Counter-Trafficking in Persons (C-TIP)
Data Sources Review Report

August 2023

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Data for Impact

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August 2023

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Abbreviations

C-TIP	counter-trafficking in persons
D4I	Data for Impact
GOAM	Government of Armenia
HLIB	Health and Labor Inspection Body
M&E	monitoring and evaluation
MOLSA	Ministry of Labor and Social Affairs
MFA	Ministry of Foreign Affairs
MTA	State Migration Service
NAP	National Action Plan
NGO	nongovernmental organization
ROA	Republic of Armenia
THB	trafficking in human beings
TIP	trafficking in persons
USAID	United States Agency for International Development
USS	Unified Social Services
WG	working group

Introduction

Background and Context

The United States Agency for International Development-funded (USAID) Data for Impact (D4I) project is strengthening the Government of Armenia's (GOAM) capacity and systems to support efforts in counter trafficking and forced labor. Specifically, D4I is supporting the Ministry of Labor and Social Affairs (MOLSA) to effectively implement and monitor the 2020–2022 National Action Plan (NAP) and to strategically communicate the issues surrounding counter-trafficking in persons (C-TIP) and the country's response with key stakeholders, at-risk populations, and the public at large. D4I supports the use of evidence to strengthen MOLSA's capacity to accelerate immediate implementation of the NAP while also building practices and systems that will promote a sustained national C-TIP response in the years to come.

C-TIP actors need data on trafficking to understand the magnitude of trafficking, the gender and age of those affected, and the forms of exploitation reported. The C-TIP data flow mapping exercise was conducted to document the current institutional data flow and reporting for the Division of Anti-Trafficking and Women's Affairs and to improve the data collection and reporting processes, identify gaps, and provide recommendations to improve data flow in the division.

The report provides a summary of information flow among the C-TIP actors. It maps the different sources of case data to be collated. The summary data sources report provides data needed for case management and for policy planning and implementation.

The data sources mapping identified cases as they were reported by different agencies. There are limitations of the data that is presented as trafficked victims[1] remain hidden in exploitative situations and are not easily reported to the authorities. These latent victims are likely to be a much larger number than those who appear in the statistics of detected victims and may display different patterns and vulnerabilities that remain uncovered and are therefore harder to prevent.

However, even with these limitations, it is important to establish the data flow mapping to see how the data on C-TIP is collected, used, transferred, and analysed.

This report outlines the main C-TIP data sources: stakeholders and their mandate, data flow for three agencies (the Division of Anti-Trafficking and Women's Issues; the service providing nongovernmental organizations (NGOs); and the Statistical Committee and the Unified Social Services [USS]), the data collection and reporting process, C-TIP data indicators, and sources and recommendations of the identified gaps.

C-TIP Stakeholders – Their Mandate and Roles

The key stakeholders in C-TIP, as defined by legislation, are both state and non-state agencies who have distinct mandates and goals. The state agencies are MOLSA; the Statistical Committee; the Ministry of Justice; the Ministry of Health; the Ministry of Foreign Affairs (MFA); the Ministry of Education, Science, Culture and Sports; the State Migration Service (MTA); the Public Defender's Office; the Human Rights Defender (Ombudsman's Office); the Health and Labor Inspection Body (HLIB); the Prosecutor's Office; the police; the

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[1] The term "victim" is used throughout to maintain consistency with Armenian C-TIP reports. The term may be considered more inclusive when discussing services provided for individuals who may not have survived (for example, "victim identification"). However, alternative terms like "survivor" are preferred and used in certain contexts.

Investigative Committee; and the Judicial Department. The non-state agencies are the United Methodist Committee on Relief (UMCOR), Democracy Today, the Association of Audio-Visual Reporters, World Vision Armenia, and the Fund for Armenian Relief (FAR) Children's Center.

Starting in 2016, MOLSA has delegated the victim support services to NGOs, with state funding and state grants supporting civil society organizations' participation in service provision.

The MOLSA, specifically the Division of Anti-Trafficking and Women's Issues, has three important roles which pertain to combating trafficking and the exploitation of persons:

1. Provide secretariat responsibilities to the Identification Commission.

2. Coordinate the development, implementation, and reporting of the NAP for C-TIP.

3. Provide victim support services.

Table 1 outlines the other agencies that the Republic of Armenia (ROA) provides specific roles for to combat trafficking and the exploitation of persons. The C-TIP stakeholders participate in the working group (WG) or at the C-TIP Council as provided for by law.

