



Armenia's Counter-Trafficking Situation and Response

Landscape Assessment Report

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Armenia's Counter-Trafficking Situation and Response Landscape Assessment Report

Prepared by Lillian Mageto, Activity Lead and
Ovsanna Babayan and Gayane Hovakimyan, National Consultants

Data for Impact

University of North Carolina at Chapel Hill
123 West Franklin Street, Suite 330
Chapel Hill, NC 27516 USA
Phone: 919-445-9350 | Fax: 919-445-9353
D4I@unc.edu
<http://www.data4impactproject.org>

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D4I is committed to local partner engagement and individual and institutional strengthening. Local authorship is important, and we urge you to engage local partners in analysis and reporting.



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Acronyms

AMD	Armenian Dram
ATU	Anti-Trafficking Unit
CIS	Commonwealth of Independent States
CSO	Civil Society Organization
C-TIP	countering trafficking-in-persons
D4I	Data for Impact
GOAM	Government of Armenia
HLIB	Health and Labour Inspection Body
KII	Key Informant Interview
M&E	Monitoring and Evaluation
MOLSA	Ministry of Labour and Social Affairs
NAP	National Action Plan
NGO	Non-governmental Organization
NRM	National Referral Mechanism
PGO	Prosecutor General's Office
ROA	Republic of Armenia
THB	Trafficking in Human Beings
TIP	Trafficking in Persons
USAID	United States Agency for International Development
USD	United States Dollar
WG	Working Group

Introduction

The USAID funded Data for Impact (D4I) project in Armenia started in October 2021 with the goal to support the Government of Armenia (GOAM) to address drivers of trafficking by establishing monitoring and oversight systems for improved implementation of the 2020–2022 National Action Plan (NAP) and backing the GOAM anti-trafficking efforts. D4I will also support the GOAM in further strengthening the partnership with the Civil Society Organizations (CSOs) actively providing required assistance to the trafficking survivors. The project activities will also contribute to raising awareness on countering trafficking-in-persons (C-TIP) efforts in the country. The D4I work will aim to strengthen the country's leadership in advancing the 2020–2022 National Action Plan (NAP) for organizing the fight against trafficking and exploitation of persons by building capacity to assess, address, and monitor progress on NAP implementation. Using a learning-centered approach, D4I will enhance capacities of government partners to:

- Provide leadership in implementing a structured assessment of the implementation of NAP
- Identify gaps and needs in C-TIP policy, NAP implementation, and legislative framework
- Develop plans to strengthen capacities to address priority needs
- Establish monitoring indicators and systems for regular assessment of progress and monitoring of results against country plans for NAP implementation
- Promote ongoing inter-country learning and collaboration through periodic workshops and virtual meetings

Background

The Government of Armenia has demonstrated a clear commitment to counter trafficking-in-persons activities by signing various conventions. Internationally, the GOAM has joined the United Nations Convention against Transnational Organized Crime, the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children¹ (also called Palermo Protocol, ratified by the GOAM in 2003) and the Council of Europe Convention on Action against Trafficking in Human Beings² (ratified by the GOAM in 2008).

The country has signed and ratified several conventions addressing slavery and forced labour such as the ILO Forced Labour Convention No.29³ (ratified in 2004), the ILO Convention on the Abolition of Forced Labour No.105⁴ (ratified in 2004), the ILO Convention on Worst Forms of Child Labour No.182⁵ (ratified in 2006), as well as the UN Convention on the Elimination of All Forms of Discrimination against Women⁶ (ratified in 1993). In addition, Armenia signed in September 2013, but has not yet ratified the International Convention on the Protection of the Rights of all Migrant Workers and Members of their Families.⁷

¹ <https://www.unodc.org/unodc/en/organized-crime/intro/UNTOC.html>

² <https://rm.coe.int/168008371d>

³ https://www.ilo.org/wcmsp5/groups/public/@asia/@robangkok/documents/genericdocument/wcms_346435.pdf

⁴ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:55:0::NO::P55_TYPE,P55_LANG,P55_DOCUMENT,P55_NODE:CON,en,C105,%2FDocument

⁵ https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C182

⁶ <https://www.ohchr.org/en/professionalinterest/pages/cedaw.aspx>

⁷ <https://www.ohchr.org/en/professionalinterest/pages/cmw.aspx>

At the regional level, Armenia has signed an Agreement on Co-operation between Commonwealth of Independent States (CIS) member States in Combating Trafficking in Persons, Human Organs and Tissues (2005),⁸ the Programme of Cooperation between the CIS Member States against Trafficking in Persons for 2014–2018,⁹ and the Interagency Agreement on Co-operation in the Sphere of Organizing Execution of Criminal Punishments.¹⁰

Armenia is a country of origin, destination, and transit for trafficking in persons. The GOAM is making efforts to combat trafficking in persons through several initiatives, including streamlined oversight management and implementation of and reporting on all the anti-trafficking activities in the Ministry of Labour and Social Affairs (MOLSA), specifically in its Division of Counter Trafficking and Women's Issues at the Department for Securing Equal Opportunities. The GOAM has set up an institutional framework between state agencies and non-state actors to align anti-trafficking activities in the country.¹¹ The provisions formulated in Articles 9, 10, 11 and 12 of the Law on Identification of and Support to Persons Subjected to Trafficking in Human Beings and Exploitation serve as strong examples of this. Between 2003–2019, the coordination and management of the Inter-Agency Working Group (WG) activities, including compilation of various trafficking-related reports, was completed by the Ministry of Foreign Affairs. In 2019 this task was shifted to the Ministry of Labour and Social Affairs (MOLSA).¹² Regarding the institutional anti-trafficking framework in Armenia, the Inter-Ministerial Council to Combat Trafficking in Human Beings (hereinafter referred to as the Anti-trafficking Council) was set up in 2007 with Government Decree No. 861-A. The Council is tasked to develop policy for combating trafficking in human beings and exploitation and provide general coordination of activities implemented by all relevant government agencies and civil society organizations involved in countering human trafficking.

The anti-trafficking institutional structure of Armenia has three levels: a) The Inter-Ministerial Council to Combat Trafficking in Human Beings and Exploitation, which has operated since 2007 and is chaired by the Deputy Prime Minister; b) The Inter-agency Anti-trafficking Working Group (Inter-agency WG), which is a multidisciplinary group of government representatives, with national and international NGOs and international organizations participating in its meetings as observers, and c) Trafficked Victims Identification Commission chaired by the MOLSA. The Inter-agency WG operates under the Council and ensures operational coordination, including in the implementation of the three-year NAPs and reports to the Inter-Ministerial Council through the MOLSA.

Since 2004, the GOAM has been developing and implementing Counter Trafficking in Person (C-TIP) strategies through three-year National Action Plans (NAPs) to respond to the issue and is currently implementing the 2020–2022 NAP. A total of six NAPs have been adopted since 2004, developed by the anti-trafficking WG and adopted by the Prime Minister's office. According to the Decree of the Prime Minister of the ROA, the state agencies prepare annual reports and send them to the MOLSA by February 15 of each year. These reports describe their anti-trafficking activities for the previous year. The MOLSA makes a compilation of these documents and submits it to the Inter-ministerial Council. The latter makes annual reports to the GOAM on the NAP implementation process. The current National Action Plan 2020–2022 (Appendix A) defines a comprehensive set of goals aimed at:

⁸ <https://docs.cntd.ru/document/902047004>

⁹ <http://cis.minsk.by/reestr/ru/index.html#reestr/view/text?doc=4006>

¹⁰ <https://minjust.gov.ru/ru/pages/perechen-soglashenij/>

¹¹ <https://rm.coe.int/16806ff1ad>.

¹² Decision made at the Inter-ministerial council, 2019.

- Improving legislation to combat trafficking in and exploitation of persons
- Prevention of trafficking in and exploitation of persons
- Prevention of trafficking in and exploitation of children
- Detection, protection, and support to persons subjected to trafficking and exploitation
- International cooperation
- Surveys, monitoring, and evaluation

National actors involved in combating trafficking in persons consider effective implementation of the three-year Anti-Trafficking National Action Plans (NAPs) as a priority. The international community works closely with the respective national actors and provides support to contribute to these results. The present NAP includes the main areas of the previous action plans, with more focus on improving identification of victims and support services for victims.

Methodology

The overall purpose of this landscape assessment is to review and document the C-TIP situation in Armenia and to propose recommendations for planning the next steps for MOLSA and other national C-TIP actors with the support of the D4I project.

Specific objectives of the landscape assessment are to:

1. Identify the policy, legal framework, and institutional structure in place to effectively combat human trafficking in Armenia
2. Map organizational structure, roles and responsibilities of the Inter-Ministerial Council for Fighting Trafficking and Exploitation of Persons led by the Deputy Prime Minister's Office and the working-level group comprising of representatives of all line ministries, other agencies, and CSO's implementing anti-trafficking related activities
3. Provide a rapid analysis of the efforts aimed at combating trafficking in persons in Armenia
4. Serve as a background report for the comprehensive expert assessment (to be prepared within this D4I project at a later stage) of the counter-trafficking efforts and NAP implementation in Armenia
5. Develop recommendations for the in-depth design and implementation of C-TIP activities for the D4I project in collaboration with the MOLSA and other actors.

