children to access, including children with disabilities, children of different sexes, children from different social/cultural backgrounds, etc. Processes for girls and boys to participate should be equitable, non-discriminatory and as inclusive as possible (Plan 2009a&b).

Principle #7. Safety and security

A beneficiary's safety and security is of paramount importance and takes precedence over any monitoring plan or objective. Each person will have different concerns and assessments of their situation and it is important that monitoring staff take these seriously. Risks of reprisal against the respondent (and/or family) may come from employers, trafficking agents, pimps, home country authorities or law enforcement officials. Shame and rejection or punishment by family or community members also poses risks to respondents. Those conducting monitoring should be prepared for interventions if the beneficiary determines s/he is at risk or faces problems which require assistance. However, the beneficiary should participate in any decisions about the nature of an intervention (Zimmerman et al. 2003: 24-26). Beneficiaries may not always be the best positioned to assess safety and security and professional staff must build risk assessments into their planning. In communities where traffickers live, monitoring the situation of former beneficiaries may pose risks to both researchers and beneficiaries.

The safety of those conducting monitoring is also important to consider in planning logistics of where monitoring will take place and who else might be around (WHO 1999:6; Rende-Taylor 2008). Staff should put safety above the completion of all monitoring tasks.

Indicators should be designed to avoid putting the beneficiary in an unsafe situation – for example "identifying" beneficiaries as trafficked which can lead to stigma, blame and even violence. Special consideration should be taken before deciding to contact family or home community members to

monitor re/integration progress. In many situations, trafficked persons have not divulged their trafficking experience to their family and/or community and, even where their experience is known or assumed, the full extent of their exploitation may not be known. For some trafficked persons, part of recovery and re/integration involves breaking with assistance programmes and individuals associated with this phase of their life (Brunovskis & Surtees 2010 & 2007; Surtees 2009b, 2008b), an approach which must be respected even where it constrains M&E work. Even when conducting interviews in a group setting, care needs to be taken to create a “safe” environment for programme beneficiaries to share information in front of each other.

Children may be particularly ill-equipped to assess safety or security concerns associated with their involvement in the monitoring of re/integration programmes. All monitoring activities should take place in a child safe environment and where children feel comfortable and secure. It is also important to consider how children will access the location and whether the route is safe. Children may need to be accompanied by adults and transport may need to be organised (Plan 2009a).

Principle #8. Sensitivity

Treating beneficiaries with sensitivity involves awareness that certain issues could be painful to discuss and anticipating ways to avoid and/or handle these situations. Monitoring activities and staff should be sensitive to a wide range of diversity they may encounter – such as gender issues, socio-economic barriers, educational differences, cultural and linguistic issues – as well as the unique sensitivities when interviewing a trafficking victim. During data collection participants may become distressed whilst discussing certain issues. In order to minimise this stress, staff should consider how questions are framed and the impact of asking such questions prior to carrying out any data collection. This would include some testing of the monitoring instruments and training/preparation of staff. It is important that participants do not feel like they are being interrogated or intimidated during data collection. Special care should be used when obtaining information about sexual violence, which poses a unique set of challenges regarding ethical and safety issues (Zimmerman et al. 2003: 1). Researchers must be prepared to react to distress and offer information on organisations and groups in the local area who may be able to provide support to participants on a range of different issues that may be unearthed (Plan 2009b).

Sensitivity is also needed in terms of language. When the person being interviewed is not fluent in the interviewer’s language, translation of documents (including project descriptions and consent forms) and interpretation of interviews should be provided. Sensitivity in monitoring activities is a key element in upholding the “do no harm” principle.

In contexts where government agencies, such as social services, are responsible for monitoring, organisations have reported instances where staff has not had sufficient training or capacity to interact with beneficiaries in sensitive and appropriate ways. Examples of insensitive approaches include asking sensitive questions in groups or in a public location with others present (Surtees 2009b: 55-56). Such problems can be avoided by checking the interview location with programme beneficiaries, accompanying the beneficiary and/or asking to review the questions in advance to provide input on how to handle sensitive issues discreetly. Interpreters, co-workers and others involved in monitoring should

be screened (including considering if/when a male or female interpreter or interviewer is appropriate) and trained to handle beneficiary interviews sensitively (Zimmerman et al. 2003: 14-15).

Engaging children who are trafficking victims or family members of victims requires added precautions and particular sensitivities in the questions asked and in what contexts. Monitoring staff should be trained in ethical and sensitive interviewing of children. Some children may have been repeatedly interviewed by researchers, police, psychologists, social workers, other NGOs and journalists. Reliving past traumatic experiences is not in the best interests of these children and, where this is the case, monitoring plans should be revised accordingly (Plan 2009b). See also section: Child protection and “best interests of the child”, below.

Principle #9. Beneficiary participation

Beneficiary participation means that beneficiaries should be involved in monitoring the services they receive. The UN *Recommended Principles and Guidelines on Human Rights and Human Trafficking*, in guideline 3, section 6, specifically calls for:

Recognising the important contribution that survivors of trafficking can, on a strictly voluntary basis, make to developing and implementing anti-trafficking interventions and evaluating their impact (UNOHCHR 2002: 8).

Beneficiaries should provide monitoring inputs at all stages of their re/integration to ensure that programmes and policies are designed and implemented according to their needs, interests and opinions. It also potentially facilitates the empowerment of beneficiaries and forms part of a process of accountability on the part of anti-trafficking organisations and institutions – to beneficiaries, donors, governments and civil society (Surtees 2009b: 9).

