



**Ministry of Social Affairs, Veterans
and Youth Rehabilitation**
No. MoSVY

KINGDOM OF CAMBODIA
Nation Religion King



Phnom Penh,, 2007

INSTRUCTIVE CIRCULAR
ON
THE REINTEGRATION AND FOLLOW-UP OF VICTIMS STAYING AT
STATE-RUN AND NGO-RUN CENTERS

This instructive circular aims to strengthen and expand the reintegration and follow-up of victims staying at State-run and NGO-run centers.

This instructive circular shall apply to victims of trafficking, exploitation, abuse and homelessness.

To enhance the effective management of implementation of programs and projects of the State and nongovernmental organizations, and to contribute to the prevention and reduction of vulnerability of people in line with the priority works of the Ministry of Social Affairs, Veterans and Youth Rehabilitation, the ministry hereby introduces the implementation of the reintegration and follow-up of victims staying at State-run and NGO-run centers, as follows:

1- Case management system:

The State-run and NGO-run centers that have entered into an agreement with the Ministry of Social Affairs, Veterans and Youth Rehabilitation must comply with the four stages of reintegration and follow-up processes including: pre-reintegration stage, reintegration stage, first type of follow-up and second type of follow-up:

1-1- Pre-reintegration stage:

This stage shall have the following three important activities:

First: Before reintegration, district offices of social affairs, veterans and youth rehabilitation must assign officials of social affairs to help the State-run and NGO-run centers in searching the family of the person to be reintegrated.

Second: District offices of social affairs, veterans and youth rehabilitation must assign officials of social affairs to assess family and communities as well as to help in the process of rereconciliation with the family of the person to be reintegrated.

Third: District offices of social affairs, veterans and youth rehabilitation must assign officials of social affairs to organize a social affairs support plan and lead to the reintegration of victims according to the following two options:

A- Option 1

Step 1: The State-run and NGO-run centers must communicate with provincial/capital departments of social affairs, veterans and youth

rehabilitation, focal person in charge of reintegration and request them to set the venues for meeting (in general at the house of the village chief) and dates for searching family at least seven days prior to launching the search.

Step 2: The focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation must communicate with district officials of social affairs to set the date for searching the family, after which the focal person shall confirm the date with non-governmental organizations.

Step 3: District officials of social affairs must meet with the staff of the State-run and NGO-run centers at the house of the village chief.

Step 4: District officials of social affairs and the staff of the State-run and NGO-run centers must jointly search for the family.

❖ **Remarks:** *When the name of village is not clearly known, this meeting can be arranged to be held at the commune/sangkat offices.*

Step 5: District officials of social affairs and the staff of the State-run and NGO-run centers must jointly travel to the houses of the person to be reintegrated and start assessing the family by using the family search form and the family assessment form.

Step 6: District officials of social affairs and the staff of the State-run and NGO-run centers must jointly travel to the district office of social affairs, veterans and youth rehabilitation or the house of the village chief to hold a discussion meeting to decide:

- Whether the victim can be reintegrated.
- Whether further supports from the social affairs sector such as vocational training, food supply and credit for income generation, schooling, consultation, healthcare, legal support, etc. are needed.
- Develop a plan in order to implement the decisions of the individuals to be reintegrated or [their] family by using the form of the social affairs sector support service.

B- Option 2

Step 1: The State-run and NGO-run centers must communicate with the focal person in charge of the reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation and request assistance in searching the family of the person to be reintegrated. State-run and NGO-run centers must provide basic information for searching family to the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation after which the focal person must forward this information to district officials of social affairs.

Step 2: A. The district officials of social affairs must search for the family. When the family of the person to be reintegrated have been found, the district officials of social affairs must report to the focal person in charge of reintegration of the

provincial/capital departments of social affairs, veterans and youth rehabilitation.

Step 2: B. Fifteen days later, the State-run and NGO-run centers must directly communicate with the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation in order to receive relevant information and to prepare the family assessment for the first time. The focal person in charge of reintegration shall forward information regarding the joint family assessment to the district officials of social affairs.

Step 3: District officials of social affairs and staff of the State-run and NGO-run centers must meet at the house of the village chief and travel together to the houses of the person to be reintegrated.