To accomplish these objectives the following secondary analysis methods and primary data collection methods were used:

Literature review/Desk Research

A desk review of Armenia's policy, legislation, and institutional structure to combat trafficking was conducted. Specifically, the following documents were reviewed:

1. The Counter-Trafficking NAP for 2020–2022 (Appendix A) and NAP for 2016–2018
2. The Criminal Code of the RoA (Appendix B)

3. The Labour Code of the ROA (Appendix C)
4. The Law on identification and Support to Victims Subjected to Trafficking and Exploitation (Appendix D)
5. Charters of the key state agencies with mandates to contribute to the country's counter-trafficking efforts (Appendix E)
6. Narrative reports on C-TIP, previous studies, and assessments
7. Data collection and management systems for C-TIP and inter-related areas

Stakeholder In depth Interviews

D4I organized exploratory meetings to reach out to key stakeholders, including the MOLSA, and non-state-local and international non-governmental organizations implementing actors. The project technical team established a guideline for meetings and designed a questionnaire for in-depth interviews to introduce the D4I project and to collect information from the main stakeholders. They conducted a total of nine key informant interviews (KII) both in person and virtually. This report summarizes and presents the findings from these meetings in the Findings section of this report.

Additional meetings will be held with the other actors not reached during this assessment, including other state agencies, researchers, and international and non-governmental organizations within the comprehensive expert assessment at the next phase of the project.

Stakeholder analysis

A stakeholder analysis includes identification and mapping of key stakeholders with their tasks and commitment in C-TIP. Some of the identified stakeholders are direct beneficiaries of the Project, so the needs and major interests of these stakeholders are reflected in the main findings.

Assessment Findings

The main findings of the assessment are presented within the following thematic areas:

1. Legal framework of C-TIP in Armenia

Article 132 criminalizes the offence of human trafficking and was first introduced into the Armenian Criminal Code in 2003. It was amended in 2006, 2011, and 2021 to address new trafficking-related challenges and to align with the definitions of key international legal documents. The major reform in criminal legislation is the new Criminal Code passed in 2021 that will enter into force on July 1, 2022 (see Appendix B). The following articles: Human Trafficking or Exploitations (188), Trafficking or Exploitation in Children or Persons in Helpless Situation (189), Using Services of Exploited Persons (190) all encompass trafficking issues and are outlined in Appendix C.

In 2014, Armenia passed the Law on Identification and Support to Persons Subjected to Trafficking in Human Beings and Exploitation (“Anti-Trafficking Law”). This acted as an important step toward action against trafficking against human beings and protection of victims in the country. This law led to reviewing the 2008 National Referral Mechanism (NRM) for victims of Trafficking in Human Beings (THB) and introduced a recovery and reflection period and residence permits for victims of THB (Appendix D). The legal instrument outlines provisions for identification, referral, and protection of victims of human trafficking. It further defines the tasks and responsibilities of the Inter-Minister Council, the Identification Commission and NGOs as key partners in identification, referral, support, and protection of trafficked victims. It provides types and procedures for victim identification and terms of assistance and services that victims are entitled to and procedures of reporting on the implemented actions (see Art 26). These actions include: 1) The Identification Commission and the competent authorities shall submit a joint report to the Council on the work done and expenses incurred within the framework of this Law by the 15th of the following month, 2) Each year by February 15, the Council submits an annual summary report on the reports provided for in part 1 of this Article to the National Assembly of the Republic of Armenia, and 3) The form of the report provided for in part 1 of this Article shall be established by a decision of the Government of the Republic of Armenia.

The Government approved the following decrees to enforce the Law mentioned above:

- Government N 851-N Decree (July 30, 2015): “On approving the procedure of selection of partners among the civil society organizations, procedure of engaging representatives of civil society organizations into the committee on identification of victims of human trafficking and exploitation”
- The N 835-A Decision of the Prime Minister (September 15, 2015): “On defining the composition of the committee on identification of victims of human trafficking and exploitation”
- Government N 1200-N Decree (October 15, 2015): “On defining working procedure of the Committee on Identification of Victims and Human Trafficking and Exploitation” and “On defining the reporting procedures of the Committee on Identification of Victims and Human Trafficking and Exploitation to the RA Committee on Combating Human Trafficking and Exploitation”
- Government N 492-N Decree (May 5, 2016): “On defining the procedures and the amount of support prescribed by the Law to the presumed victims, to the actual victims and to the victims of special category”

- Government N 353-N Decree (April 6, 2016): “On defining procedures for organization of safe return of victims of human trafficking and exploitation and of victims of special category”
- Government N 1356-N Decree (October 29, 2015): “On approving the procedure for the provision of protection” prescribed by the “Law on identification and assistance to the victims of human trafficking and exploitation, to the victims of special category and their legal representatives.”]
- 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.”

The latest amendments to the law were completed on June 3, 2019.¹³

As a social problem, trafficking is considered a crime related to and caused by difficult socio-economic conditions under the law “On Social Assistance.”¹⁴ As stated in the law, victims of trafficking are eligible to social protection and assistance programs delivered throughout Armenia by social assistance services.¹⁵ The Labour Code adopted in 2004 and amended in 2014 and 2015 provides *inter alia* regulations for terms and duration of child work. The Labour Code does not specify that the Health and Labour Inspection Body (HLIB) is the agency to reveal and/or identify cases of forced labor, labour trafficking, and violations of labour rights. However, article 33 of the Labour Code provides for it and refers to it as the “relevant state body.” In June 2021, the GOAM mandated HLIB to make unannounced visits to workplaces to identify cases of forced labour and labour trafficking.

In 2015 the OSCE Office in Yerevan conducted a study on forced labour and labour trafficking.¹⁶ The study established cases of child labor, child abuse in childcare institutions, and forced child labour at the family level. The report stated that many representatives of childcare institutions, both the management and the specialists, considered child labour to be normal and even justified due to the difficult economic condition of the families.¹⁷

This rapid assessment established the following findings regarding the legal framework pertaining counter trafficking in Armenia:

Finding 1

Overall, the legal framework of C-TIP in Armenia provides for criminal response, prosecution of trafficking cases and protection of victims. However, the enforcement of the legislation needs improvement and more detailed regulations. For example, indicators should be developed and adopted to identify trafficked victims and victims of special categories by the Identifications Commission, special regulations should be designed and enforced to address trafficking cases by investigators and prosecutors, labour inspectors, among others. Some provisions of the legal acts are very general, which creates too much room for interpretation and lacks mechanisms enabling police officers to take proactive actions. There are no approved, unified criteria and indicators for early or initial identification of trafficking cases by various actors—including frontline actors—and the same situation may be misinterpreted and not be properly referred.

¹³ <https://www.arlis.am/documentview.aspx?docid=131515>

¹⁴ <https://www.arlis.am/documentview.aspx?docid=94972>

¹⁵ <https://socservice.am/>

¹⁶ <https://www.osce.org/yerevan/212571>

¹⁷ <https://www.osce.org/annual-report/2015>

Figure 1: KII with a Representative from the IOM

“The doctor may see the subject differently, the police officer, labour inspectors surely have their specifics in defining what trafficking can be, however there are indicators that have to be universal for all, and this should be a document approved by relevant authorities.”

Finding 2

The new legislation amendment enabling HLIB to perform unannounced workplace visits requires further analysis to ensure that it addresses identifying cases of violation of labour rights and contributes to effective prevention of labour exploitation in the workplace. It will also be critical to see the list of indicators that the inspectors use in their operations.

Finding 3

The national legislation does not fully cover or reflect sensitive approaches for vulnerable groups, including women and children. Regulations on social assistance and criminal prosecution do not have provisions ensuring a gender-sensitive approach. Social protection and accommodation of children in care institutions, as well separation from parents/caregivers in cases when they are accused, and long-lasting prosecutions with children’s involvement are not child-friendly practices that need detailed and specialized provisions, based on the best interest of the child.

Finding 4

Investigative authorities do not collect the evidence of the crime of trafficking due to a lack of guiding protocols for a unified approach in investigation and prosecution. Especially at the regional level, police or investigative officers do not always have capacities and unified instructions to collect proper evidence of the crime. Some testimonies can be left and ignored while transferring the case to the central authorities. In these cases it is not possible to ground and qualify obvious criminal behaviors.

Finding 5

As a children’s rights issue, several policy areas govern **child trafficking**, but the main policy document in use is the Child Rights Protection Strategy for 2017-2021.¹⁸ Annual programs implemented by various stakeholders align to this policy. As per this study, a quick analysis established that there are no C-TIP activities planned in the strategy under the category ‘children in difficult life situation,’ a special category of vulnerable children. The strategy also misses alignment with the National Plan of Action for C-TIP.

Conclusion

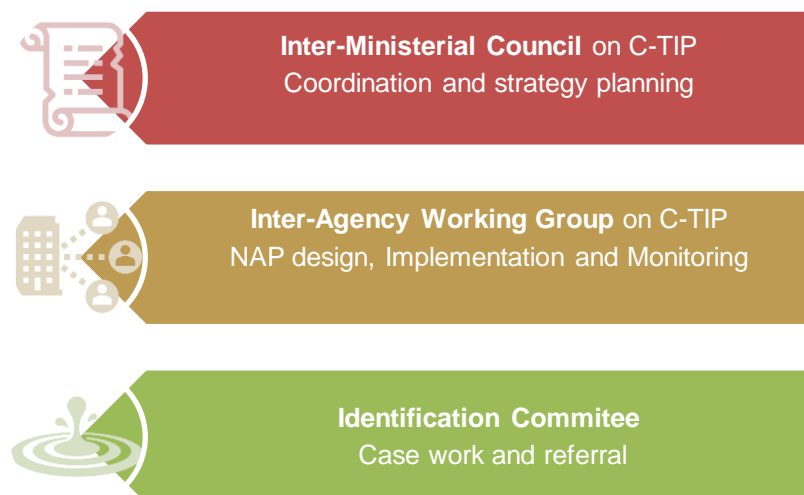
The legal framework of C-TIP complies with general principles of international standards. However, by law, special regulations are required to establish effective mechanisms and procedures for the implementation of legal norms and principles.