Re/integration organisations use different tools and techniques to engage with trafficked persons in monitoring and evaluating their services – for example, complaint/suggestion boxes, anonymous evaluations, group discussions and individual interviews. Each has advantages and disadvantages and the appropriateness of each tool varies according to programme, beneficiaries and context. As one organisation explained:

From our point of view all the [different] methods have advantages and disadvantages, but it depends on the staff professionalism to use the appropriate method at the appropriate stage of re/integration. We have to take into account that the victim’s personality and their behaviour differs according to the exploitation period, the life before exploitation, the family role, the beneficiary’s school education, etc. (Surtees 2009b: 52, 55).

That being said, participation may be difficult (even traumatising) in that it may bring back memories of trafficking and/or require beneficiaries to revisit and be involved in a part of their life that they wish to put behind them. For some, the period of assistance and re/integration may also be a stage of their lives that they wish to remain in the past. It may also be traumatising in that involvement with service professionals may not always be positive and empowering. At the same time, professionals should not

make unilateral decisions about beneficiary participation. Decisions about if, how and when to participate in monitoring (as well as evaluations, research and/or policy) should be made by beneficiaries, albeit with full information about what this involves and any potential risks or problems that may result from their participation (Surtees 2009b: 59).

Participation applies not only to adults but also to children and young people. The United Nation's *Convention on the Rights of the Child* (CRC) enshrines in law the right of children to have their opinion taken into account on matters that affect them in accordance with their maturity (Save the Children 2000: 4).⁴⁴ However, child participation in M&E requires careful thought. The trend toward child participation has, in some contexts, led to "tokenistic" participation, which has not benefitted those involved. Meaningful child participation should be informed by a consideration of the evolving capacities of the child, based on his/her individual age, capacities and experience and should adhere in all circumstances with what constitutes the "best interests of the child". Moreover, specific expertise and skills are required to consult children. Guidance can be found in a number of existing manuals and resources;⁴⁵ these should be used to educate programme and monitoring staff in safe and appropriate child participation (Surtees 2009b: 52).

The principle of beneficiary participation needs to be balanced with concerns about whether such participation will compromise other principles such as "do no harm" (e.g. when such participation could be traumatising), privacy, safety and security, among others (Surtees 2009b: 58). Those interviewing programme beneficiaries should be prepared to provide referral information and to potentially respond to emergency situations that arise (e.g. the beneficiary reveals that s/he is in present danger is ill or shows signs of distress) (Rende-Taylor 2008: 39-43; Zimmerman et al. 2003: 24-26). In the context of monitoring re/integration, staff may identify additional assistance needs and must be equipped with referrals or follow-up in terms of assistance accordingly.

Principle #10. Data protection (during collection, retention, storage and use/analysis)

International and national law include requirements for data protection which applies to case files, survey information, etc. Laws⁴⁶ and regulations as well as professional standards often dictate what types and how data is to be protected and with whom it can be shared and under what circumstances. Service providers have an obligation to ensure that they properly collect, retain, store and use/analyse data (and also that those to whom referrals are made do the same). Many organisations have faced

⁴⁴ Article 12 of the UN Convention on the Rights of the Child provides that: States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.

⁴⁵ See, for example, Di Maio, Kanics & Haldorsson 2007; Plan 2009a & b; Save the Children Sweden 2004; Save the Children UK 2003, 2000; Schenk & Williamson 2005; UN Committee on the Rights of the Child 2009, UNICEF 2006.

⁴⁶ Most countries in SEE have legislation on data protection which with all monitoring efforts should be in conformity. See Surtees 2007: 42. In the absence of national legislation, it is recommended that countries refer to the principles and the letter of the EC Directive on Data Protection (Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data. For a discussion of the legal and ethical issues associated with collecting data about trafficked persons, please see Surtees 2007: 33-42 and Surtees 2009a: 52-68.

pressure to share case files with state authorities, which they have resisted out of concern for confidentiality and privacy of beneficiaries. One organisation working under the TVRP reported a situation in which it was legally obliged by the state social services to share case files of their child beneficiaries. However, the staff subsequently learned that these case files had not been securely and confidentially stored but rather had been left in boxes in the corridors, accessible to anyone who wished to access them (Surtees 2009b: 30).

Staff should be aware of how long records must be stored, as in some cases records containing information on child protection issues may need to be retained for a longer time period. When records are no longer needed destruction of all records should be done in an appropriate manner – i.e. shredding not recycling (Plan 2009a).

Principle #11. Child protection and the “best interests of the child”

Child protection is the term used to describe the responsibilities and activities undertaken to prevent or to stop children being abused or ill-treated. Children are anyone under 18 years of age. The principle of child protection, as enshrined in the CRC, applies to monitoring activities as with any other action undertaken in relation to a child. That is:

In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration” (CRC art.3.1).

All children are to be protected as required by their status as minors without discrimination of any kind due to race, sex, language, religion, ethnic or social origin, birth or other status, including immigration status (CRC art.2, Inter-Agency Guidelines p. 17; UNICEF 2006: 10).

The Best Interests Determination (BID) is a formal process with specific procedural safeguards and documentation requirements that is conducted for certain children [...], whereby a decision-maker is required to weigh and balance all the relevant factors of a particular case, giving appropriate weight to the rights and obligations recognised in the CRC and other human rights instruments, so that a comprehensive decision can be made that best protects the rights of children (UNHCR 2006: 32).

In the case of children and individuals who require special assistance such as the mentally disabled, the ethical principles discussed earlier must be considered in conjunction with additional safeguards, other relevant specific procedures (e.g. for unaccompanied minors, persons in need of an appointed guardian or legal representative) (UNICEF 2006; Zimmerman et al. 2003: 27-29). Because of the special position of children in society it is necessary to seek the permission of a parent or guardian. However, the consent of an adult alone is not sufficient. Consent must also be obtained from children themselves (UNICEF 2006: 36).