Table 1: C-TIP Stakeholders and their mandate as per the Republic of Armenia

C-TIP Stakeholder	Mandate	Legislation and procedures in place
State Agencies		
MOLSA: **Division for Anti-Trafficking and Women's Issues (Identification Commission)**	Policy development and the provision of implementation in areas of gender equality, trafficking, and abuse per the charter of the Division C-TIP Mandate: suggestion, submission, and program development and implementation; report analysis and coordination of programs of victims of domestic violence, gender discrimination, trafficking, and abuse. Particularly: a) Coordinates the C-TIP NAP implementation and the interagency working group. b) Leads (chair/convener) the Trafficked Victims Identification Commission and reporting to the Council of C-TIP. c) Prepares and delegates support services to NGOs/relevant organizations within public procurement.	* The Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law"). * The government decree approving the National Action Plan. * Annual contract between MOLSA and an NGO/organization providing support services.
MOLSA: **Division of Children's Related Issues**	Coordinating child rights' national policy and strategy, management of child related MIS and data, including violence and trafficking.	* The Law of Republic of Armenia on Child Rights. * Children's Rights National Strategy approved by the government decree.

C-TIP Stakeholder	Mandate	Legislation and procedures in place
MOLSA: **Unified Social Service**	Exercising the powers of regional centers of Unified Social Service, providing social services, handling a social case, including assessment of social needs, drawing up an individual social program, receiving (counting) applications at the unified reception desk of the regional center of complex social services and transferring them to the relevant regional body providing social services; providing state programs of social assistance, employment and social assurance to the people in difficult life situation, particularly victims and assumed victims of trafficking.	* The law of the Republic of Armenia on Social Assistance. * The Law of Republic of Armenia on exercise of authorities of territorial bodies providing social services and determining the procedure and conditions of providing social services.
Statistical Committee	The Statistical Committee is the main producer of official statistics in the Republic of Armenia. The committee coordinates all activities related to the development, production, and dissemination of official statistics through the system of national statistics, except for the Central Bank of the Republic of Armenia. Regarding the C-TIP program, the committee collects and publishes C- TIP cases from law enforcement agencies.	* Government N 1849-N Decree (December 19, 2019): "Regulates the transfer of electronically stored and processed personal data by state and local self-government bodies, between these bodies, as well as to RA resident legal entities and investment funds. The decision also regulates the processes of interconnection of databases."
Ministry of Justice	The Ministry of Justice of Armenia is a state governmental agency which possesses executive authority and executes policies of the Government of Armenia in sectors that are closely associated with laws and regulations, justice, law enforcement, human rights, and rule of law. Related to C-TIP, the Ministry of Justice is a key stakeholder of NAP and ensures policies of improvement of legislation and procedures of criminal legislation, including criminal executive codes and by law ensuring the enforcement of law.	* Decision No 704-L of 11 June 2018 of the Prime Minister of the Republic of Armenia The charter of the Ministry and scope of authorities.
Ministry of Health	Ensuring provision of free healthcare to the victims of trafficking, based on referrals from MOLSA.	* The law of Republic of Armenia (RA) on medical assistance and service to the population.
Ministry of Foreign Affairs	Coordinates activities on ratification of the international convention, strengthens cooperation with international C-TIP actors, prevention, and early detection of Armenian citizens in forced labor or trafficking through consular services, and coordinating the return of Armenian citizens.	* The law of Republic of Armenia (RA) about diplomatic services * The law of RA about consular services.
Ministry of Education, Science, Culture, and Sports	A government agency that develops and implements the government policy in education, youth, sports, and culture. In secondary education, it ensures the coverage of trafficking related topics within school educational programs. Providing funding for the anti-trafficking platform webpage (www.antitrafficking.am); awareness raising activities among youth.	* The law of Republic of Armenia (RA) on education

C-TIP Stakeholder	Mandate	Legislation and procedures in place
State Migration Service (MTA)	State regulation of migration processes, planning, and implementation of strategies programmed in the field of migration. Within this strategy: • Reception of asylum-seekers • Refugee status determination (RSD) • Facilitation of refugee integration through referrals to other partners' projects • Provision of social housing • Provision of rental subsidies for refugees • Acting as the Secretary in the C-TIP Inter-Ministerial Council; preventing, screening, and referring TIP cases among refugees, asylum seekers, and migrants, and providing legal consultation and prevention to the mentioned groups	* The Government Decree N0. 336-L of March 19, 2020 of primary assistance for reintegration of nationals returning to the RA of Armenia * The Government Decree on N 20 May, N 801-L on approving the Concept of State Administration on Migration and Action Plan
Public Defender's Office	Providing free legal aid and public legal protection in prosecution and court to socially vulnerable groups, including victims of trafficking in all legal proceedings.	* The law of Republic of Armenia (RA) on advocacy.
Human Rights Defender (Ombudsman's) Office	The Office of the Human Rights Defender (Ombudsman) is an independent official who monitors the preservation of human rights and freedoms by state and local self-government bodies and officials, and in the cases defined by this law, also by organizations, promotes the restoration of violated rights and freedoms, normative legal acts related to rights and freedoms improvement.	* The constitutional law on Human Rights Defender
Health and Labor Inspection Body	Ensures the implementation of legal norms and requirements of health-related areas in line with health legislation, work labor, conditions in line with the labor code and related by laws and the requirements of personal and collective work contracts. In regard to C-TIP, early detection and disclosure of child labor cases including assumed exploitation cases.	* The prime minister's decree N 755-L on reorganization of the Health and Labor Inspection Body and approving their regulation by the charter
Prosecutor's Office	Initiating, supervising the criminal prosecution, defending accusations in court, supervising the legality of the use of punishments. Relating to C-TIP initiating and supervising the prosecution of trafficking cases, defending the accusation in court.	* Constitution of RA, the law of RA about the prosecution.
Police	Operating within the system of authorized bodies of state management of internal affairs, which is called forth to protect the citizens' life and health, as well as other rights and freedoms, property, the interests of the society, and the state from criminal and other unlawful assaults; has the right to apply compulsion within the framework stipulated by this and other laws of the Republic of Armenia. Prevention and early detection and disclosure of trafficking cases, referral to prosecution and criminal investigation as well as support services.	* The law of RA on the police, the Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law").
Investigative Committee	Criminal investigation, including the crimes of trafficking and exploitation.	* Criminal procedural code of Republic of Armenia (RA) * The Law on Identification and Support to Persons Subjected to