¹⁸ <https://www.arlis.am/DocumentView.aspx?DocID=114901>

2. Coordination and Institutional Framework

The C-TIP landscape assessment discovered that there are well-laid structures to govern anti-trafficking of persons in Armenia. These structures include three platforms for correspondence and decision-making at the policy level, enforcement level, individual case level as shown in Figure 2.

Figure 1: Armenia C-TIP Coordination and Institutional Framework



First, the **Anti-Trafficking Inter-Ministerial Council** is an inter-agency body that sets policies and provides overall coordination of activities to prevent and combat THB in Armenia. The Prime Minister of Armenia formed the council by Decree 861-N in December 2007.¹⁹ The Council is chaired by the Deputy Prime Minister and is composed of relevant ministers and other senior officials. Council meetings are attended by deputy ministers (representing the Ministry of Health, Ministry of Education, Science, Culture and Sports, Ministry of Justice, Ministry of Foreign Affairs, Ministry of Defense, Ministry of Finance, Ministry of Labour and Social Affairs, Ministry of Economic Development) and high officials from the Prosecutor General's office, National Security Service, Police, the State Migration Service. The Council meets quarterly to raise priority issues and to provide guidance on policy and strategic issues. The decree also outlines the list of the state officials who make up the Inter-agency C-TIP Working Group.

Second, the **Inter-agency Working Group on Combating Trafficking in Human Beings** (C-TIP WG), which reports to the Anti-Trafficking Council, drafts, implements, follows up and reports on the activities envisaged by the C-TIP National Action Plan. The WG was established in October 2002 by the RoA Prime Minister's Decree No 591-A (on establishing an Inter-Agency Working Group).²⁰ It also submits recommendations to the Anti-trafficking Council for their comments and approval. WG members submit semi-annual reports to the MOLSA on their respective activities within the NAP implementation.

Third, the **Identification Commission** (IC) was established after the adoption of the Law on Identification and Assistance to Victims of Trafficking and Exploitation also referred to as the Identification Law, 2015 Appendix D. The Identification Commission is chaired by the Ministry of Labour and Social Affairs and is composed of representatives of that Ministry, NGOs, and law enforcement

¹⁹ <https://www.arlis.am/DocumentView.aspx?docid=85649>

²⁰ N 591-A Decree of the Prime Minister of the Republic of Armenia dated October 14, 2002 established an Interagency Commission for "studying the issues and making suggestions in regard with illegal transfer and trafficking in humans from the Republic of Armenia with the purpose of exploitation."

agencies such as the Police and Prosecutor General’s office. Composition is approved by the Prime Minister of Armenia based on the members’ list submitted by the Ministry of Labour and Social Affairs. Article 11 of the Identification Law prescribes equal representation of civil society organizations and state bodies in the Identification Commission. The Commission studies cases of presumed victims of trafficking referred to them by the law enforcement, NGOs, or individuals. The Commission conducts meetings as required and comes up with decisions based on the evidence and data collected on the case. As stated in Article 11 of the Law, “...the Identification Commission is vested with the authority to recognize a person as a victim or a victim of special category. To providing appropriate support and protection defined by this law, a person may be recognized as a victim or a victim of special category solely by the Identification Commission, by open ballot and by majority vote.” After recognizing the person as a victim of trafficking, the Commission refers the person to a shelter upon the victim’s consent. Upon review of the structure and interviews with members of the platforms, the following findings were gathered:

Finding 1

Since 2020, the Anti-Trafficking Inter-Ministerial Council conducted two meetings, but without the participation of the civil society organizations (CSOs). Most of the CSOs reported that they had not received an invitation to participate in the anti-trafficking inter-ministerial council meetings.

The WG is chaired by the MOLSA and is composed of staff from agencies represented in the Inter-Ministerial Council and other national structures with Anti-Human Trafficking related mandates. National and international organizations are invited as observers, although they are actively involved in the activities of the WG. Before 2019, the WG met regularly and produced semi-annual and annual reports for the Council that were posted on the Anti-trafficking website (www.antitrafficking.am). In the last 2–3 years, the inter-agency WG meetings have been irregular and the latest one was held online in July 2021.

FIGURE 3. KII with an NGO representative

“The team working in [the Working Group] should have capacity and professional potential for strategic approach and planning to know what is happening and what should be done strategically. If there are no capacities in the public sector, experts should be engaged to support so the actors are not left without a NAP for one and a half years.”

Finding 2

The established inter-agency cooperation and coordination has slowed down due to the COVID-19 pandemic and continuous personnel changeover occurs within the Council and the Working Group, resulting in irregular coordination activities and decreased prioritization of C-TIP responses. The political will at the decision-making level needs to capacitate agencies implementing and monitoring C-TIP activities in Armenia.

Conclusion

The institutional response of C-TIP activities is well established. The recent years’ changes of authorities and structures has slowed the progress and communication of various actors. Enhancing leadership and coordination needs to be addressed to raise the overall response efficiency.

3. Status of implementation of the National Action Plans (NAP)

Strategic planning for C-TIP activities in Armenia began in 2004 and covered a 3-year period, the first being for the 2004–2006 National Action Plan. To date, the GOAM has implemented five plans and now is in the second year of the 6th National Action Plan, 2020–2022. The NAP covers four principles, namely: prevention, prosecution, victim protection and assistance, and partnership.

Prevention

Most prevention activities are conducted by NGOs, some of them working on counter-trafficking for over 20 years in Armenia. Their main role is in prevention of trafficking, awareness raising and country-wide victim assistance activities. The most active NGOs supporting prevention are Hope and Help, Association of Audio-Visual Reporters, UMCOR, and Democracy Today. Counter-trafficking prevention is achieved through advocacy campaigns to raise public awareness, sensitizations on anti-trafficking for vulnerable groups and youth, and building the capacity of frontline workers. NGOs have also been active partners in some of the state-initiated public awareness campaigns.

Finding 1

There is inadequate coordination among actors and lack of mechanisms to measure and monitor implementation of the prevention activities and measurement of their impact in counter trafficking in persons. C-TIP prevention interventions are not regularly conducted, and coverage is neither universal nor targeted. Therefore, some regions and their most vulnerable groups (including migrants, rural population with limited access to internet and information, children without parental care, unemployed), often miss the crucial campaigns.

Finding 2

MOLSA, in collaboration with the Association of Audio-Visual Reporters NGO, maintains a website (www.antitrafficking.am) that provides valuable information about the counter-trafficking efforts in Armenia so far, i.e., the programs, actors and progress. A challenge highlighted during this assessment is that the site does not regularly updating with current information. Creating a systematic process for this would greatly assist agencies and provide the status of NAP implementation.

Prosecution

All law enforcement agencies—Police, Investigative Committee, and the Prosecutor General’s Office—are involved in investigating and prosecuting trafficking in person cases. The first step for opening the case is the report on initial identification or self-identification of the person/presumed victim and police then initiate the case. Based on the preliminary investigation, the police may reveal crime evidence or close the case. Revealed cases are referred to the Investigative Committee by the police. Law enforcement units oversee the investigation under the supervision of Prosecutor General’s office.

Finding 1

The assessment established that trafficking cases reported and/or self-reported have decreased over time, due to inadequate capacities to collect sufficient evidence for investigation in various phases of prosecution. A possible reason, as shared by the respondents, is that the police efforts are not considered proactive enough to reveal cases and victims. Globally, forms of trafficking and exploitation have become more latent and complicated, requiring upgraded skills of law enforcement agencies, particularly police

officers. Though community police officers and patrol officers are tasked with referring the cases to the central specialized police department, they do not have the full capacity to do so.

Finding 2

Many cases of human trafficking are terminated, re-classified, or suspended during criminal procedures and there is a need to delve further into the main reasons for this.

Another challenge is the long-lasting process of prosecution and trial. Especially in cases of children this process may take years, which causes re-victimization and re-traumatization of child victims. Investigation and prosecution should be more child-friendly in various aspects, including time frames.

Figure 4: Kill with a Non-State Actor

“A committee should be established to study the reasons and the causes: there are public cases that many people very well known about...for example, exploitation in farms may happen in many rural communities. The police officers should be encouraged to disclose the cases of trafficking.”

Victim protection and assistance

Victim protection is prescribed and fulfilled within the scope of the law on Identification of and Support to Persons Subjected to Trafficking in Human Beings and Exploitation.” Based on this piece of legislation, two state funded programs are implemented: (1) The State Programme for Social-Psychological Rehabilitation of Victims of Trafficking in Human Beings and Exploitation of Women and Girls Subjected to Sexual Exploitation and (2) The State Programme for Lump-Sum Monetary Compensation for Victims of Trafficking and Exploitation, within the scope of which the mentioned groups receive long-term support and monetary assistance. The support package provided within the scope of the first programme includes the provision of shelter, in-kind assistance, legal protection, an opportunity to make use of state healthcare, education, and other social programs. It also helps find a way out of the critical situation, return to normal life, and avoid victimization. The programs are implemented by NGOs such as Democracy Today, who competitively bid to run them through the public procurement procedures/processes. This is a very progressive achievement considering some NGOs’ multi-year experience in the field and working closely with the state agencies who fund provision of service for this category of people.