Care professionals must, at all times, act in the best interests of the child or special adult, and always in good faith. The best interests of a child involves balancing key factors related to the competing rights of the child: the views of the child, the views of family members and others close to the child, safety as a

priority, the importance of the family and of close relationships and nurturing the development needs of the child⁴⁷ (UNHCR 2008).

It is important to ensure that child protection measures are built into all monitoring initiatives which means, monitoring staff (including translators, assistants and administrative staff) should:

- have experience and knowledge about working with children and be trained in child protection principles;
- conduct monitoring only with another adult present (in order to protect both the staff member and the child);
- be screened for their appropriateness in working with minors (including police checks where available and reliable);
- be aware of the local legal and social welfare systems and the local social and cultural context; and
- have information about support organisations in the local area and talk with them about their accessibility and availability for referrals (Plan 2009a).

When conducting monitoring of vulnerable children, such as working children, children working in the streets or trafficked children, not telling the truth is but one of many coping strategies that girls and boys rely on for survival in precarious situations. Disappointment on the part of the researcher in reaction to children not telling the truth is to be avoided at all costs (UNICEF 2006: 37-38).

⁴⁷ The main factors that need to be taken into account when determining the development needs of the child include: 1) "the right [...] to preserve his or her identity, including nationality, name and family relations" (Article 8); 2) due regard to "the desirability of continuity in a child's upbringing and to a child's ethnic, religious, cultural and linguistic background" (Article 20); 3) understanding that this should not lead to the acceptance of harmful traditional practices and that with maturity the child may make a free choice regarding his or her religion; 4) "the right of the child to the enjoyment of the highest attainable standard of health" (Article 24); 5) "the right of every child to a standard of living adequate for the child's physical, mental, spiritual, moral, and social development" (Article 27); 6) "the right to education" (Articles 28 and 29); and 7) "the right of the child to rest and leisure, to engage in play and recreational activities appropriate to the age of the child" (Article 31) (UNHCR 2008).

Box 6: Ensuring ethical principles⁴⁸

Ways in which ethical principles are safeguarded in the monitoring process include:

- *Gaining beneficiaries' informed consent when case file information is shared with other professionals (within or between organisations);*
- *Ensuring the confidentiality of case files within the organisation and among those from other organisations involved in multi-disciplinary teams and/or referrals;*
- *Maintaining anonymity of participants, where possible, and being clear about the parameters of anonymity within the monitoring activities (e.g. when anonymity can and cannot be guaranteed);*
- *Respecting the privacy of beneficiaries who do not wish to be contacted after leaving the programme;*
- *Anticipating and avoiding any monitoring activities which may cause harm to beneficiaries;*
- *Practicing non-discrimination in who is included/excluded in monitoring activities and how they are treated;*
- *Considering any potential risks to safety or security which may be caused by monitoring work (e.g. interviewing beneficiaries in their communities, discussing the case with family members, etc);*
- *Designing monitoring activities and training monitoring staff to be sensitive to a wide range of diversity they may encounter among not only beneficiaries, but also case workers;*
- *Training all monitoring and support staff in ethical principles and child protection practices;*
- *Including beneficiaries in all stages of the monitoring process;*
- *Educating programme and monitoring staff in safe and appropriate child participation mechanisms as well as child protection principles;*
- *Complying with laws and regulations and professional standards, regarding protection of data (during collection, retention, storage and use/analysis), including case files, notes, interview tapes, photos and film footage;*
- *Considering the "best interests of the child" in all stages of monitoring;*
- *Ensuring that all monitoring interactions with children are adapted to their age, experience and stage of development;*
- *Feeding back information and results to persons involved in monitoring activities – whether beneficiaries or professionals – in an appropriate and accessible format;*
- *Conducting all monitoring activities in a safe, comfortable and accessible setting, including, in the case of children, a child friendly setting.*

⁴⁸ From Surtees 2009b: 36, adapted from Plan 2009b.

PART 7. CONSIDERATIONS IN THE MONITORING PROCESS

The above matrices constitute a preliminary framework for how re/integration organisations might monitor their work – both the re/integration success of individual clients and the services offered as part of the re/integration process. While the matrices include a wide range of indicators, they are not exhaustive and organisations will need to test, refine, select and even add to these indicators.

Moreover, indicators are likely to vary from case to case and programme to programme as well as over time. Indicators should reflect the different aspects of a programme and the different elements of re/integration even if they provide support through referrals. Re/integration organisations can use the remaining categories as a check on what aspects of re/integration they may be leaving unaddressed, which ultimately may be affecting the long-term success of beneficiaries.

As importantly, these indicators – as often simple, numerical, measures – are not always easily able to capture the complexity of how re/integration takes place. As such, this section discusses some issues and considerations to be borne in mind when monitoring re/integration programmes and services and analysing the results. This is not an exhaustive list but rather should be seen as a starting point for discussing what may inform and even inhibit the monitoring process in the context of re/integration.

Use qualitative and quantitative indicators

There are limits to what can be learned from quantitative indicators alone; numbers don't always or fully show the real situation or the nature of a success or failure. For example, measuring ("counting") the number of persons who stayed at a shelter indicates the use of this type of service but does not show how this shelter stay contributed toward re/integration success – e.g. feelings of safety and well-being, confidence, access to in-house services, etc. Some shelter stays may play a significant role in this regard, others may not. Rather, an indicator which reflects how beneficiaries assessed the shelter and its services can, in part, indicate how their shelter stay did (or did not) translate into being able to take steps toward semi independence or independence. More attention is needed to the more qualitative aspects of re/integration work.