C-TIP Stakeholder	Mandate	Legislation and procedures in place
		Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law").
Judicial Department	The management and operation of courts; higher judicial authorities provide the financial and managerial operation of the system.	* The law of RA on service in the Judicial Department
Non-State Agencies		
United Methodist Committee on Relief (UMCOR)	Development and relief assistance internationally through field-based missions by working collaboratively with local communities to assist them in restoring social stability, revitalizing community structures, and empowering their members to retake control of their lives. In C-TIP programming, UMCOR implements capacity strengthening training for national C-TIP actors; trafficked victim preliminary identification and assistance including provision of shelter.	* The Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law").
Democracy Today NGO	Implementing awareness raising campaigns; assisting the victims of trafficking in identification, provision of shelter, legal, medical, psychological matters, referral, and reintegration.	* The Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law").
Association of Audio-Visual Reporters	Raising public awareness on TIP issues in forms of documentaries and video clips; collecting, analyzing, and presenting findings of the media coverage; organizing capacity strengthening activities for journalists.	* The Government Decree on approving NAP in C-TIP
World Vision Armenia	Implementing the "Together against Trafficking in Persons" project; supporting the awareness-raising campaigns.	* The Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law")
FAR Children's Center	Providing children's day care services for children and victim support, especially in cases when C-TIP investigation and prosecution is in process.	* The law of Republic of Armenia (RA) on the social protection of children out of parental care

Review of the C-TIP Data Flow

A data flow map shows the scope, purpose, and context of data processing activities. Data flow maps can help identify any gaps or vulnerabilities in data protection measures. Creating a data flow map involves obtaining data from original sources and using tools (paper or electronic) to collate, analyze, and report the data.

The main components of the data flow that were reviewed are the data collection and reporting, data sources, data storage, and gaps identified for optimal flow of C-TIP data to the coordinating agency, which is the Division of Anti-Trafficking and Women's Issues.

Data Collection and Reporting

The data collected by the respective C-TIP actors as per their mandate is shared manually, such as the summary reports written to MOLSA. The agencies that share data to MOLSA include the police and the service providing NGO. Currently, the USS does not share their data with MOLSA because of a lack of secondary laws that allow for data sharing. MOLSA subcontracts a non-state agency in this case; an NGO will provide social assistance services including shelter to the trafficking in persons (TIP) victims. MOLSA is the agency that

coordinates identification, implementation, and monitoring of the NAP and reports to the Inter-Ministerial Council.

The steps followed to process the victim data that is received at MOLSA are:

Step 1. Detection and disclosure (TIP case reporting): All state and non-state agencies that detect a TIP case or identify an assumed case should share a written report with MOLSA and the Division of Anti-Trafficking and Women's Issues. The case information is shared as a report that does not follow any standard format as each agency writes up the details of the case (as a narrative report). MOLSA is responsible for coordinating the identification of TIP victims through convening meetings to discuss a particular case that is presented to the Identification Commission. (Note: MOLSA is the lead agency for the Identification Commission). Non-state agencies report physical/verbal cases to the police as they are required to do so by law. The police will then present the cases to MOLSA through a handwritten report and present to the Identification Commission. TIP cases can be self-reported by the victim or by the public through the police or by calling a toll-free line that is received at the Ombudsman's Office. MOLSA and the respective Division of Anti-Trafficking and Women's Issues receives all the detected or disclosed cases confidentially.

As established, there are no forms used to document the case, and the police document the details of the victim (through handwritten reports) and send them to MOLSA.