Finding 1

The assessment established that the number of victims referred to the NGOs for protection and assistance has decreased and could be associated with latency of crime especially during the COVID-19 pandemic when there are limitations of crossing international borders. Evidence for this are the numbers of the trafficked victims referred to and identified by the Identification Commission: 11 cases in 2017 and only 5 cases in 2020. The pandemic has negatively affected the process of identification and revealing of trafficking cases as direct intervention of many frontline workers has been suspended during the lockdown. The number of male victims identified and or self-identified in trafficking has increased and this can be attributed to the public awareness and capacity building interventions among the populace and the actors. However, male survivors often do not want to go to shelters and need more specified approach in identification and support.

Figure 5: Kill of a Representative of a Non-State Actor

“Men, especially labour migrants who work in receiving states for years and are paid ridiculously small salaries, do not think they may be victims of forced labour or labour trafficking. But the problem is also in local labour market: Employment agencies should be responsive and guide these people to avoid accepting job offers that do not seem realistic and may raise a lot of questions.”

Finding 2

There is a lack of social housing for victim protection and assistance. Although NGO-run shelters provide housing, it is only for a short period of time and not all victims agree to live in these shelters. Also some sheltered victims have nowhere to go after release.

Finding 3

The pillar of victim protection and assistance has not defined indicators for monitoring progress and quality of the support programme to provide information to improve the quality of services offered and access of the same.

Finding 4

Child victims are not eligible for direct lump-sum monetary compensation envisaged by the Identification Law. The amount AMD 250,000 (appr. USD 500) for each trafficking survivor identified by the Identification Commission, goes to the parents or the guardian. In all cases when children are exploited by parents, they do not have access to this type of support. There is no additional child-friendly service for minor survivors as well that would consider their specific needs, especially in cases when parents are accused of child trafficking and exploitation thus restricting their parental rights. The issue of child guardianship and trauma-related issues are essential to be addressed.

Partnership

The partnership among Armenian C-TIP actors envisages collaboration in implementation and monitoring progress of the C-TIP responses nationally and internationally. International cooperation for C-TIP activities is aligned to international affairs and cooperation with other states such as sending, destination and transit countries for trafficked victims.

Finding 1

At the national policy and strategy development level, the main structures cooperating within counter-trafficking activities are the agencies represented in the C-TIP Council. At the working level covering NAP development and implementation, the Working Group is the key structure, while the Identification Committee is “...the sole body vested with the authority to recognize a person as a victim or a victim of special category” (Law on Identification, Art.11). The structural platforms are in place to provide for communication amongst policy makers (Inter-Ministerial Council), working level unit (WG) and case management body (Identification Commission) for continuous and targeted responses in C-TIP. However, the proactive engagement and partnership of different actors varies from case to case because of lack of unified approaches, synchronized procedures especially in prevention and intervention of labour exploitation and latent nature of trafficking.

Conclusion

NAP is the main strategic document for provision and coordination of activities including main principles of work in C-TIP. NAP leads to implementation of prevention, prosecution, protection and partnership among authorized ministries and other national agencies. The implementation of NAP is not an individual effort, but more a joint multi-agency response which needs to be more acknowledged and prioritized by all agencies.

4. Data collection and monitoring

The official administrative data on trafficking is collected by the Police and by the Judicial Department of the ROA²¹ and then shared with the State Statistical Committee (SSC) of Armenia for publishing in the Annual Socio- Economic Situation Reports,²² under the chapter on offences. The data available in the State Statistical Committee (SSC) annual report provides the number of cases but is not aggregated any further. The respective state agencies responsible for counter trafficking in person activities such as the Police, Prosecutor General's office, Investigative Committee, have their own data collection forms that are used as per the agency mandate. The agencies maintain manual databases which are collected by the central body of that specific agency.

Finding 1

Sub-optimal/inadequate sources of C-TIP data : the public's main source of information and resource available is the online anti-trafficking platform (<http://antitrafficking.am>) run by the Association of Audio-Visual Reporters NGO. It collects and disseminates reports, C-TIP related data, and as newsfeeds. The implementation progress of the NAP is not regularly reflected and updated on the website due to lack of mechanisms for respective agencies to provide reports for uploading to the website in a timely manner.

The SSC does not collect data on the number of trafficked victims identified by the TIP Identification Commissions. NGOs that provide C-TIP services do not have access to any database to report at any one time. To work with victims, they must conduct a need assessment, including health care, family situation, and other important aspects, so data access is key for proper support and recovery of victims.

Finding 2

Disparate data collection and management systems that collect C-TIP data: the Ministry of Labour and Social Affairs performs data collection regarding victims and coordinates implementation of C-TIP activities from NGOs providing victim support. However, the numbers on victims may vary from the data in law enforcement, as the regulations are different, and the criteria for identification of the victim by NGOs (and by the Identification Commission) do not necessarily require the status of victims by criminal procedural code. The segregation of data variables (indicators) in law enforcement agencies cover criminal provisions, including number of accused, number of convicted, segregated number of trafficking cases according to the criminal article etc. The data on victims shows the number of victims acknowledged in criminal proceedings as a victim. Clearly, there is a disconnect in a unified standard of identifying cases and victims of trafficking as reported by various agencies.

The data variables are spread across various agencies and various databases, and they use various tools. Below is the description of key agencies and the connection of their databases with C-TIP variables:

²¹ <https://court.am/hy/department>

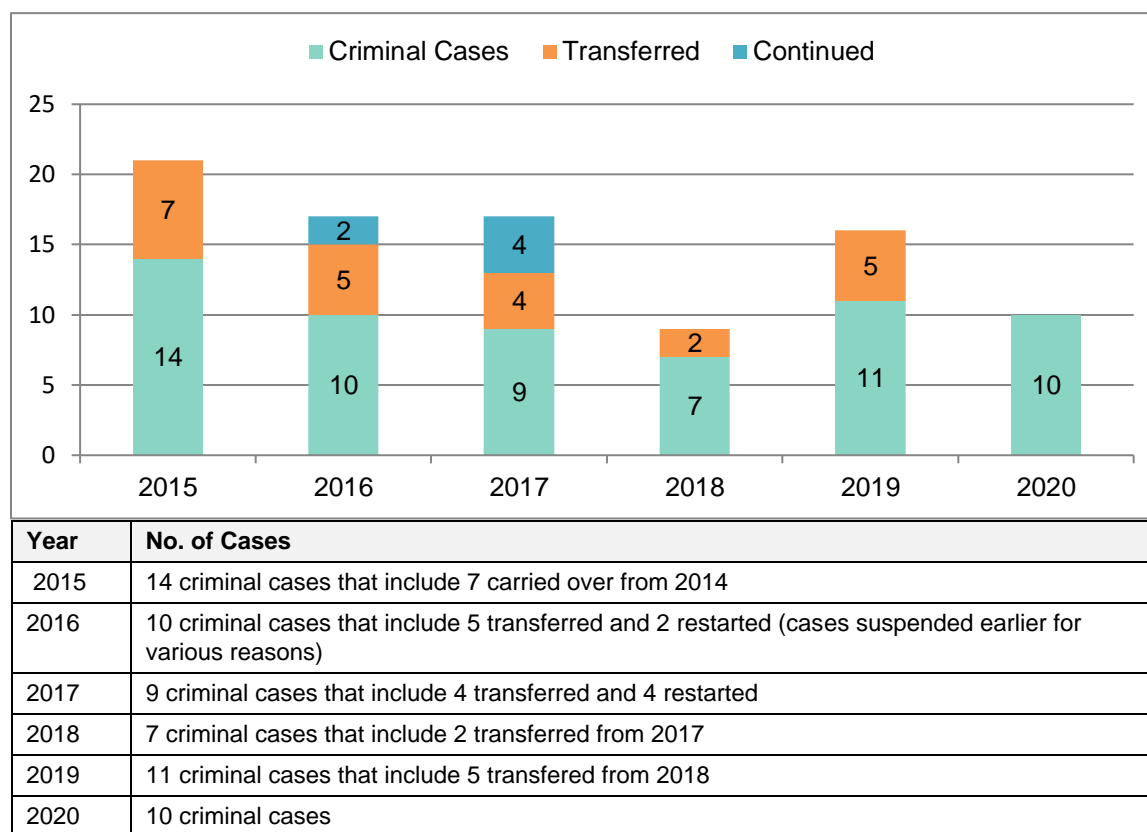
²² <https://armstat.am/en/?nid=82&id=2411>

Institutions	Data collection system used	C-TIP data related variables
MOLSA, division of child issues, NORK Information System	“MANUK” Information System database	Child exploitation, Labor/illegal, Sexual Other, Victim of human trafficking
MOLSA, Unified Social Service, NORK Information System	Social case Management Information System	Risk of trafficking: Yes or No
MOLSA, division of issues of human trafficking and gender issues	MS office tools (Word, Excel)	Number of victims segregated by sex, age, citizenship, place; type of trafficking/exploitation; the agency uncovered, and the number of victims referred for social assistance
Investigative Committee of RA, Department of investigation of human trafficking, children’s sexual immunity, illicit circulation of drugs	MS office tools (Word, Excel)	Number of criminal cases: Accused, Convicted; Criminal article Victims’ number segregated by sex, age, Place of trafficking (Country); Type of trafficking
Police of the Republic of Armenia (ROA)	MS office tools (Word Excel)	Number of prepared preliminary cases segregated by criminal article, type of trafficking; Victims’ data segregated by sex, age, and country of the case

Finding 3

According to the MOLSA, the number of detected and identified victims is scattered across agencies providing C-TIP related responses such as NGOs, Police, Prosecutor’s Office, etc. There is no centralized data that serves as a reliable source for analysis and use that would help in making informed and data-driven C-TIP decisions. The assessment established the number of initiated criminal cases for the period 2015–2020 as per the records of the Investigative Committee of the RoA.