Monitoring “difficult” cases

Re/integration organisations often face very complex and “difficult” cases in their re/integration work. Not only is the re/integration process itself complicated, but many beneficiaries face personal circumstances which further complicate re/integration efforts – for example, serious medical conditions, mental health problems, the lack of family support, substance abuse problem, having many dependents, past experiences of violence, coming from a socially marginalised group and so on.⁴⁹ “Successful re/integration” in such cases often requires more services, resources and staff time than more “typical” cases.

This raises questions about whether such cases should be considered on equal footing from a monitoring perspective, including the extent to which successful re/integration is even possible in some of these instances. The ability to support the re/integration of “difficult” cases might be weighed differently than “typical” cases; “success” or “failure” in such cases may also need different measures and indicators. In addition, the period of time for each phase of assistance may differ for “difficult cases” – e.g. the crisis phase may be for six to nine months instead of two. Baseline data will need to capture the number of difficult cases at in-take in order to monitor successive outcomes. As well, the percentage of difficult cases will impact a programme’s rate of successful re/integration and must be borne in mind in analysing and presenting these results.

Because “difficult” cases often require access to multiple and on-going services, the monitoring system should measure not only that a service is provided (e.g. medical care), but also whether specialists and longer term care has been provided (including both for the results of traumatic experiences and care for pre-existing conditions and chronic diseases). The programme may want to designate a standard to measure “difficult” cases, perhaps using a combination of the number of services provided and the anticipated length of services needed. For example, in some instances, it may not be enough to note an improved medical situation but also to note the number of specialists consulted and treatments received. In this way, the monitoring system can account for the additional resources expended to achieve the same level of results for “typical” cases and for a different standard of “success” or “failure”.

Defining “successful re/integration”

Within the TVRP, “successful re/integration” is defined as recovery and economic and social inclusion following a trafficking experience. It includes settlement in a stable and safe environment, access to a reasonable standard of living, mental and physical well-being, opportunities for personal, social and economic development and access to social and emotional support. It may involve returning to one’s family and/or community of origin; it may also involve integration in a new community and even in a new country. TVRP criteria for determining if an individual has been successfully re/integrated are the following: 1) safe and affordable accommodation, 2) legal status, 3) professional/employment opportunities, 4) education and training opportunities, 5) security and safety, 6) healthy social environment (including anti-discrimination and anti-marginalisation), 7) social well-being and positive interpersonal relations, 8) economic well-being/viability, 9) physical well-being, 10) mental well-being, 11) access to services and opportunities, 12) motivation and commitment to re/integration process, 13) legal issues and court proceedings, and 14) well-being of secondary beneficiaries.

⁴⁹ For further discussion of these “difficult” cases, please see Surtees 2008b.

However, what constitutes “successful re/integration” will differ from case to case. The combination of services is likely to differ depending on the specific characteristics and circumstances of individual trafficked persons. For some beneficiaries, a multitude of services are needed over the full re/integration process to realise success; for other beneficiaries, fewer services or less time may be required for their successful re/integration. As such, while impact and process indicators presented in the matrices provides a framework for assessing the different aspects of success, the monitoring process also requires case by case knowledge and analysis to make a more comprehensive assessment of re/integration as a whole.

Indicators have different meanings from case to case

The meaning and relevance of different indicators will vary from case to case, depending on the specific situation of beneficiaries. For example, “a victim’s return to the family” may, in some cases, be a positive result. However, in the case of others, returning to the family may involve potential risks and pitfalls – for example, if there is a risk that she will be re-trafficked, the family was complicit in trafficking, the family does not want to be seen as negligent by other persons, etc. Similarly, “starting an independent life with a new partner” may reflect a positive and affirming relationship, which will support re/integration. However, it could also constitute entry into a dependent or even abusive relationship which undermines the person’s independence and personal autonomy. In many cases, indicators need further specification and analysis to present the different results and meanings.

Limited access to information

Monitoring work relies on access to extensive and detailed information about beneficiaries and services over a long period of time. While there are many sources of information to verify indicators – for example, from beneficiaries (a questionnaire, an interview, etc.), from organisational staff (case manager files, beneficiary progress reports, etc.), from re/integration professionals (state social worker assessment, medical files) – it is not always possible to access and use these in monitoring work. In some cases, this is a function of time and resources – for example, an organisation does not have the staff time or financial resources to contact all of the different professionals providing services to the trafficked person. There may also be legal and ethical considerations – for example, restrictions on sharing confidential information like medical files and psychological assessments. And there may also be constraints linked to cooperation and coordination between different organisations – for example, when state social workers are not legally permitted to share case information, when service providers are not willing to share information with others. As such, in some cases, indicators (even very good indicators) may not be feasible.

Moreover, gathering information about individual cases by tracking and monitoring them over time provides information about what services are (and are not) useful to beneficiaries. However, it is not always possible to keep in touch with clients in the long term – either for logistical reasons (for example, change of address, no telephone) or because beneficiaries do not wish to maintain contact. Access to longitudinal information, then, serves as a constraint in the monitoring process.

Monitoring different models of assistance and different service needs

Re/integration work involves many different models of care and forms of assistance; trafficked persons manifest many different characteristics, trafficking experiences and assistance needs. As such, monitoring must consider all of this diversity and complexity and programmes should seek to monitor all forms of re/integration work. Monitoring should consider, for example, both residential and non-residential services; how to provide appropriate services for both child and adult beneficiaries; assistance needs linked to different forms of trafficking exploitation; and services needed by foreign victims being integrated into society as well as those toward the re/integration of national victims. For example, indicators for monitoring the re/integration of trafficked children and adults may differ.

The cumulative impact of a set of services for an adult may translate into re/integration whereas for a child longer term and additional support may be required. Similarly, there may be substantial differences in how to measure re/integration depending upon whether someone is being assisted within a residential and a non-residential programme. For a trafficked person in a residential facility, securing safe accommodations may by itself be a measure of success and something which is not needed by another trafficked person assisted in a non-residential programme.