Step 2. Victim identification: This process is done under the leadership of MOLSA and the Division of Anti-Trafficking and Women's Issues together with three other agencies: the police, the Prosecutor's Office, and the NGO providing services to trafficked victims (shelter) that provides social assistance services to the TIP victims. MOLSA convenes an Identification Commission session in accordance with the regulations on victim identification for all reported or referred cases. The Identification Commission collects personal cases/personal data and invites sessions for each case referred to them. Based on the legislation and amendments in the Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation ("Anti-Trafficking Law"), the commission is obliged to apply the criteria for identification as listed in the law. The categorization used is threefold:

a) Identifying the person as a victim with the legal status with access to the state benefits prescribed for victims of trafficking.

b) Identifying the person as a victim of special category with access to the state benefits prescribed for trafficking victims of special category.

c) Not identifying the person as a victim/a victim of special category.

The Identification Commission decides the categorization for each case, and they document using Form 3, (the C-TIP Council Reporting Form - Identification Commission Sessions) for further action with the respective C-TIP actor. For example, the service providing NGO uses information provided in the case file and provides the services requested by the victim or as recommended by the Identification Commission. The Prosecutor's Office will use the same case file to identify the action to be taken as per the judicial processes for the GOAM. MOLSA securely stores the case files in their offices (archives/library) for reference by these other stakeholders.

The Identification Commission uses the identification criteria[2] to categorise the case. Using the C-TIP Inter-Ministerial Council reporting form[3] (Tool 2), the Division of Anti-Trafficking and Women's Issues sends summary reports to the C-TIP council on a semiannual and annual basis. MOLSA is the GOAM agency that coordinates the C-TIP NAP implementation and monitoring.

Step 3. Access to social services: MOLSA is the agency responsible for outsourcing and delegating the support services for TIP victims to a service providing NGO. The MOLSA and Division of Anti-Trafficking and Women's Issues prepares the scope of support services, delegates the services through public procurement, and monitors and receives reports from the selected NGO which provides support services within the contract with MOLSA.

Once the person's status is determined by the Identification Commission based on their needs and with the agreement of the victim/the victim of special category, the person then applies for state benefits, including shelter, food, psycho-social support, legal support, and medical support, among other benefits. As part of case management, the NGO providing services to trafficked victims (shelter), contracted by MOLSA, provides services to the victims, and then reports to MOLSA on a monthly and quarterly basis using tools passed by legislation. These tools are the C-TIP Case Work Monitoring Form, the NGO Financial Report, and the NGO State Funded Activities Reporting Form *(*see summary of all tools in Appendix A). The reporting forms and tools collect data on the number of victims identified, the number of activities implemented (in progress or completed), financial reports, and provided services during the reporting period.

The application for consideration to receive services is completed by the victim/victim of special category. After the categorizing by the Identification Commission, MOLSA writes a letter to the service provider organization to receive the victim/victim of special category and to start providing the requested assistance. The NGO that provides services to trafficked victims (shelter) has three tools. One tool is used to document the services provided to the victims/the victims of special category, and additional tools are used for financial reporting and to provide regular updates to MOLSA on the activities they are undertaking for the trafficked and exploited persons.

Step 4. Reintegration to the community: After the recovery stage at the shelter, the victim/the victim of special category should return to the community while accessing the post-reintegration services. This is the practice of post-reintegration services for different groups. However, the case of trafficking is not referred to the community service. The NGO providing services to trafficked victims (shelter) does not generally transfer the case to the regional center of the USS, as there is no approved procedure for the same. This is because they do not have a legal obligation to make referrals for the victim/victim of special category. Ideally, the NGO providing shelter services should continue with the post-reintegration services and the USS will complement these services with social assistance necessary for the TIP victims/victims of special category after their recovery and will continue monitoring their wellbeing in the communities.

There are no reporting forms to refer the TIP victim/victim of special category to the USS. The service providing NGO (shelter) does not have services for post-reintegration, thus, monitoring on their wellbeing ceases after the shelter. There are no secondary laws that mandate the MOLSA Division of TIP to do that to USS. There are reforms going on in Armenia to revise the legislation.

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[2] https://www.arlis.am/documentview.aspx?docID=94984; law on identification of and support to Persons Subjected to Trafficking in Human Beings and Exploitation.

[3] Approved by the Republic of Armenia decree N1200 2015

The Division of Anti-Trafficking and Women's Affairs recommended to hold off on the revision of tools and data flow to USS because the agency is going through an assessment to align its mandate with the other social protection services being provided in the ROA.

Step 5. Criminal investigations and conviction: Law enforcement agencies, such as the police, the Prosecutor's Office, the Investigative Committee, and the judiciary conduct investigations on trafficking and exploitation of persons offenders and provide verdicts as per the criminal code. The law enforcement agencies and the judicial system share data with the Statistical Committee for publishing. The law enforcement agencies have a standard form/tool they use to report data to the Statistical Committee[4]. The procedure of data sharing aligns with the regulations and authority of law enforcement agencies, particularly the police, the Prosecutor's Office, and the Investigative Committee.