Figure 6: Number of C-TIP Cases Reported 2015–2020



According to latest reports from the Police, as of October 2021 there were seven criminal cases classified as human trafficking, comprising of three labour trafficking and four sex trafficking cases.

Finding 4

Inadequate indicators to assess and measure progress on C-TIP interventions and responses: another actor in data collection is the Unified Social Service with case managers in all regions of the country.²³ As duty bearers of family needs assessment functions and case management they oversee assessment of the conditions the individual/family and referrals to the respective shelters.²⁴ The current information system for this service is quite comprehensive, however, there is only one question regarding trafficking, and that’s about assessing the risk of trafficking.

The data on child trafficking is collected in another information system known as “MANUK” Information System²⁵ under the auspices of the MOLSA. It is the central unified information system for children in difficult life situations. The system contains only one question for assessing and identifying the child as a possible victim of human trafficking.

Finding 5

²³ <https://socservice.am/>

²⁴ https://nork.am/en/2020/12/25/social_case/

²⁵ <https://nork.am/en/2020/12/25/kidh/>

Lack of clearly defined role of some state agencies to champion trafficking in person activities: another important actor in the structure of the MOLSA is the State Employment Service, which does not have any specified role in revealing and referring trafficking cases. However, the international practice as well the opinions expressed by the KIIs show the importance of employment agencies in prevention i.e., raising awareness on the risks of informal employment, labour migration, and related labour protection issues, as well as early identification of trafficking cases (lists of employers with poor record as reported by the employees through established communication with the employment agencies).

Finding 6

Lack of a M&E system for C-TIP activities: the assessment established that there is no well-defined structure of monitoring and evaluation of any government adopted NAP. There is a government protocol degree approved on October 5, 2017 on approving the instruction of elaboration, presentation and implementation of strategic documents having impact on state budget and expenses.²⁶ However, this instruction is not adhered to as the performance indicators of the NAPs are not always formulated in a way that would help in monitoring and assessing the result and impact of the specific activity. Some of the Performance indicators are:

Measures	Expected outcomes	Evaluation indicators
1.1.5 Review the procedures available in the RoA Criminal and Civil Procedure Codes for giving victims compensation for damage inflicted by the crime, and if necessary, submit a legislative proposal.	A mechanism will be introduced to ensure compensation of damage to the victim.	The review and the analysis have been performed, and the recommendations have been drafted.
1.1.9 Amend the Law on the Identification and Support of Persons Subjected to Trafficking and Exploitation to ensure minimum standards of quality of the required services provided, as well as to develop and implement indicators for preliminary identification of potential victims.	Regulatory mechanisms for relevant measures will be implemented.	The quality and impact of services provided will be improved, the integration process will be facilitated, proactive measures will be in place for identifying trafficking and exploitation victims and preventing crimes.
2.2.6 Organize training courses and discussions for the staff of non-public organizations (especially tour operators, hotel entities, and tourist transportation companies) on the threats of trafficking in persons, especially children, as well as exploitation and forced labor.	Improved awareness of trafficking and exploitation among the employees of bodies and organizations working directly with the public, and improved prevention.	Eight meetings have been organized.
2.3.3 Develop by-laws on the annual contest for journalists. Organize the contest and award the prizes.	Journalistic materials dedicated to problems of trafficking in and exploitation of persons comply with the principles of political courtesy and legal and journalistic ethics; the award ceremony is conducted.	By-laws are in place. Nominees are selected in the different categories

Establishing an M&E system has been recommended to the sector by both national and international actors. A concrete plan of putting in place the M&E system is not available. For example, in 2012, the

²⁶ <http://www.irtek.am/views/act.aspx?aid=92018>

Council of Europe’s Monitoring Group of Experts on Action against Trafficking in Human Beings (GRETA) documented in their report on Armenia: “GRETA invites the Armenian authorities to use the independent evaluation of the implementation of the National Action Plan as a tool for assessing the impact of the activities and for planning future policies and measures to combat human trafficking” (Page 3, Point 4).²⁷ The same is also documented in the GRETA’s 2017 report (page 49, Para.22).²⁸

The current 2020–2022 NAP has outlined/identified two activities that require data from surveys, routine monitoring, and rapid assessments. These are: a) Provide information to the Trafficking and Exploitation Victims Identification Commission on the outcome of criminal cases initiated in connection with crimes of trafficking in and exploitation of persons; b) Clarify the profile of those subjected to trafficking in and exploitation of persons, as well as the perpetrators of these crimes, as per data collected about them and analyzed (age and sex breakdown, status, social status, form of exploitation, place (origin/target country), and other data). Another role within the chapter on Prevention of Trafficking in and Exploitation of Children, states the need to “collect, analyze, and evaluate statistical data on the forms of child labor.”

Finding 7

Lack of measurement for quality service provision: the assessment discovered a lack of a functional, data-driven, and well-designed monitoring system to assess the accessibility and quality of services for victims of trafficking. Particularly, it is important to investigate the access to legal aid and legal support to male victims, who usually avoid identifying themselves as victims. Free legal aid to victims of trafficking is prescribed by regulations and must be ensured by public defenders. There is no concept of working with victims around trauma issues, reintegration, avoiding re-victimization, etc. A list of services should be provided to the survivors and there is a need for another in depth analysis for assessing the effectiveness of services and revealing gaps in the work with victims, as well as access to these services for presumed and actual victims.

Finding 8

Reporting C-TIP activities: regulations established to support the narrative reporting mechanism on activities of C-TIP efforts. Article 26 of the Law on Identification and Support determines that the Identification Commission and competent bodies submit a quarterly report to the Inter-Ministerial Council, and that the Council submits an annual summary report to the National Assembly of the ROA. However, there are no criteria prescribed for these documents to be developed. Reports prepared by the national actors do not contain any assessment of the scope of trafficking or the effectiveness of the anti-trafficking measures taken by state and non-state actors in the country.

Conclusion

The Government of Armenia lacks a structured and unified data management system on trafficking. Due to the absence of unified monitoring and evaluation system, there is no data-driven approach to design NAPs, and there is no clear system to measure the impact and the progress of the NAP implementation. Most of the NAP indicators are quantitative indicators at the output level and provide data as the number of activities are implemented or planned. Using this type of measurement, the GOAM is not able to demonstrate whether the activities have an impact and are effectively addressing the respective task. The Ministry of Labour and Social Affairs has a department in charge of monitoring and assessment of the

²⁷<https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680630c7b>

²⁸ <https://rm.coe.int/16806ff1ad>

activities of the ministry, but it cannot monitor activities implemented by the other agencies implementing C-TIP related activities in the NAP. The need for a unified database, as well as the need for access to data, is important for service providers and for law enforcement actors to combine the data and to have more predictable response to the situation.

5. Stakeholders' Mapping

The C-TIP assessment established key state and non-state actors as outlined below and further highlighted their mandate, roles, and responsibilities.

State agencies

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
Ministry of Labour and Social Affairs (MOLSA) of the RoA	<ul style="list-style-type: none"> Coordinates development and enforcement of policies aimed at assisting trafficked and exploited persons and their reintegration into society. (Decree of the Prime Minister of the RoA on the Adoption of the MOLSA Charter: June 11, 2018, No. N 700-L, under chapter "Goals and Tasks of the Ministry") Organizes and ensures implementation of studies (analysis) on issues concerning victims of trafficking or exploitation, victims of sexual and domestic violence, develops recommendations to address those issues, develops state programs for these persons' social rehabilitation and ensures implementation of those programs. (ibid; under chapter "The Ministry Functions"). 	<ul style="list-style-type: none"> Provides coordination of the C-TIP NAP implementation Leads and chairs the C-TIP working group (WG) Collects data on NAP implementation from relevant agencies and prepares reports to be presented at the C-TIP Inter-Ministerial Council Chairs and leads the trafficked Victims Identification Commission 	Address: Republic Square, Government House 3 Website: www.mlsa.am Email: info@mlsa.am Contact: Sophie Bostanchyan Head of the Division for Trafficking in Persons (TiP) and Women Issues
MOLSA Department for Securing Equal Opportunities		Develops and implements state policy aimed at the legal and social protection of the at-risk groups under their mandate (Trafficked and exploited persons, women, elderly, children).	
Division for Trafficking in Persons (TiP) and Women Issues (the Division is under the Department for Securing Equal Opportunities)		<ul style="list-style-type: none"> Develops and implements policies within gender equality, TIP, and exploitation issues. Suggests legislation revision, designs and supports activities aimed at social reintegration of victims Receives agency reports providing social services to the victims of trafficking and domestic violence, analyzes reports and comes up with recommendations Develops suggestions on the financial needs for the implementation of the above activities 	