Step 4: District officials of social affairs and the staff of the State-run and NGO-run centers must assess the family using family assessment form.

Step 5: District officials of social affairs and the staff of the State-run and NGO-run centers must travel together to the district office of social affairs, veterans and youth rehabilitation or the house of the village chief to hold a discussion meeting to decide:

- Whether victim can be reintegrated.
- Whether further supports from the social affairs sector such as vocational training, food supply and credit for income generation, schooling, consultation, healthcare, legal support, etc. are needed.
- Develop a plan in order to implement the decisions of the individuals to be reintegrated or [their] family by using the form of the social affairs sector support service.

Step 6: Before reintegration, district officials of social affairs and the staff of the State-run or NGO-run centers must visit the family of the person to be reintegrated at least twice in order to discuss the rereconciliation between the family and the communities.

Family reintegration can be considered only if the rereconciliation clearly reveals that the family welcomes the return of the person to be reintegrated and that the person is safe and cared for.

District officials of social affairs and the staff of the State-run or NGO-run centers must ensure that the results of family visits shall be raised for discussion with the person to be reintegrated and that the person participates in the decision-making process of the possible reintegration.

In case reintegration with immediate family is not possible, and, if the person agrees, district officials of social affairs, village chief and the staff of the State-run or NGO-run centers shall look at the possibility of reintegrating the person with kin or foster family.

Leaving the person to be reintegrated to receive long-term care in the State-run or NGO-run centers is deemed possible only if it is not possible to reintegrate the person with his or her biological family, relative, god family or foster family.

1-2- Stages of reintegration:

- Step 1:** The State-run or NGO-run centers must communicate with the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation to confirm the venues and date for reintegration of the person to be reintegrated. This communication must be made at least seven days prior to actual reintegration.
- Step 2:** The focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation must confirm the date of reintegration to district officials of social affairs.
- Step 3:** District officials of social affairs must meet with staff of the State-run or NGO-run centers and the person to be reintegrated at the house of the village chief.
- Step 4:** District officials of social affairs and the staff of the State-run or NGO-run centers and the person to be reintegrated must jointly travel to the houses of the person to be reintegrated.
- Step 5:** In case the district officials of social affairs, the staff of the State-run or NGO-run centers and the person to be reintegrated believe in the commitment of the family in welcoming the return of the person to be reintegrated and in providing care and protection to the person, an official reintegration contract will be signed. This contract consists of three copies. One copy is for the family of person to be reintegrated; one copy is for the district officials of social affairs and another copy is for the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation.

1-3- First type of follow-up:

The first type of follow-up refers to the period during which the social affairs support plan will be implemented and various services in this plan provided to the person to be reintegrated. During the first type of follow-up, the district officials of social affairs and the staff of the State-run or NGO-run centers jointly travel to the houses of the person to be reintegrated to conduct an inspection and follow-up at the houses of person to be reintegrated. The number of joint inspection and follow-up shall be determined on a case-by-case basis as agreed between district officials of social affairs, the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation and the staff of the State-run or NGO-run centers. The first inspection and follow-up at the houses of person to be reintegrated must be conducted two weeks after the family reintegration has been conducted; and regular – at least monthly – subsequent inspections and follow-up must be carried out. In some cases, this first type of follow-up can be skipped such as in remote areas where State-run or NGO-run centers lack capacity, funds

and human resources to conduct follow-up. In this case, district officials of social affairs shall resume their work and start the second type of follow-up. The steps in the first type of follow-up are as follows:

- Step 1:** During the reintegration or final inspection and follow-up, the district officials of social affairs and the staff of the State-run or NGO-run centers must set the date for the next inspection and follow-up. The State-run or NGO-run centers shall clearly confirm this inspection and follow-up three days in advance by notifying the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation.
- Step 2:** The focal person in charge of reintegration of provincial/capital departments of social affairs, veterans and youth rehabilitation must clearly confirm the follow-up with district officials of social affairs.
- Step 3:** District officials of social affairs and the staff of the State-run or NGO-run centers must meet in person at the house of the person to be reintegrated according to the set date and time and discuss the situation of the person to be reintegrated with the family, the village chief and the person to be reintegrated in three separate discussions that should be treated as confidential to allow them to express their feelings.