C-TIP Indicators and Data Sources

The mapping exercise documented the current TIP data sources per legislation, existing information systems, and respective indicators collected. In most cases, the data is collected as required in legislation; in some cases, data is collected but not utilized. A list of key performance indicators that are collected with their respective disaggregation and the data sources are outlined in Table 2.

A key finding is that a single source provides real time anti-trafficking data for both children and adults. The mapping exercise identified that child-related indicators would be best drawn from a child protection system that currently is under development. There are plans to develop a MOLSA-case management system to collect data on trafficking.

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[4] https://www.armstat.am/file/article/sv_04_23a_530.pdf

Table 2: Indicators and their disaggregation

Name of the indicator	Disaggregation	Data source	Frequency of reporting
Number of victims trafficked	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female) Nationality Type of trafficking (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other) Citizenship** Place of registration, Agency that referred or detected the case. Type of victims (assumed victims and victims of special categories) Types of service or assistance needed (legal aid, medical care, shelter, public protection) Type of criminal actors (individual, opportunistic associations of traffickers, business enterprise type or organized criminal groups, government type of organized criminal groups)	MS Excel MOLSA Division of Anti-Trafficking and Women's Issues	Semiannual and annual report; February 15 of the following year
Number of children at risk and detected for trafficking and exploitation	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female) Nationality Type of trafficking (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other) Region (Kotayk, Aragacotn, Syunik, Lori, Tavush, Vayots Dzor, Gexarkuniq, Ararat, Shirak) Caregiver (parent, other sibling, social worker/day center) Type of case issue (violence and abuse)	MANUK NORK, MOLSA Division of Children's Related Issues	Not reported
Number of trafficking and exploitation cases reported	Service or action taken (disclosed or reported, referred for other services, referred to identification commission) Type of assumed trafficking Country of destination Agency type	MS Excel MOLSA Division of Anti-Trafficking and Women's Issues	Semiannual and annual report; February 15 of the following year
Number of people in difficult life situations who are at risk of being trafficked	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female) Marital status Region Health situation Employment Status	A social case management information system (USS database)	None

Name of the indicator	Disaggregation	Data source	Frequency of reporting
Number of victims or victims of special category who applied for social services at shelter	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female) Type of trafficking (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other) Length of service (6 months, 12 months, 18 months, 24 months, other), Marital status (Never married/single, married, divorced), Health condition Type of social services received (Medicare care, …)	MS Excel MOLSA Division of Anti-Trafficking and Women's Issues	Semiannual and annual report; February 15 of the following year
Number of accused cases	Type of trafficking (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other)	MS Excel	Semiannual and annual report; February 15 of the following year
Number of offenders convicted for trafficking (prosecutions done)	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female) Nationality Place of registration, Region of crime (Kotayk, Aragacotn, Syunik, Lori, Tavush, Vayots Dzor, Gexarkuniq, Ararat, Shirak) Type of trafficking crime (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other) Years of conviction (0-5, 6-10, 10-20, 20+)	MS Excel	Semiannual and annual report; February 15 of the following year
Number of C-TIP related legislation amendments drafted	Type of law (primary or secondary)	None	Semiannual and annual report; February 15 of the following year
Number of state and non-state actors trained	Sex (Male, Female) Agency type (Ministry of Justice, MOLSA, police, MOH, MFA, MoESCS, MTAI, Public Defender's Office, Human Rights Defender, HLIB, Prosecutor's Office, Investigative Committee, Judicial Department, NGO)	Agency reports	Judicial reporting Semiannual and annual report; February 15 of the following year
Number of awareness raising activities	Institution type (primary, secondary, vocational, college/university) Region (Kotayk, Aragacotn, Syunik, Lori, Tavush, Vayots Dzor, Gexarkuniq, Ararat, Shirak) Medium type (media campaigns on radio, TV, roadshows, social media [Facebook, Instagram, Twitter]) Target group (children, youth, adults) Activity type (sports, training)	Agency reports MOLSA Division of Anti-Trafficking and Women's Issues	NAP reporting Semiannual and annual report; February 15 of the following year
Number of referrals of assumed victims' (data	Age (0-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65+) Sex (Male, Female)	MS Excel	Council reporting