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
		<ul style="list-style-type: none"> • Monitors policy implementation and targeted state projects in their respective area (including TIP) • Cooperates with respective international organizations together with the MOLSA International Relations Department • Organizes and participates in TIP related conferences, seminars, other activities • Receives individuals, discussing written and oral applications, studies and analyzes them if required, providing clarifications and advice • Raising public awareness on TIP and women rights issues in cooperation with the MOLSA Public Relations Division. 	
Ministry of Foreign Affairs	<ul style="list-style-type: none"> • Representation of the rights and interests of the Republic of Armenia in international relations • Protection of the rights and legitimate interests of citizens and legal entities of the Republic of Armenia in foreign countries • Realisation of the International treaty relations of the Republic of Armenia, as well as diplomatic or consular relations with foreign countries and international organizations • raising the role of the Republic of Armenia in solving global and regional problems 	Coordination and presentation of reports of the Government of Armenia to the international organizations.	<p>Address: V. Sargsyan str.3, Government House 3</p> <p>Yerevan, 0010 Phone: 060 620000 Website: www.mfa.am</p> <p>Contact: Lilit Shakaryan Head of the Desk for Cooperation with Monitoring Bodies of the Department for Human Rights and Humanitarian Issues</p> <p>Phone: 091 915252 Email: l.shakaryan@mfa.am</p>
Ministry of Justice	Elaboration and implementation of the policy in the fields of justice, including compulsory enforcement, penitentiary, probation, bankruptcy, advocacy, mediation, notary activities, state registration of civil status acts, state registration and record-registration of legal entities, record-registration of individual entrepreneurs, record-	Elaboration of recommendations on the improvement of the legislation of the Republic of Armenia and of draft legal acts, elaboration of draft legal acts stemming from the functions of the Ministry, recommendations, opinions, as well as methodological explanations and guidelines	Vazgen Sargsyan str. 3/8, Yerevan, 0010 Website: www.moj.am Email: info@moj.am

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
	<p>registration of mass media, protection of personal data, registration of secured rights to movable property, legal expertise, international mutual legal assistance, activities of unified offices for provision of anti-corruption and state services; (Decision No 704-L of 11 June 2018 of the Prime Minister of the Republic of Armenia)</p>	<p>thereon. (ibid., under the Chapter “Functions of the Ministry”)</p>	
<p>Ministry of Health</p>		<ul style="list-style-type: none"> • Ensures provision of free health care to the vulnerable groups of population, including victims of trafficking, • In charge of improving access to healthcare services 	<p>Address: Republic Square, Government Bld. 3, Yerevan Website: www.moh.am Email: info@moh.am</p>
<p>State Migration Service (SMS) under the Ministry of Territorial Administration and Infrastructures of the RoA</p>	<p>Participates in developing strategies aimed at state regulations for migration processes and designing actions to ensure their implementation (Decree N 31 -I. of the Minister of Territorial Administration and Infrastructures, 10 September 2019)</p>	<ul style="list-style-type: none"> • Integration of asylum seekers and refugees in Armenia • Reintegration of returnees (ibid., under the Chapter “Goals and Tasks of the Service”) • The SMS has the role of the Secretary in the C-TIP Inter-Ministerial Council 	<p>Address: Ulnetsi str. 31, Yerevan Phone: +374 60 275 035 Website: www.migration.am Email: achobanyan.sms@mta.gov.am Contact: Irina Davtyan, Deputy Head of the SMS Phone: 060 275004 Email: irina.davtyan@gov.am</p>
<p>Ministry of Education, Science, Culture and Sports Issues of the RoA</p>	<p>Develops and presents to the Government of the ROA programs in the fields of education, science, culture, and sports (targeted programs, strategies, concepts and mid-term and long-term development programs) and conducts their monitoring. (Decree N 661-I. of the Prime Minister of the ROA on adopting the Charter of the Ministry of Education, Science, Culture and Sports Issues of the RoA, June 1, 2019)</p>	<ul style="list-style-type: none"> • Provides funding for the anti-trafficking platform website (www.antitrafficking.am) • Prevents school dropouts to decrease the number of vulnerable children • Participates in and approval of C-TIP thematic courses to be incorporated in the school curricula • Participates in design of teacher training courses for conducting anti-trafficking awareness programs at schools. 	<p>Address: Vazgen Sargsyan str. 3, Government House 2, Yerevan 0010 Email: info@escs.am secretariat@escs.am Website: www.escs.am Contact: Gohar Mamikonyan, Head of the Department for Youth Policy, Additional and Continuous Education Email:</p>

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
Prosecutor General's Office	<ul style="list-style-type: none"> • Protection of the rights and legitimate interests of citizens, legal entities and the state from criminal encroachments, protection of human and citizens' rights and fundamental freedoms; • Protection of the rights of the participants in the pre-trial criminal proceedings, as well as ensuring the effectiveness and quality of the pre-trial criminal proceedings; • Taking measures aimed at strengthening the rule of law, identifying the causes and conditions that contribute to committing crimes; • Predetermining the main directions of ensuring the effectiveness of the fight against crime, setting priorities, elaborating general measures aimed at detecting and preventing crimes, coordinating the efforts of all law enforcement bodies in the fight against crime. 		<p>gohar.mamikonyan@escs.am</p> <p>Address: Vazsgen Sargsyan 5, Yerevan, 0010 Email: info@prosecutor.am</p>
The Police of the ROA	<ul style="list-style-type: none"> • Responds to crime allegations and conducts a pre-investigation within 10 days. This serves to establish whether trafficking or a related crime has taken place, and then - if appropriate – the police transfers the case to the Investigative Committee of the ROA for in-depth investigation. • In January 2020, the government reorganized the Police Anti-Trafficking Unit from the Organized Crime Department to the Department of Crimes against Human Beings and Property. 		<p>Address: Nalbandyanstr. 130, Yerevan, 0025 Website: www.police.am Email: dimum@police.am Contact: Habet Mkrtchyan, Police Major, Head of the Division for Fight against Trfficking at the Dep't for Crimes against Human Beings and Property Phone: 099 47 00 12 Email: habetmkr@gmail.com</p>

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
Health and Labour Inspection Body (HLIB) of the ROA	Risk management in the areas of ensuring the sanitary-epidemiological security of the population, health care and services, drug circulation, protection of labour rights, including health protection of employees and ensuring safety and control over compliance with the requirements of the laws and other normative legal acts of the Republic of Armenia, as well as implementation of preventive measures in the above-mentioned areas (Prime Minister's Decree N 755-L of June 11, 2018, on the adoption of the Charter of the HLIB of the ROA)	<ul style="list-style-type: none"> • Carrying out control over the mandatory requirements defined by the legislation of the Republic of Armenia on the protection of workers' health and safety at work, including the presence, protection and operation of the collective, individual protective means of occupational safety (ibid., under Chapter 3 on the HLIB responsibilities) • Providing information (or) advice to employers, employees, their representatives on safety, health care, and related issues in compliance with the labour legislation (ibid.) • Organizing seminars aimed at the enforcement of labour legislation and other legal acts containing labour law norms for employers, employees, and their representatives (ibid.) • Starting in June 2021, the HLIB is also tasked with making unannounced labour inspections to the workplaces to reveal any possible forced labour cases and report to the Police 	Address: Armenakyan str. 129, Yereva Email: infor@hlib.am Hotline: 81 07 Contact: Ashot Harutyunyan, Inspector - Head of the Desk for Workers' Health Protection and Safety Control of the Department for Labour Legislation Control Phone 091 55 02 21 Email: ashot.harutyunyan@hlib.am
Public Defender's Office	Provides free legal aid and protection to victims of trafficking in all legal proceedings	The public defender service is prescribed by law to ensure free legal aid to victims of trafficking.	Adress: 7-2 Zakyan str., Yerevan, 0010, Armenia, info@advocates.am
Statistical Committee	Coordinates all activities related to the development, production, and dissemination of official statistics in the national statistical system, except for the Central Bank of the Republic of Armenia	<ul style="list-style-type: none"> • Collects statistical data (including from administrative registers) through statistical documents defined by the State Council • Maintains statistical databases. • Implements Statistical Information Collection Programme each year at the expense of the means provided by the state budget of the Republic of Armenia by the order defined by law • Defines a systematic dissemination policy for other producers of official statistics according to the procedure defined by the State Council for the transparent application in the national statistical system, as well as a general terminology for dissemination of official statistics 	Address: Republic Square, Government Bld. 3, Yerevan, 0010 Email: info@armstat.am Website: www.armstat.am Contact: Karine Kuyumjyan Head of the Census and Demography Desk Phone: 011 52 45 28 Email: demography@armstat.am Lusine Kalantaryan,

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
			Head of the Labour and Statistics Desk; Phone: 011 58 78 29 Email: labour@armstat.am