1-4- Second type of follow-up:

The second type of follow-up provides full responsibility to the district officials of social affairs in case management work, including planning and on-site follow-up at the houses of the person to be reintegrated. District officials of social affairs shall provide work results in form 6 (B) to the State-run or NGO-run centers to ensure that the State-run or NGO-run centers are aware and may receive necessary assistances. The steps in the second type of follow-up are as follows:

- Step 1:** The district officials of social affairs conduct on-site inspection to the houses of the person to be reintegrated to assess the status of those person, their family status, various issues and success achieved during separate discussions to keep them confidential. In case the first type of follow-up cannot be carried out, district officials of social affairs shall conduct an initial inspection and follow-up at the houses of the person to be reintegrated two weeks after the family reintegration has been conducted; and subsequent inspections and regular – at least monthly – follows-up must be carried out.
- Step 2:** The district officials of social affairs must complete the form providing results to the State-run or NGO-run centers and send the completed forms to the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation.
- Step 3:** The focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation must send the form providing results to the Office of Anti-Human Trafficking and Reintegration of the Department of Social Welfare, the General Directorate of

Technical Affairs, Ministry of Social Affairs, Veterans and Youth Rehabilitation. Where necessary or in case of emergency, the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation shall directly notify relevant State-run or NGO-run centers.

Step 4: The Office of Anti-Human Trafficking and Reintegration, Department of Social Welfare, the General Directorate of Technical Affairs, must send the form providing outcomes (form No. 6 B) to the State-run or NGO-run centers involved in reintegration affairs.

2- Coordination meeting and case closure:

2-1- Coordination meeting:

The coordination meeting has the following purposes:

- Assess the current status of reintegrated person;
- Discuss various possible issues which might be faced, particularly difficult cases;
- Determine all services to be provided to the person to be reintegrated from the time of reintegration to date;
- Address and make various decisions in providing further services as per the needs of the person to be reintegrated;
- Decide to close the cases based on the case closure criteria.

2-2- Case closure:

The criteria to be agreed on for case closure are as follows:

A- Person to be reintegrated and family have a stable livelihood (reintegration is stable for one year):

- The relationship between the family and person to be reintegrated can be stable and sustained;
- The family's economic status is beyond the level of survival;
- Person to be reintegrated have participated in ordinary and regular activities such as going to school, generating income (inside or outside the home), receiving vocational training, etc.;
- Evidence indicating that the person to be reintegrated are both economically and psychosocially stable.

B- Person to be reintegrated have gone missing (person to be reintegrated have relocated and cannot be found):

- The person to be reintegrated have relocated and the district officials of social affairs has not been able to find them;
- In case the person to be reintegrated relocate and the district officials of social affairs are aware of the new residences of the person, the district officials of social affairs must send case file of the person to district officials of social affairs of the new place of residence of the person for further follow-up;
- Should the district officials of social affairs be unaware of the new residence of the person to be reintegrated, officials of social affairs and staff of the State-run or NGO-

run centers must visit the community where the person used to live at least twice in order to find the new residences of the person.

C- Family of the person to be reintegrated have failed to honor the agreement:

The person to be reintegrated and family have failed to honor the agreement signed with State-run or NGO-run centers witnessed by the district officials of social affairs. Even if this case has been closed, the officials of social affairs must follow up the status of the person to the extent possible.

D- The person has left the family and cannot be found.

E- The person has died.

F- The person left the center.

G- The person left the transit center.

H- Notes:

In case the person has not been happily reintegrated into the family, the case shall not be closed. If the person is living in the center under long-term care, the district officials of social affairs must review and re-assess the case every six months.

I- Others

3- Roles and duties of officials in charge of reintegration and follow-up at central, provincial/capital and district levels:

3-1- Central level (Ministry of Social Affairs, Veterans and Youth Rehabilitation)

Reintegration and follow-up of victims are the duties of the General Directorate of Technical Affairs assisted by the Department of Social Welfare, Office of Anti-Human Trafficking and Reintegration. The roles and duties of the coordinators and the Office of Anti-Human Trafficking and Reintegration and all the officials of the office are to comply with the regulations in force of the Ministry of Social Affairs, Veterans and Youth Rehabilitation. The coordinators must provide a common leadership to this newly established office and coordinate with relevant institutions.