Analysing and using the information

Better understanding what does (and does not work) is the main reason that an organisation monitors its programmes. Monitoring results offer organisations guidance in terms of any needed changes to overcome difficulties/challenges and how to capitalise on successes. To do this effectively, however, organisations must be able to effectively analyse and utilise the information collected. Staff must have the analytical capacity to work with monitoring data sets and also adequate knowledge of the complexity of re/integration to find the range of possible meanings.

Different results can mean different things, depending on the broader context. For example, on one level, finding employment is an important step toward re/integration and is a valuable process indicator. However, the meaning and relevance of finding employment will differ from case to case and depending upon the stage of re/integration. That is, the focus on employment in the initial stages may not be about getting a formal job; seeking and finding employment at this stage may serve a therapeutic rather than practical/economic function. Therefore, it may not in fact be a “failure” when the beneficiary does not keep this particular job in the long term. Moreover, there are some jobs which are not good (e.g. those with low pay, poor work conditions) and the decision to leave a job may, in fact, reflect beneficiary empowerment and the availability of other/better options. There may also be other factors that come into play in terms of how, when and why beneficiaries seek employment. In some programmes it seems that trafficked men are more likely to seek and find employment very early in their assistance due, at least in part, to social pressure for men to work in order to provide for their families.

Monitoring data can be used to learn not only about clients being assisted but also those who are not assisted. For example, if an organisation does not assist foreign victims, this may be for different reasons (e.g. because they do not have access to them, because of the legal framework, etc.). Similarly,

if contact with a client breaks after twelve months there may be different reasons for this (e.g. she is re-trafficked, she is satisfied with the services, she is unhappy with the programme, etc.).

Monitoring has little value if organisations do not act on their findings; it is important that the management process ensures that monitoring results do feed into on-going programme implementation.

Costs vs. benefits of monitoring work

Monitoring is a labour intensive and resource-heavy activity. It requires not only staff time (to track cases, input the data regularly and analyse and report the results) but also other resources (e.g. transportation and communication costs). The use of resources for monitoring may mean that, in practical terms, there are fewer resources and staff time available for the actual programme implementation. However, it is not possible to know if a programme or service is effective and appropriate without sufficient attention to monitoring. Monitoring mechanisms need to take these factors into account and be designed for the most efficient and effective application to programme needs. Monitoring efforts must be appropriate to the amount of resources expended *vis-à-vis* the programme and its intended impact. Thus, indicators selected should be those that will best measure whether the programme activities are producing the desired outcomes for programme beneficiaries.

Beneficiary involvement in the monitoring process

A central objective of monitoring re/integration work is to ensure that programmes meet the needs of trafficked persons. Indeed the UN *Recommended Principles and Guidelines on Human Rights and Human Trafficking*, in guideline 3, section 6, specifically call for “recognising the important contribution that survivors of trafficking can, on a strictly voluntary basis, make to developing and implementing anti-trafficking interventions and evaluating their impact (UNOHCHR 2002: 8). And the United Nation’s *Convention on the Rights of the Child* (CRC) enshrines in law the right of children to have their opinion taken into account on matters that affect them in accordance with their maturity (Save the Children 2000: 4).⁵⁰ Facilitation of beneficiary participation ensures that programmes and policies are created according to clients’ needs, interests and opinions. It also facilitates beneficiary empowerment and forms part of a process of accountability on the part of anti-trafficking organisations and institutions.

Beneficiary participation is standard in many re/integration programmes. It begins with the initial interview when a preliminary re/integration plan is developed cooperatively by staff and the beneficiary; implementation is then monitored on a regular basis in collaboration with the beneficiary. Further, the manner in which beneficiaries’ day-to-day lives are organised in many programmes reflects the value placed on participation. However, participation needs to go beyond participation in one’s own re/integration to include beneficiaries’ assessment of the services and programmes offered within the re/integration framework, to the extent that they are willing to participate in such efforts (Surtees 2009b).

⁵⁰ Article 12 of the UN Convention on the Rights of the Child provides that: States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.

Re/integration organisations use different (and often a combination of) tools and techniques to engage with trafficked persons in monitoring and evaluating their services (see box below). Each tool has advantages and disadvantages and the appropriateness of each varies according to programme, beneficiaries and context.⁵¹

Box 7: Some different tools for participation in monitoring re/integration work

- *Complaint or suggestion boxes*
- *Anonymous evaluation forms or questionnaires*
- *Group discussions*
- *Individual interviews between staff and beneficiaries*
- *Outside experts and professionals*

More attention is needed to how beneficiaries – both past and present – can be more effectively and ethically engaged in monitoring re/integration programmes.⁵² This includes, for example, sensitivity to the decision not to participate in monitoring activities, confidentiality of data gathered (including maintaining strict anonymity in any reports, etc.), creating a safe environment that will minimise the risk of re-traumatising a beneficiary by encouraging them to recount a negative experience, providing counselling support if necessary to unexpected issues that arise during monitoring activities and so on. See also Section 5, Principle #9. Beneficiary participation.

⁵¹ Please see Surtees 2009b: 51-62 for a more thorough discussion of the various tools and methods used with beneficiaries in monitoring re/integration work.

⁵² For a more thorough discussion of how to undertake beneficiary participation in the context of monitoring re/integration programmes, please see Surtees 2009b, 2008b, Hague & Mullender 2005, 2006.