Non-State Actors and Local Organizations

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
Armenian branch of UMCOR (United Methodist Committee on Relief)	<ul style="list-style-type: none"> Trafficked victim preliminary identification, assistance, capacity building for national C-TIP actors Member of the Trafficked Victims Identification Commission Active participation in the C-TIP WG activities Active participation in the C-TIP NAP development processes. 	A safe, confidential shelter of UMCOR is providing medical, psychological, employment and legal counseling, as well as reintegration services, for victims rescued from trafficking. It can house eight to ten survivors. Victims stay in the shelter depending on the psychological and physical recovery they need.	Address: Karapet Ulnetsi 14, Yerevan Website: www.umcorarmenia.am Email: umcor@umcor.am Contact: Viktoria Avakova Anti-Trafficking/Health/Education Project Coordinator Phone: 091 40 31 76
Democracy Today	<ul style="list-style-type: none"> Support democratic processes in Armenia Enhance women's role and invest in building gender sensitive and inclusive society Protect of rule of law and human rights Run a rehabilitation center-shelter for trafficked victims Member of the Trafficked Victims Identification Commission Active participation in the C-TIP WG activities Active participation in the C-TIP NAP development processes 	C-TIP projects implemented in close cooperation with UMCOR. Project activities have encompassed the following directions: information campaigns and awareness raising among different layers of population, identification of victims and their referral for assistance, reintegration of victims into their communities and families. Assistance to victims of trafficking (raising awareness, identification, legal, medical, psychological assistance, referral, reintegration)	Address: Tumanyan str. 40, apt. 6, Yerevan, 0002 Email: info@democracytoday.am Phone: +374 10 53-19-56 Contact: Ms. Hasmik Edilyan, Project Manager Phone: 093 365 059
Hope and Help	<ul style="list-style-type: none"> Public awareness on trafficking in persons issues Socio-psychological and legal counseling for victims of trafficking, referring them to medical institutions, social service agencies, law enforcement agencies. Temporary shelter with required assistance to victims of trafficking 	<ul style="list-style-type: none"> Projects aimed at socio-psychological rehabilitation of victims of exploitation and human trafficking Projects aimed at raising awareness among public at large, and youth, on their labour rights; focusing on prevention of forced labour and labour trafficking. 	Address: Mashtots str. 23, apt. 31 Email: Hopeandhelp.ngo@gmail.com Contact:Yenok Shatvoryan, President of the NGO

	<ul style="list-style-type: none"> • Member of the Trafficked Victims Identification Commission • Active participation in C-TIP WG activities • Active participation in C-TIP NAP development processes. 	<ul style="list-style-type: none"> • Publication and dissemination of leaflets and booklets on labour rights, prevention of sex and labour trafficking. 	Phone 091 22 39 50
Association of Audio-Visual Reporters	Raising public awareness and dissemination of information of the crime of human trafficking and on the initiatives of national and international actors to prevent and combat it	<ul style="list-style-type: none"> • Create documentaries and video clips on issues of human trafficking • Collect, analyze, and present results/findings of the media coverage on trafficking issues • Organize capacity-strengthening activities for journalists covering trafficking and related issues 	Address: Aershakunyats Ave. 2, Office 528 Yerevan, 0023 Email: audio.visual@yahoo.com Website: www.antitrafficking.am Contact: Arzuman Harutyunyan Head of the NGO Phone: 091 432 312
World Vision Armenia	<ul style="list-style-type: none"> • Seeks to empower children, families, communities, and partners to prevent and respond to exploitation, neglect, abuse and other forms of violence affecting children, with a particular focus on the most vulnerable • Employs systems building approach seeking to strengthen functioning of local, regional, and national child protection systems—where government, civil society, and community stakeholders are empowered, coordinated, and working together to create a protective environment that cares for and supports development and education of all children. 	<ul style="list-style-type: none"> • The project launched in July 2021, funded by the Office to Monitor and Combat Trafficking in Persons of U.S. Department of State. The main goal is the promotion of victim-centered identification, efficient referral mechanisms and procedures, and higher quality service provisions for victims of trafficking in Armenia • The project will contribute towards the enhancement, institutionalization, and operationalization of the existing legislative provisions and regulatory mechanisms by close partnership with the MOLSA, Ministry of Justice, Anti-Trafficking Ministerial Council, the Inter-Agency Working Group, National Institute of Labour and Social Research, Academy of Justice, Armenian Association of Social Workers, Chamber of Advocates and Yerevan State University and with support of the project implementing partners: The Association of Audio-Visual Reporters NGO (AAVR) and The Sexual Assault Crisis Center (SACC) 	Address: Roarnos Melikyan str. 1, Yerevan Email: wvarmenia@wvi.org World Vision operates 15 offices in Armenia Contact: Tigran Hovhannisyan, Advocacy Manager Phone: 044 556699
FAR Children's Center	Provides full day care services including medical, psychological, legal, educational, and	Children's day care services, 24/7 emergency services for children in emergency, victim support	Address: 64 K. Ulnetsi, 0069 Yerevan, Armenia

	<p>hospitality services for 3–18-year-old children in difficult life situations and crises. It is a referral site for most cases of child trafficking; besides victim protection, the center also seeks long-term alternative care for children without parental care</p>	<p>especially in cases when C-TIP investigation and prosecution is in the process.</p>	<p>Email: antonyan.mira@gmail.com Website: www.farusa.org Contact: Executive Director Mrs Mira Antonyan Phone: +37460 540150</p>
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International Organizations

Agency Name	C-TIP Related Mandate	Roles and Responsibilities	Contact Information
<p>International organization for Migration (IOM) Armenia</p>	<ul style="list-style-type: none"> • Reduce and prevent the trafficking and smuggling of persons • Enhance the self-sufficiency and integration of returnees, trafficked victims, refugees, internally displaced and low-income persons • Assist the Government in labour migration management • Enhance the capacity of national NGOs to address migration issues 	<ul style="list-style-type: none"> • Created publications on trafficking situation and combating the crime in Armenia: Needs assessment: Counter-trafficking Response in the ROA (2017) https://publications.iom.int/books/needs-assessment-counter-trafficking-response-republic-armenia • Human Trafficking and Exploitation: A manual for Teachers (2016) https://publications.iom.int/system/files/pdf/teachers_book_eng_iii_edition.pdf • Conducts capacity strengthening activities for the national counter-trafficking actors 	<p>Address: 14 Petros Adamyan UN Building, Yerevan Email: IOMArmenia@iom.int</p> <p>Contact: Ms. Nune Asatryan National Programme Officer Phone: 093 315 098</p>
<p>UNICEF Armenia</p>	<p>Supports the Government of Armenia in the design and implementation of reforms to address gaps in the fulfillment of the rights of all children in Armenia, with focus on the vulnerable and excluded.</p>		<p>Address: 14 Petros Adamyan str., Yerevan 0010 Email: zsargsyan@unicef.org</p>

Conclusions and Recommendations

All the data, primary and secondary information has been collected and analyzed in a holistic way to provide comprehensive understanding of the counter trafficking in-person situation in Armenia. The conclusions and proposed interventions going forward are drawn from the assessment findings.

The data was generated from the different sources- exploratory interviews, desk reviews and further triangulated to make inferences as detailed in this report. The thematic approach to analysis was applied to organize the report.

The legal framework for C-TIP: The legal framework and response to C-TIP is integrated into the criminal code and partially into the labour code and social protection regulations. The new Criminal Code has already been adopted by the National Assembly of the RoA and will be enforced in 2022. It envisages three articles directly related to exploitation and trafficking: (1) Address and improve the shortcomings of the current legislation including the lack of protocols/detailed regulations, (2) Describe specialized procedures, cover child-friendly and gender-sensitive issues, and (3) Synchronizes protection with criminal prosecution, and protocols. In addition, government decrees, Minister's orders, any other type of by-laws should be developed to follow the main laws and codes. Mechanisms and capacity strengthening for effective enforcement of these protocols will be another area to be addressed by the respective agencies.

The assessment recommends development of the following by-laws for enforcement and improvement of the existing C-TIP legislation:

- Guiding protocols on initial identification and referral
- Universal indicators for initial identification by various frontline actors
- Protocols for law enforcement agencies and social workforce on detection and prevention
- Guiding protocol on proper investigation, collection of evidence and prosecution
- Gender-sensitive regulations incorporated into the working guidelines, including male- and female-specific issues
- Child-sensitive regulations, especially synchronization of protection and prosecution procedures to avoid harm and victimization of the child
- Protocols and regulations for public employment service, as well as private employment agencies for guidance and prevention of human trafficking and exploitation.
- Protocols to ease access to legal support, including support from public defenders for victims, as well for people who are in the higher risk of becoming a victim.
- Legal norms authorizing compensation of harm to the victims in criminal cases.

C-TIP coordination and institutional framework: The status of the C-TIP Council is quite high and provides a platform to elevate C-TIP issues to the policy and decision-makers' level through involvement of all relevant authorities. Participation of CSOs in council meetings play a crucial role of advocacy and raising key issues that influence decisions making.

The Working Group acts as the primary platform for horizontal and vertical correspondence to implement C-TIP activities. The Identification Commission ensures individual expertise to each case is referred to the Commission.

The summary of the exploratory meetings and the review of the latest thematic reports revealed that the political will, capacities, efforts, and communication for coordination of C-TIP activities have diminished. There are several reasons for this: a) Frequent turnover of officials/members represented in the respective units of the state agencies, Inter-Ministerial Council, and the Working Group, diminishing institutional memory and previous practices, affecting smooth communication and coordination, b) Lack of clear leadership and capacity in the field of coordination and strategic planning, c) COVID -19 pandemic and armed conflict in 2020, which re-prioritized several issues, d) Lack of mechanisms and feedback for updating counter-trafficking information and data for respective agencies and for public at large, and e) Lack of targeted monitoring and evaluation mechanisms for NAP implementation to reveal challenges and to design the anti-trafficking strategies based on lessons learned.