Name of the indicator	Disaggregation	Data source	Frequency of reporting
at identification commission)	Type of trafficking (sexual exploitation, forced labor, criminal activity, begging, forced marriages, other) Region (Kotayk, Aragacotn, Syunik, Lori, Tavush, Vayots Dzor, Gexarkuniq, Ararat, Shirak) Health condition Marital status (never married/single, married, divorced) Country of destination	MOLSA Division of Anti-Trafficking and Women's Issues	Semiannual and annual report; February 15 of the following year
Number of activities and awareness raising campaigns	Type of training Agency type	Agency reports MOLSA Division of Anti-Trafficking and Women's Issues	NAP reporting Semiannual and annual report; February 15 of the following year
Number of video audio materials produced publications in the webpage	None	Agency reports Audio Visual Association of Armenia	NAP reporting Semiannual and annual report; February 15 of the following year
Number of children working	Age (10-14, 14-17, other) Sex (Male, Female) Region (Kotayk, Aragacotn, Syunik, Lori, Tavush, Vayots Dzor, Gexarkuniq, Ararat, Shirak) Sector (Hospitality, education, health, trade, etc.)	Agency reports MOLSA Division of Children's Related Issues	None

Data Storage

MOLSA and other agencies use Microsoft Office for data flow and storage as there is no particular management information system for C-TIP. Data is manually reported through postal mail labelled 'Confidential' if it is a case referral with confidential data. In other cases, the state Mulbery[5] system is in use for sharing documents and NAP reports.

Gaps Identified in the C-TIP Data Flow

The mapping results show the gaps and inconsistencies within the data flow in C-TIP. In some cases, the gaps identified are missing variables in the data collection tools, and in other cases, they reflect data quality issues. A summary of the main issues and gaps that need to be addressed are as follows:

a) Data sharing amongst the MOLSA divisions and departments is limited to nonexistent. For example, the "MANUK" database for children in adversity is yet to be reconstructed; in the meantime, data on assumed cases of trafficking with the Division of Anti-Trafficking and Women's Issues, particularly the number of children cases trafficked or number of children in forced or hard labor, should be shared. The data collected in NORK is not communicated with the respective divisions as there is no specific management information system for C-TIP. There is a need to look at the data collection on the risk of trafficking or child labor within the GOAM.

b) There is no data sharing between the MOLSA, the Division of Anti-Trafficking and Women's Affairs, and the state to the USS. The USS provides social services programs in the ROA, and the trafficked victims who are integrated into the community will ideally be registered for some of the social services that are provided by this this agency. The USS is currently developing a case management system which is being piloted in five regions. The tools in use does not collect any information on trafficking or aftercare. There are reforms going on in the USS and the MOLSA to integrate the social service programs implemented in the ROA. As established, no recommendations for data flow to or from the USS can be made until the reforms are completed.

c) The Identification Commission provides data to the C-TIP Council. However, this data is not published and visualized in any administrative source. The only C-TIP administrative data that is published is by the Statistical Committee, and this data only relates to convictions and criminal investigations with no data on victims. There is a need to look at the linkage between these two agencies to include data on victim identification from MOLSA in the ArmStat publication.

d) The Judicial Department collects data from courts and publishes the data on criminal offences monthly, including data on trafficking. The data is published in the https://court.am/hy domain. However, the Ministry of Justice does not report this data in the NAP nor share it within C-TIP WG meetings. For improved evidence-based policy planning, data from the Judicial Department should be used during C-TIP programming.

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[5] Mullbery system: The "MulberryGroupware" electronic document management system was introduced into the GOAM in May 2007 and is currently being used by more than 65 government institutions. The system provides automated document exchange between government entities and at present more than 70 percent of documents are exchanged electronically.

e) There is a lack of data sharing between the migration services and the MOLSA. The MTA is enhancing the screening system for asylum seekers, refugees, and the refugee-like population. This is an opportunity to integrate variables on trafficking within this system for early identification and prevention. However, as of now the system is not operational, and there is no clarification on how the system can contribute to data collection in C-TIP.

f) The Health and Inspection Body collects data only for internal use. There is no practice of sharing the number of inspections and offences regarding labor and possible exploitation within the C-TIP sector. Within the internal data, the Health and Inspection Body conducts and collects administrative offences of labor; no case has been reported ever as a suspicious case of trafficking or forced labor (these are already under the Criminal Code).

g) There is no data sharing between the day care centers for children, both state and non-state NGO-based shelters, and centers that provide care for children without parental care including children in adversity and the MOLSA Division of Children Issues. It is important to coordinate all cases of trafficking to have more precise data on the situation in the country.

h) The Ministry of Health registers the cases of medical support based on referrals from the MOLSA. There is no information about other possible victims who do not use the MOLSA channel to apply for the free medical support and may use their local health services for medical support.

Recommendations

The report has outlined each C-TIP actor's mandate and procedures per the legislation and identified and documented the sources of C-TIP data together with the mapped data variables collected in each agency.

The flow of C-TIP information from select actors, (i.e., the Division of Anti-Trafficking and Women's Affairs and the NGO that provides services to the victims [shelter]), together with the Identification Commission, is outlined for reference in the TIP program. A summary data flow map for three agencies was recommended, and data collection and reporting tools were reviewed and developed as part of the phased approach of strengthening the C-TIP monitoring and evaluation (M&E) system in the GOAM. The main recommendations are detailed below.