The General Directorate of Technical Affairs must enhance the efforts in seeking various development partners to provide both material and budgetary support and assistance to implement reintegration and follow-up program at all levels.

In addition, the reintegration and follow-up must be implemented as follows:

A- Coordination meeting

- Instruct provincial/capital departments of social affairs, veterans and youth rehabilitation and assist the provincial/capital focal person in charge of reintegration in organizing the provincial/capital level coordination meetings;
- Assess the skills in organizing the provincial/capital level coordination meeting of the provincial/capital focal person in charge of reintegration as well as in providing constructive feedback;
- Confirm case closure based on the agreed criteria.

B- Review and evaluation:

- Conduct the review and evaluation via the inspection of activities in monthly reports and other records provided by NGOs;
- Conduct regular inspection and monitoring of the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation and district officials of social affairs and directly visit the houses of the person to be reintegrated;
- Complete the monitoring and evaluation form of the Ministry of Social Affairs, Veterans and Youth Rehabilitation as well as provide constructive feedback;
- Arrange and coordinate the meeting summarizing quarterly outcomes in Phnom Penh with the provincial/capital officials in charge and the staff of the State-run or NGO-run centers.

C- Case management and coordination

- Ensure that relevant forms have been provided to the officials in charge of information and data in a timely manner;
- Strictly ensure the confidentiality of both written documents and direct communications;
- Assist in various work duties indicated by the Department of Social Welfare;
- Regularly attend various meetings with other officials of the Office of Anti-Human Trafficking and Reintegration.

D- Cooperative coordination

- Communicate with various nongovernmental organizations located in Phnom Penh and cooperatively coordinate in case any problem arises with respect to the decentralized work system;
- Hold regular meetings with various non-governmental organizations located in Phnom Penh in order to discuss hindrance and success factors in the implementation of reintegration and follow-up programs.

E- Administrative Affairs

- Properly manage the documents;
- Complete various forms as instructed by the Ministry or Department of Social Affairs, Veterans and Youth Rehabilitation and non-governmental organizations when necessary;
- Ensure that financial statements have been submitted to the ministry's management and donors in a timely manner.

F- Information and data management system

- Update monthly report files and records provided by various non-governmental organizations;
- Create and update the database of reintegrated person;
- Prepare quarterly and annual progress reports to be submitted to the management of the Ministry of Social Affairs, Veterans and Youth Rehabilitation and funds providers.

3-2- Provincial/Capital Departments of Social Affairs, Veterans and Youth Rehabilitation Level

Each provincial/capital department of social affairs, veterans and youth rehabilitation assigns two officials who have received training on basic social affairs services and skilled social affairs services and have experience in reintegration and follow-up as provincial/capital focal person in charge of reintegration. One official must be the department leader and the other must be the chief of the Office of Social Welfare or an official in charge of anti-human trafficking and reintegration. The two focal persons shall have the following duties:

A- Cooperative coordination:

- Assist international organizations and nongovernmental organizations in communicating with the local authorities;
- Communicate with non-governmental organizations should any problem arise;
- Communicate with and submit reports to the ministry;
- Assist in any work requested by the Office of Anti-Human Trafficking and Reintegration;
- Communicate and compile resource books for their provinces/capitals.

B- Case and information system management:

- Lead and control the district officials of social affairs in making plans and conducting inspections and follow-up prior to reintegration and further follow-up;
- Communicate the date, time and location of meetings with the staff of the State and nongovernmental organizations' centers and the district officials of social affairs from prior to the reintegration onwards;
- Assist the State-run or NGO-run centers and the district officials of social affairs in referring the person to be reintegrated to various services for skills training, schooling, medical service, legal support, etc.