The anti-trafficking actors noted a gap in coordinating the implementers, leading to a notable reduction in cooperation and synergy among them.

Status of NAP implementation: The NAP for the period of 2020–2022 is the main strategy level document providing concrete activities for prevention, prosecution, protection, and partnership in C-TIP activities. The awareness on current NAP, engagement of non-governmental actors into the implementation of the state policy for different activities needs to be enhanced. A willingness to promote and integrate efforts for more efficient implementation of NAP exists. Also, it is important to communicate the current NAP with other major strategic policies in the field of judicial reforms, child protection, and criminal reforms.

Trafficking related data management and measurement of responses: The M&E system remains to be one of the most undervalued and weak sections of the C-TIP system in Armenia. Though the issue has been raised several times by national and international actors, no concrete actions have been taken to establish a functional M&E system for NAP evaluation. Within the current NAP, there are provisions regarding data, monitoring, survey, and research, but these are disconnected activities and do not cover the entire NAP. No allocated funding for implementing these activities currently exists. The importance of monitoring and evaluating anti-trafficking efforts in the country is an issue to be raised with the relevant national officials. Mechanisms and capacity should be in place for obtaining realistic and evidence-based data on trafficking at the national level to assess the scope of trafficking and the effectiveness of the anti-trafficking measures taken by the State. Drawing from this data collection and analysis, well-targeted policies, strategies, and NAPs need to be developed.

The aggregate number of documented trafficking and exploitation cases involving children remains low in Armenia, but civil society and expert observers believe the actual number is significantly higher. The issue is more problematic in Armenia's outlying regions, where there are poorer socio-economic conditions, unemployment, limited access to information about trafficking threats, and lack of timely and effective support from agencies mandated to respond to counter-trafficking. This makes communities vulnerable to this modern form of slavery.

Recommendations

- I. Enhance the existing C-TIP coordination structures for smooth implementation and assessment of NAP by:
 - Reviewing the coordination, planning and implementation of C-TIP activities in the country by expanding the scope to allow concerted efforts of more stakeholders (child protection, gender issues, judicial reforms among others)

- Reviewing the governance structures/mechanisms for institutionalization /transfer of C-TIP practices, capacities, and correspondence
 - Providing stewardship in coordination among the actors: NGOs, experts, and government authorities for enhanced implementation of NAP activities; engaging more actors with clear mandate on C-TIP, including Public Defender’s Office, Employment Service, Unified Social Services
 - Aligning current C-TIP NAP implementation with other major strategic policies in the fields of judicial reforms, child protection, labour rights protection, social protection, migration and refugee issues, criminal reforms, thus ensuring comprehensive, cross cutting approach and measuring implementation progress of the NAP
- II.** Implementing NAP should be a joint, multi-agency response more prioritized by all agencies. This will entail:
- Raising public awareness on current NAP, engaging non-governmental actors more actively into the decision-making process and implementation of the state C-TIP policy
 - Identifying opportunities to align state, local, and private sector engagement on human trafficking data collection
- III.** Establish a robust data collection and management system to allow easy access to C-TIP data at MOLSA for programme planning and effective responses and leverage capacities and available resources for effective responses. To achieve this, we recommend the following steps:
- Define indicators to be used for regular monitoring of the NAP implementation and map data variables and procedures between social protection and prosecution agencies
 - Implement clear Data collection tools—manual and electronic—to provide data from various actors including unified social services
 - Use data for developing the NAPs and other strategic documents related to C-TIP
 - Establish/strengthen the monitoring and evaluation role in MOLSA for effective implementation of the 2020–2022 NAP and other related activities
 - Develop a set of questions for integration into existing data collection tools and Information Systems, particularly in Social Needs Assessment Questionnaire for Children in Adversity, family need assessment questionnaires for case managers in Unified Social Services and Assessment tools of Community Social Workers, Employment Service Employees, etc.
 - Analyze the need for the development of an interoperable human trafficking data collection platform, in which different systems can communicate and share relevant information
 - Establish an independent M&E group/structure to carry out regular M&E activities
- IV.** Build capacities of the public C-TIP workforce in leadership, communication, strategic planning, and evaluation with the following goals:
- To enhance involvement of media and civil society in prioritization of C-TIP on the national agenda, emphasizing this as a top human right issue
 - To report on the cases within their mandate and as provided by the legislation

- V.** Review and prioritize the role of community actors/social workers, provide targeted capacity building, and collaborate with other actors in the preventive arena such as UMCOR, World Vision Armenia, etc.
- VI.** Adopt a more gender-sensitive approach in the processes of victim identification and support.
- VII.** Develop and adopt a unified protocol or another legal document, listing the mechanisms to be established and steps to be taken to ensure effective communication and coordination among agencies.

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Appendices

- A. Decree of the Government of the Republic of Armenia, N 909-L, June 4, 2020 on approving the national plan and implementation timetable for organizing the fight against trafficking in and exploitation of persons during 2020–2022 in the Republic of Armenia:



1. Decree of the
GOAM, N 909-L, 4 Jun

- B. Article 132 of the Criminal Code of the Republic of Armenia:



2. Article 132 of the
Criminal Code of the

- C. Selected Articles from the Labour Code of the Republic of Armenia:



3. Selected Articles
from the Labor Code

- D. Law of the ROA on the identification of and Support to persons Subjected to Trafficking in Human Beings and Exploitation:



4. Law of the ROA on
the identification of a

- E. Guideline and questionnaire for exploratory meeting and interview:

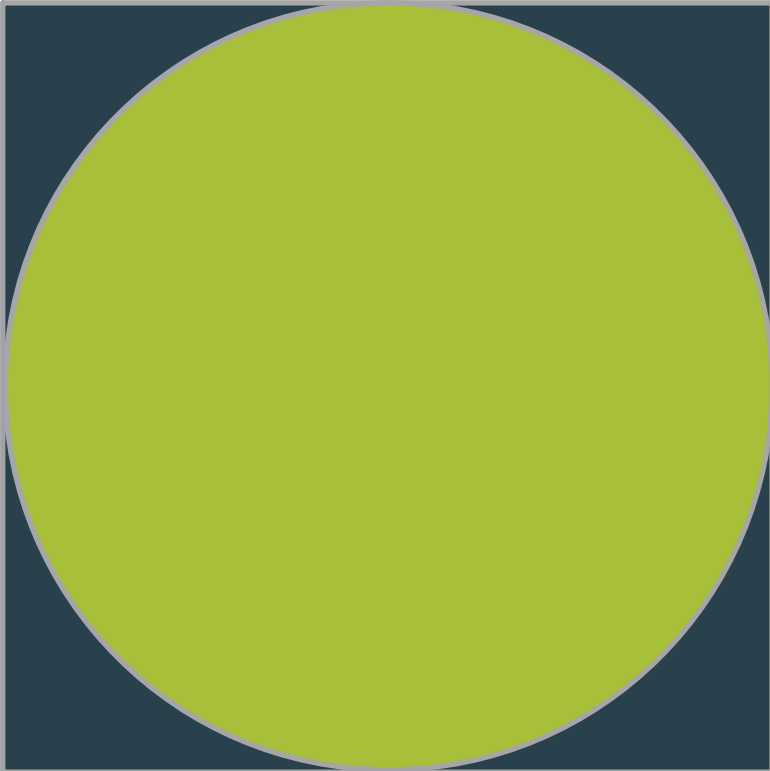


5. Guideline and
Questionnaire for ex

- F. List of KII interviewees:

	Contact	Organization	Notes
1.	Ms. Viktoria Avakova, Anti-Trafficking Health/Education Project Coordinator	Armenian branch of UMCOR (United Methodist Committee on Relief) Address: Karapet Ulnetsi 14, Yerevan Email: umcor@umcor.am	Face-to-face meeting in UMCOR office
2.	Mr. Yenok Shatvoryan, President of the NGO	Hope and Help Address: Mashtots str. 23, apt. 31 Email: Hopeandhelp.ngo@gmail.com	Face-to-face meeting in Hope and Help office

3.	Ms Gayane Martirosyan, Project Manager	World Vision Armenia Address: Romanos Melikyan str. 1, Yerevan	Virtual meeting with two representatives
4.	Mr. Tigran Hovhannisyan, Advocacy Manager	Email: wvarmenia@wvi.org	
5.	Mr. Arzuman Harutyunyan, President of NGO	Association of Audio-Visual Reporters Address: Aershakunyats Ave. 2, Office 528, Yerevan, 0023 Email: audio.visual@yahoo.com	Virtual meeting via Zoom
6.	Nver Sargsyan, Programme Officer	International Labour Organization Email: s_nver@yahoo.com	Virtual meeting via Zoom
7.	Nune Asatryan, Project Coordinator	International Migration Organization, nasatryan@iom.int	Virtual meeting via Zoom
8.	Davit Tumasyan, Expert	Email: davittumasyan@gmail.com	Virtual meeting via Zoom
9.	Mira Antonyan, Executive Director of FAR	64 K. Ulnetsi, 0069 Yerevan, Armenia Email: antonyan.mira@gmail.com	Face-to-face meeting FAR office



Data for Impact

University of North Carolina at Chapel Hill
123 West Franklin Street, Suite 330
Chapel Hill, NC 27516 USA
Phone: 919-445-9350 | Fax: 919-445-9353
D4I@unc.edu

<http://www.data4impactproject.org>

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