PART 8. CONCLUSIONS AND RECOMMENDATIONS

This tool is a preliminary monitoring framework developed in the context of anti-trafficking re/integration work in SEE. It is not a definitive document and, over the course of KBF's TVRP, has been adapted and revised to better meet the needs of re/integration staff and beneficiaries. Improved monitoring will require continued effort and attention. To this end, the following recommendations are a means of looking forward and seeking to further improve this work:

Continue to develop, test and refine monitoring tools for anti-trafficking re/integration programmes

These matrices are only a starting point for monitoring re/integration work. Improved indicators will only come about through on-going work of practitioners and policy makers.

Select and tailor the indicators appropriate for the specific programming and national/local context

The indicators in the matrices should be viewed as a starting point for re/integration programmes to develop their own monitoring system. These monitoring approaches must be appropriate not only to the organisation's specific programme, but also to the national and local context. Indicators should be selected and tailored as appropriate.

Include qualitative and quantitative indicators when monitoring anti-trafficking re/integration programmes

Both qualitative and quantitative indicators are needed to provide information about the scope and the nature/quality of re/integration work.

Ensure that beneficiaries are involved in monitoring anti-trafficking re/integration programmes, attending to issues of safety and ethics

Beneficiaries can be involved in different ways and at different stages of monitoring; it is essential that their voices, experiences and assessments are included. Consider what tools are most effective for soliciting the views of beneficiaries and involve clients in monitoring work. Ethics and safety must always be considered and ensured.

Make monitoring an essential aspect of all re/integration programmes

Both organisations and donors should increasingly consider how best to (ethically and effectively) monitor re/integration work. Systems of accountability are essential toward ensuring the highest standard of care for trafficked persons.

Monitoring individual re/integration plans and re/integration services

Monitoring efforts must pay attention not only to the re/integration process of individual trafficked persons (which measures the success of beneficiaries against set criteria) but also to the services offered to trafficking victims (which measures the quality, scope and impact of these services).

Train staff in monitoring work

Set aside time and resources to ensure that staff is adequately trained in how to use monitoring tools (including all of the ethical issues involved) and also to analyse the resulting information. This should include not only case workers but all staff involved in the process – e.g. administrators, managers, interpreters, logistical staff.

Allocate time and resources for monitoring work

Resources are needed to track developments in the programme and, similarly, making any requisite changes to the programme. It is also essential in ensuring that, in the long run, resources are used more efficiently. Donors should provide adequate resources for monitoring tasks and organisations should consider what is reasonable given the size, scope and funding for a given programme and what information is feasible to collect..

Implement procedures to ensure that ethical standards are met (or exceeded) in conducting monitoring activities

Monitoring should never be done in any way that infringes on the human rights and well-being of trafficked persons. Organisations should be sure to implement procedures to ensure that ethical standards are met in any monitoring activities, either by programme staff or outside entities. In addition, special care must be taken in the case of children to ensure that they are afforded all of the protections that their age and experience requires.

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PART 10. APPENDICES

Appendix 1: Organisations working on re/integration through KBF's Trafficking Victims Re/integration Programme (TVRP) in SEE

Within the framework of its project 'Assisting the Victims of Human Trafficking' (AvoT), the King Baudouin Foundation launched the 'Trafficking Victims Re/integration Programme' (TVRP) in order to enhance the scope and capacity of re/integration programmes for trafficking victims in Albania, Bulgaria, Macedonia, Romania and Serbia. The Trafficking Victims Re/integration Programme (TVRP) aims to support programmes that result in sustainable re/integration of victims, build NGO capacity in this sector, encourage cooperation and synergies with government agencies, to identify effect models for re/integration and, very importantly, to promote sustainable re/integration programmes. Grants totalling half a million Euros over three years (between 2006 and 2009) have been awarded to eight NGOs from those countries. A new round of grants has been launched in 2009 in order to enable partner NGOs to continue their re/integration programmes until 2011. While the geographical scope of the TVRP has been expanded to Kosovo, the priority for the new phase has been set on monitoring and evaluation.

Different and Equal (D&E), Albania

Different & Equal is a non for profit organisation offering qualified psychological and social services for the protection and re/integration of the victims of trafficking or those in risk of being trafficked, and contributing to the systems of identification, referral, awareness raising, prevention and assistance toward victims of trafficking and those in risk of being trafficked. The main activities of the organisation include: re/integration assistance for former Albanian victims of trafficking and their children; prevention activities through supporting vulnerable groups, especially vulnerable youth; income generating activities for the beneficiaries (VoT) through catering services, handicraft production and distribution; training for NGOs and state institutions; and supporting the National Referral Mechanism. For more details, see www.differentandequal.org or contact Different and Equal (D&E) at: different&equal@icc-al.org

Tjeter Vizion (Another Vision), Albania

Tjeter Vizion, with its headquarters in Elbasan, offers services for women, children and youth. For nearly six years, Tjeter Vizion have been offering social care services for the vulnerable categories of the population: children, youngsters and women, in the prefecture of

Elbasan, through: 1) residential and non-residential centres. Tjeter Vizion is a member of the National Referral Mechanism for the Victims of Trafficking (NRMVT). Tjeter Vizion is also a member of the various coalitions and international networks. Services for trafficking victims are both residentially based and non-residential and are designed for the individual needs of victims toward an independent system of living. For more details, contact Tjeter Vizion at: tjetervizion@gmail.com

Animus Association, Bulgaria

Animus Association Foundation was founded in 1994 with the aim of providing space where women and children victims of violence can receive professional help with a non-victimizing attitude. Animus has been working against trafficking and in support to victims since 1997. In 1998 Animus Association became part of La Strada International programme for prevention of trafficking in women in Central and Eastern Europe. For the past eight years, Animus has worked against violence and trafficking of women and children in Bulgaria. Its policy centres on the protection of their human rights. The activities of Animus Association Foundation against trafficking are organised in three main areas of work: 1) Rehabilitation Centre, 2) Work in the Community including Lobby and Prevention activities and 3) Training Centre through which the organisation transfers its experience and model of work.