Review of C-TIP Data Flow

The C-TIP data flow is presented graphically below as part of processes that involve gathering data generated from activities implemented by the MOLSA Division of Anti-Trafficking and Women's Issues and NGOs relevant to the C-TIP M&E framework.

Figure 1. Data flow in MOLSA, Service Providing NGOs, and Unified Social Service
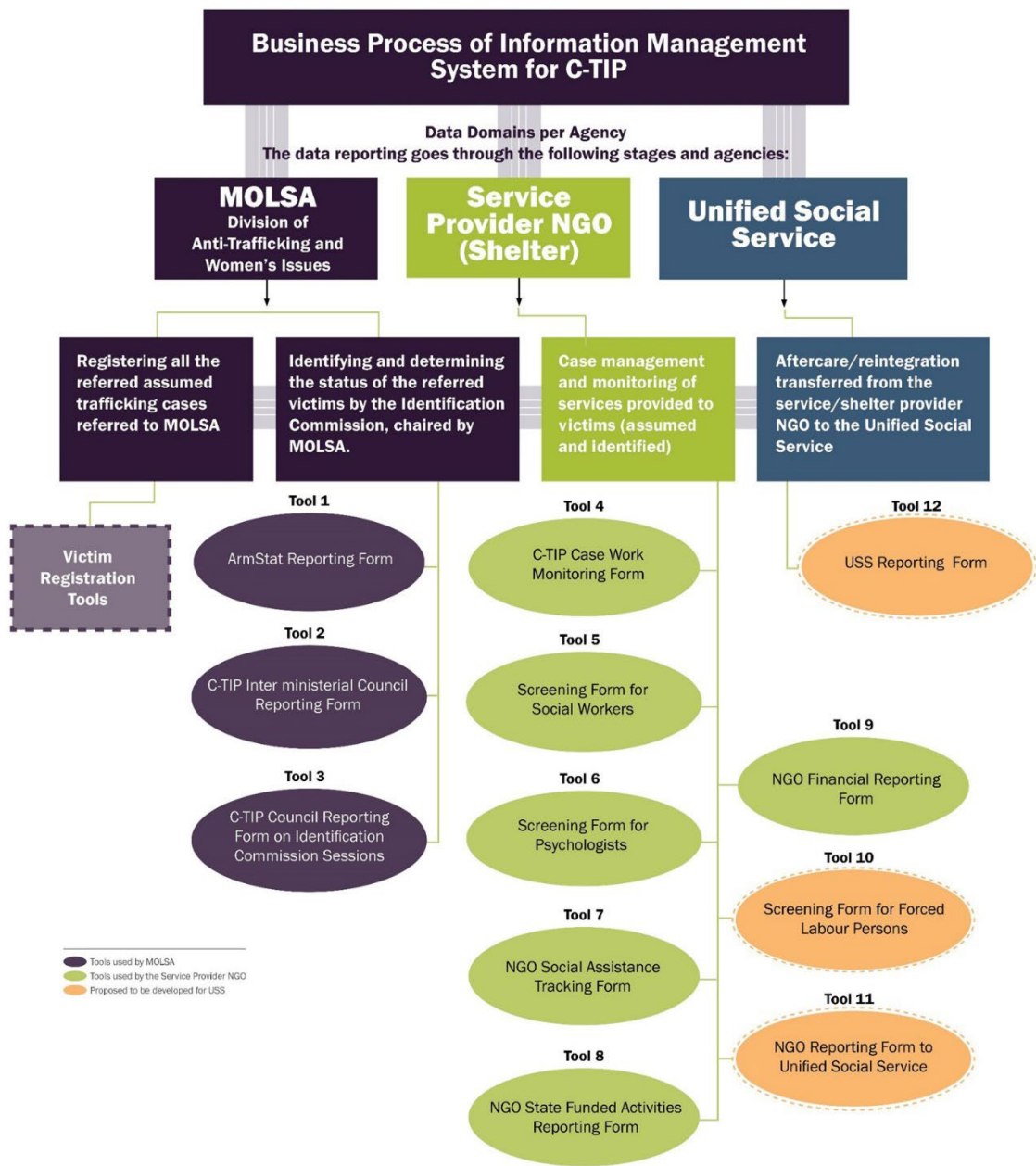
Review and Development of C-TIP Data Collection and Reporting Tools for Select Agencies

Using a phased approach, D4I together with the MOLSA recommended beginning with strengthening the data collection and reporting processes that are core to the Division of Anti-Trafficking and Women's Issues and Democracy Today, the NGO that provides government sponsored social services to the victims.

Phase I: strengthening the C-TIP program M&E system processes. The Division of Anti-Trafficking and Women's Issues' data management processes include registration of all referred assumed cases, identification and determining the status of the victims, and reporting the data to C-TIP Inter-Ministerial Council and Armenia Statistical Committee.