C- Monitoring system and information:

- Conduct regular follow-up and inspection and assessment at the district offices of social affairs, veterans and youth rehabilitation;
- Ensure that various expenses shall be covered only for inspection and follow-up of actual implementation activities;
- Ensure that the file of the person to be reintegrated is properly maintained and the expenses shall be made for any follow-up that has complete file;
- Ensure that the district officials of social affairs submit monthly reports in a timely manner;
- Verify the content of the income statement, monthly report and case closure form, form (6B) and other documents before forwarding them to the Office of Anti-Human Trafficking and Reintegration;
- Ensure that various necessary forms and monthly reports have been submitted to the Ministry of Social Affairs, Veterans and Youth Rehabilitation in a timely manner;
- Update the documentation of cases being followed up in the provinces/capital by keeping monthly reports as well as other relevant documents.

D- Coordination meeting:

- Organize and chair the coordination meeting and indicate the date and time for the next coordination meeting among participants;
- Invite representatives of the State-run or NGO-run centers, relevant institutions (departments of education, youth and sports, health, anti-human trafficking and juvenile protection police, immigration police), etc. involved to participate in the coordination meeting;
- Coordinate the meeting in order to achieve the goals of this meeting;
- Coordinate in the provision of important information to the district officials of social affairs to provide welfare services to the person to be reintegrated;
- Assess the quality of the work of district officials of social affairs and provide constructive feedback;
- Serving as a resource for the referral to various services as required by the district officials of social affairs and the important resource book of the said role;
- If necessary, the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation must coordinate further training for the district officials of social affairs, veterans and youth rehabilitation;
- Respond to the feedback from local officials of the Office of Anti-Human Trafficking and Reintegration of the ministry;
- If necessary, the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation must receive further training from the local officials of the ministry;
- Confirm case closure based on the agreed criteria.

3-3- District Offices of Social Affairs, Veterans and Youth Rehabilitation Level

The district officials of social affairs, veterans and youth rehabilitation must carry out the following duties:

A- Prior to reintegration:

- Help search for the family of the person to be reintegrated as instructed by the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation;
- When the family of the person to be reintegrated is found, this information must be passed on to the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation using family search form and family assessment form;
- Organize the program for inspection and follow-up by determining the time and venue with the village chief and family of the person to be reintegrated;
- Honor the determined schedule and accompany the staff of the State-run or NGO-run centers and the person to be reintegrated when conducting the first inspection and follow-up;
- Inspect and follow up as many times as necessary for assessing family status and [conducting] family reconciliation. Complete the forms seeking and assessing the

- family and then send them to focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation;
- Make plans supporting social affairs and reconcile with the person to be reintegrated into the family and community;
 - Carry out the reintegration upon the agreement between the person to be reintegrated into the family, State-run or NGO-run centers and local authorities.

B- Reintegration:

- Organize the appointment at the place agreed by the staff of the State-run or NGO-run centers in a timely manner;
- Must be present during the time of reintegration in order to act as witness;
- Initiate the agreement with the family and the person to be reintegrated by outlining the parental rights of the Ministry of Social Affairs, Veterans and Youth Rehabilitation;
- Coordinate the relationship with the local authority;
- Honor the confidentiality of information as agreed in advance;
- Organize the opening of documentation for the person already reintegrated, whose file must include the reintegration form, receipt form and other relevant information, if any.

C- Follow-up:

+ First type of follow-up (joint follow-up):

- Conduct joint monthly inspection and follow-up with the staff of the State-run and NGO-run centers;
- Cooperate with the State-run and NGO-run centers;
- Assess the development of the person to be reintegrated;
- Seek funds to provide assistance to the person to be reintegrated who are in need of assistance;
- Coordinate the provision of legal or medical assistance and transfer, when necessary;
- Assist in sending the person to be reintegrated to school and coordinate to seek scholarships;
- Collect information on vocational training and refer the person to be reintegrated for training;
- Make records of each inspection and follow-up conducted with the staff of the State-run and NGO-run centers and on various services granted to the person to be reintegrated.