For more details, see <http://www.animusassociation.org> or contact Animus Association at: animus@animusassociation.org

Nadja Centre, Bulgaria

Nadja Centre was established in 1995 to respond to the lack of services for victims of violence, as a project of the Bulgarian Women's Union, with the financial support by Novib, the Netherlands. It is a psychosocial care centre for women and children who are victims of violence and the centre provides a variety of services including a telephone help-line; psychological, medical, legal, and social counselling, psychotherapy; and referral services. The Nadja team has experience in the implementation of projects related to psychological, medical and juridical consultations provided to women and children victims of domestic violence and trafficking and has branches all over Bulgaria – Russe, Sandanski, Turgovishte, Kjustendil. In 2008, Nadja Centre continued implementing projects related to prevention of violence, giving priority to child sexual abuse and re-integration programmes for victims of trafficking, both women and children. For more details, see <http://www.centrenadja.hit.bg/index.html> or contact Nadja centre at: nadja@cablebg.net

Center for Protection of Victims and Prevention of Trafficking in Human Beings (PVPT), Kosovo

PVPT is a non-governmental organisation that works to address the causes and consequences of violence through a multi-sectoral approach (e.g. socio-economic long term services, awareness raising, advocacy, and research) and facilitates empowerment of its target population. PVPT staff has been working in the field of anti-trafficking since 2000, both on direct assistance and on trafficking prevention and awareness-raising. Since 2005, PVPT has been working on the long-term re/integration of victims of the worst forms of child labour, including trafficking, and, in July 2008, opened the Kosovo Rehabilitation Centre, which is an open-type shelter for trafficked women and children. This Centre provides survivors of trafficking with long term re/integration services, including shelter, medical care, psychological assistance, legal counselling, educational and professional opportunities and empowerment sessions. The PVPT Centre operates in close cooperation and partnership with various government ministries (e.g. Ministry of Internal Affairs; Ministry of Justice; Ministry of Labour and Social Welfare; Ministry of

Education, Science and Technology) as well as international and national organisations. For more details, see www.pvptcenter.net or contact PVPT at: pvpt_ngo@gmail.com.

Open Gate, Macedonia

Open Gate – La Strada Macedonia is a non-government, non-profitable organisation registered in September 2000; it works on the prevention and psychological and social support rendered to potential and victims of trafficking in persons. The long-term social assistance program operates the Shelter for Victims of Human Trafficking, or the “Residence”. This facility offers specialized services to beneficiaries, such as safe haven and accommodation, food, clothing, psycho-social support, medical treatment, legal aid, vocational training, on-job training or help with opening a small business. A team of trained professionals, which includes skilled social workers and psychologists, is available 24 hours-a-day. All clients are enrolled in the Residence program solely on voluntary basis. For more details, see www.lastrada.org.mk or contact Open Gate at: lastrada@on.net.mk

Adpare, Romania

ADPARE is a Romanian NGO working exclusively in the area of trafficking in human beings. The main activity of ADPARE is re/integration assistance for victims of trafficking. ADPARE offers equal services for victims of external and internal trafficking; victims of different kind of exploitation in the trafficking period; women and men. For more details, see <http://www.adpare.ro/> or contact ADPARE at info@adpare.ro or contact@adpare.ro

Young Generation, Romania

Association “Generatie Tanara” (Unga Liv) Romania was created in 2001 and legalised by the Justice Department of the Court of Justice from Timisoara in January 2001, nr.146, in the register of the Associations and Foundations. “Generatie Tanara” (Unga Liv) Romania is a non-governmental, democratic, non profit, independent, non-religious and non-political association which promotes children’s rights in Romania according to the United Nations Convention on the Rights of the Child, adopted by the United Nations on 20 November 1989 and also the Family’s Rights according to the international Treaties and Conventions to which Romania is a party and also according to the civil legislation of Romania. Other main activities are: prevention and combating of the Trafficking in Human Beings phenomenon; assistance for familial and social re/integration of THB victims; assistance for asylum-seekers, refugees and refugee children. For more details, see www.generatietanara.ro or contact Young Generation at: office@generatietanara.ro

Atina, Serbia

Founded in 2004, NGO ATINA works toward the equality of all members of society in public and private spheres, through identification of and struggle against gender-based marginalization, discrimination and violence and provision of direct assistance and support in re/integration to women and children, victims of trafficking, labour and sexual exploitation. Beneficiaries of ATINA’s programmes are women, girls and children, citizens of Republic of Serbia and foreigners holding Temporary Residence Permits, victims of trafficking in human beings and labour and sexual exploitation. Assistance and support in re/integration are provided to beneficiaries within three separate programmes: 1) the transition house (a semi-independent residential programme), 2) the open club (a non-residential programme) and 3) the field support team. The key objective of the ATINA programme is the establishment and improvement of mechanisms for provision of direct assistance and support to victims of trafficking in human beings in

order to provide for their psycho-physical recovery, empowerment and thus sustainable re/integration. Each individual programme of assistance and support in re/integration is based on the unconditional respect for beneficiary's human rights, mutual cooperation, respect and tolerance. Individual programmes are planned and defined in agreement with each beneficiary to be able to fully meet their individual needs and help them regain control over their lives. For more details, see www.atina.org.rs or contact ATINA at: atinango@eunet.yu

NEXUS Institute

NEXUS Institute is a multi-disciplinary policy and research centre dedicated to developing more effective counter-trafficking laws, policies and practices. NEXUS has produced a number of trafficking studies, including on victim assistance and re/integration work in SEE and other regions. NEXUS provides technical assistance to KBF as part of the TVRP programme.