The use of standard data collection tools was recommendation to improve data sharing in GOAM. The tools that will be used to collect victim data as they are identified and registered are:

- Tool 1: ArmStat Reporting Form: a reporting tool for MOLSA to report TIP data to the Statistical Committee (Appendix A).
- Tools 2 and 3: MOLSA will use the C-TIP Inter-Ministerial Council Reporting Form and the C-TIP Council Reporting Form (Appendix A). Tool 3 was developed to provide data processed by the Identification Commission to the C-TIP Inter-Ministerial Council for improved reporting and programming. MOLSA, as the coordinating agency for the Identification Commission, will use the standard tools to share data with the C-TIP Inter-Ministerial Council.

Efforts to strengthen data collection and reporting of C-TIP data by the NGO that provides services to trafficked victims (shelter) are paramount. This is because they provide broad support to MOLSA and the C-TIP program for case management and monitoring of the services provided to victims (both assumed and identified). Thus, D4I supported the MOLSA to review the existing tools, add variables that were missing, and develop new tools to address the identified gaps. As a result, Tools 4-9 are in place for use by the service providing social assistance to assumed and identified victims. The tools are shown in Appendix A:

- Tool 4: C-TIP Case Work Monitoring Form
- Tool 5: Screening Form for Social Workers
- Tool 6: Screening Form for Psychologists
- Tool 7: NGO Social Assistance Tracking Form
- Tool 8: NGO State-Funded Activities Reporting Form
- Tool 9: NGO Financial Reporting Form

The tools outlined here will be used to during the development of the MOLSA management information system for victim registration with the support of World Vision TATIP project, which is an ongoing initiative.

Phase II: M&E system strengthening. This phase will include the review and establishment of data collection processes for forced labor cases by the service providing NGO and data sharing between the Division of Anti-Trafficking and Women's Issues with the USS. The proposed tools are:

- Tool 10: Screening tool for Forced Labor Person
- Tool 11: NGO's Reporting Form to the Unified Social Services

The USS should be positioned to support seamless aftercare and post-reintegration of the victims from the shelter-providing NGO. Thus, a proposed tool to be used by the USS will be developed and that subprocess will be operationalized.

- Form 12: USS Reporting Form for data sharing with MOLSA and ArmStat

Strengthen Data Collection and Reporting Processes to Report Holistic Data from C-TIP Actors

1. Collect information about medical support to victims of trafficking from hospitals and disaggregate the data that is collected when the crime happens based on the type of crime, as to create segregated data on trafficking and exploitation.
2. Develop screening indicators and integrate them into the management information system of the MTA.
3. The MOLSA will reach out to the Public Defender's Office and request a semiannual report on victims who have applied for the free legal protection; the MOLSA will develop a data sharing or reporting tool based on that report to integrate the data from this source into the national data.
4. Plan to institute a reporting form covering child labor related information.

Appendix A. List of C-TIP Data Collection Tools

Summary of the C-TIP data collection and collection tools:

	Name	Description	Status
Phase I			
1.	ArmStat Reporting Form	Form 1: Report submitted by MOLSA to ArmStat on assumed victims, victims and victims of special category	New
2.	C-TIP Inter-Ministerial Council Reporting Form	Form 2: Report submitted by Trafficked Victims Identification Commission to the Council on the C-TIP	Existing
3.	C-TIP Council Reporting Form - Identification Commission Sessions	Form 3: Report submitted by the Identification Commission to the Council on the C-TIP on Identification Commission sessions	New
4.	C-TIP Case Work Monitoring Form	Form 4: Report on monitoring of case work with human trafficking and exploitation victims or victims of special category	Existing and revised
5.	Screening Form for Social Workers	Form 5: Screening tool for social workers submitted by NGO providing services to trafficked victims (shelter) to MOLSA	New
6.	Screening Form for Psychologists	Form 6: Screening tool/guideline for psychologists submitted by NGO providing services to trafficked victims (shelter) to MOLSA	New
7.	NGO Social Assistance Tracking Form	Form 7: To be used by the NGO to report all the social services provided	New
8.	NGO State Funded Activities Reporting Form	Form 8: Report submitted by NGO providing services to trafficked victims (shelter) to MOLSA on the activities implemented by the means of the state grant	Existing, reviewed
9.	NGO Financial Report	Form 9: Grant/financial report submitted by NGO providing services to trafficked victims (shelter) to MOLSA	Existing
Phase II			
10.	Screening tool for forced labor persons	Form 10:	To be developed
11.	NGO's reporting form to the Unified social services	Form 11:	To be developed
12.	USS reporting Form	Form 12	To be developed

Appendix B: Data Flow Summary Table

This table is available to view at the following link: https://www.data4impactproject.org/publications/c-tip-data-flow-brief-collection-reporting-and-recommendations-of-identified-gaps/