For more details, see www.nexusinstitute.net or contact Stephen Warnath, Chair and founder at swarnath@nexusinstitute.net.

APPENDIX 2: WORKING TERMS AND DEFINITIONS⁵³

Anti-trafficking actors: Persons from GOs, NGOs or IOs who are involved in efforts to combat trafficking in persons and who work in one or more of the areas of identification, return and assistance.

Assistance and protection: Measures, programmes and services aimed at the recovery of trafficked persons as outlined in Article 6 of the Palermo Protocol. These may be offered by non-governmental, governmental or international organisations in countries of destination, transit and origin. These might include but are not limited to accommodation/housing, medical care, psychological assistance, education, vocational training, employment, legal assistance and transportation. Assistance may involve one or multiple services.

Baseline study: An analysis describing the situation prior to a development intervention, against which progress can be assessed or comparisons made.

Beneficiaries: The individuals, groups or organisations, whether targeted or not, that benefit, directly or indirectly, from the intervention.

Child: Anyone under the age of 18 years.

Empowerment: The process by which trafficked persons are equipped with the skills and ability to lead an autonomous life and improve their self esteem.

Evaluation: Evaluation attempts to determine, as systematically and objectively as possible, the relevance, effectiveness and impact of activities in the light of the project objectives. That is, it is undertaken upon completion of the project and looks at what was set out to do in the project, what has been accomplished and how it was accomplished.

Impact indicator. An indicator which verifies if the desired outcome (re/integration) was achieved.

Indicator: Indicators are the quantitative and qualitative ways of measuring if each step of the programme has been achieved and must answer the questions of efficiency, effectiveness and impact.

⁵³ Many of the definitions and terminologies are taken from Brunovskis & Surtees 2007, DAC 2002 and Surtees 2009b, 2007 & 2005.

Lessons learned: Generalisations based on evaluation experiences with projects, programmes, or policies that abstract from the specific circumstances to broader situations. Frequently, lessons highlight strengths or weaknesses in preparation, design, and implementation that affect performance, outcome and impact.

Means of verification: Sources of information which can measure whether the indicators have realized the objective/results.

Monitoring: Monitoring is the continuous oversight of the implementation of project activities, assessing progress, identifying operational difficulties and recommending actions. Monitoring is aimed at improving the efficiency and effectiveness of a project and ensures that activities are transformed into results/outputs. It is undertaken during the course of the project.

Process indicator. An indicator which verifies that the process was realised – that is, how it was done.

Re/integration: Re/integration refers to the process of recovery and economic and social inclusion following a trafficking experience. This inclusion is multifaceted and must take place in social and economic arenas. It includes settlement in a safe and secure environment, access to a reasonable standard of living, mental and physical well-being, opportunities for personal and economic development and access to social and emotional support. In many cases, re/integration will involve the return to the victim's family and/or community of origin. However, it may also involve integration in a new community and even in a new country, depending on the needs and interests of the victim. A central aspect of successful re/integration is that of empowerment, supporting victims to develop skills toward independence and self sufficiency and being actively involved in their own recovery and re/integration.

Recovery: The process by which persons achieve physical and mental well-being.

Service providers: Organisations and individuals that provide one or more of the range of services and assistance provided to trafficking victims. These may include social workers, psychologists, shelter staff, medical personnel or legal professionals from NGOs, IOs and GOs.

Stigma: A mark of disgrace on one's reputation. Stigma occurs when the social environment – whether family or community – disapproves of an individual's behaviour or activities.

Trafficking victim/trafficked person: For many people, the term 'victim' implies powerlessness and constructs identity around the individual's victimisation. At the same time, from a human rights framework, the term 'victim' is important as it designates the violation experienced and the responsibility for redress. It is for this reason that the term 'victim' is used in this manual. The term 'trafficked person' is also used because it too acknowledges that person's trafficking experience as central and in need of redress. Both terms designate persons who qualify as victims of trafficking in accordance with Article 3 of the UN Trafficking Protocol and/or according to relevant national legislation.



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The King Baudouin Foundation is an independent and pluralistic foundation whose aim is to serve society. Our objective is to make a lasting contribution to justice, democracy and respect for diversity. Each year, the Foundation provides financial support for some 2,000 organizations and individuals committed to building a better society. Our activity domains for the coming years are poverty & social justice, democracy in Belgium, democracy in the Balkans, heritage, philanthropy, health, leadership, local engagement, migration, development, partnership or exceptional support for projects. The Foundation was created in 1976, to mark the 25th anniversary of King Baudouin's reign.

We operate in 2010 with a budget of 30 million euros. As well as our own capital and the large donation we receive from the National Lottery, we manage Funds created by private individuals, associations and businesses. The King Baudouin Foundation also receives donations and bequests.

The King Baudouin Foundation's Board of Governors draws up broad lines of action and oversees the transparency of our management. Some 50 colleagues are responsible for implementing our actions. The Foundation operates out of Brussels, but we are active at Belgian, European and international level. In Belgium, we have projects at local, regional and federal level.

We combine various working methods to achieve our objectives. We support third-party projects, launch our own activities, provide a forum for debate and reflection, and foster philanthropy. The results of our projects are disseminated through a range of communication channels. The King Baudouin Foundation works with public services, associations, NGOs, research centres, businesses and other foundations. We have a strategic partnership with the European Policy Centre, a Brussels-based think tank.

Outside Belgium, the Foundation is particularly active in the Balkans in projects that promote EU integration, tackle human trafficking and defend minority rights. In Africa, we focus on projects involved in the fight against AIDS/HIV and in promoting local development. The King Baudouin Foundation is also a benchmark in international philanthropy thanks to, among others, the international Funds that we manage, the King Baudouin Foundation United States, and our role in the Transnational Giving Europe network.