+ Second type of follow-up (without the presence of the staff of the State-run and NGO-run centers):

- Conduct monthly inspection and follow-up of the person to be reintegrated and family by the district officials of social affairs according to the plan;
- Provide further psychosocial counseling to the person to be reintegrated;
- Evaluate the development of the person;
- Seek funds to provide assistance to the persons to be reintegrated who are in need of assistance;

- Coordinate the provision of legal or medical assistance and transfer, when necessary;
- Assist in sending the person to be reintegrated to school and coordinate to seek scholarships;
- Collect information on vocational training and refer the person to be reintegrated for training;
- Update the records of each inspection and follow-up and the various services granted to the person to be reintegrated;
- Complete the form of feedback to the State-run and NGO-run centers and send this form to the provincial/capital departments of social affairs, veterans and youth rehabilitation and the Office of Anti-Human Trafficking and Reintegration;
- Close the case by using the case closure form only when it complies with the criteria.

D- Report

- Must provide monthly reports to the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation.

E- Coordination meeting

- Briefly present the participants of this coordination meeting with the current status of the most complicated among all of their cases as well as the family of the person to be reintegrated from the time of reintegration (determine the various issues and successes of each case);
- Determine the types of support service for social affairs being granted to the person to be reintegrated as well as [their] family from the time of reintegration;
- Determine various issues being faced in the follow-up of the person reintegrated;
- Determine the steps to be implemented to enhance success of reintegration;
- Provide positive responses to the comments of the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation and meeting participants;
- If necessary, the district office of social affairs shall receive further technical assistance from the officials in charge of national level training;
- Determine various cases to be closed based on case closure criteria.

4- Roles and responsibilities of the State and nongovernmental organizations' centers:

The State-run and NGO-run centers that implement physical rehabilitation at the centers shall have a number of responsibilities related to this program, as follows:

A- Information:

- Provide the list of reintegrated persons to the Ministry of Social Affairs, Veterans and Youth Rehabilitation at the end of each month.

B- Prior to reintegration:

- Communicate with the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation in order to request assistance in searching the family of the person to be reintegrated;
- Upon receiving information about the discovery of the family of the person to be reintegrated, inspection and follow-up must be prepared to be conducted with the family of the person to be reintegrated through the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation;
- Conduct the inspection and follow-up of the family of the person to be reintegrated with the district officials of social affairs to start the assessment and reconciliation process;
- Reach an agreement between the person to be reintegrated, family, district officials of social affairs and local authorities by creating a social affairs support plan which leads to the reintegration.

C- Reintegration:

- Notify the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation about the reintegration according to the agreed timeframe;
- Provide information about the person to be reintegrated in order to enable the district officials of social affairs to open the case documentation;
- Assist the district officials of social affairs in case filing, if necessary.

D- Joint follow-up (first type of follow-up):

- Reconfirm with the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation about the date and place for follow-up;
- Notify the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation about the change of time for follow-up in order to avoid unnecessary travel by the officials;
- Conduct a joint inspection and follow-up with the district officials of social affairs;
- Assist the district officials of social affairs in the assessment of the development of the person to be reintegrated;
- Assist the district officials of social affairs in sending and determining various support systems;
- Provide further information to the district officials of social affairs in order to ensure that the case file is accurate.

❖ **Follow-up conducted without the presence of the staff of the State-run and NGO-run centers (second type of follow-up):**

- Respond to the recommendations provided in the form giving feedback to the State-run and NGO-run centers by communicating with the ministry personnel in charge at the central level or the focal person in charge of reintegration of the provincial/capital departments of social affairs, veterans and youth rehabilitation;
- Ensure that the measures for follow-up are taken, if necessary, and the information regarding the follow-up measures must be provided to the Ministry of Social Affairs, Veterans and Youth Rehabilitation.

In order to facilitate the actual implementation of this instructive circular, the ministry has seven forms and two special case forms which are attached as annexes, as follows:

A- Seven forms

- Form 1: Admission and family search form
- Form 2: Family assessment form
- Form 3: Case planning form
- Form 4: Reintegration form
- Form 5: Follow-up form
- Form 6A: Service referral form
- Form 6B: Feedback for organization
- Form 7: Case closure form

B- Special case forms related to trafficking

- Special case form 1: Interview for the admission of person to be reintegrated
- Special case form 2: Family assessment

All units under the the Ministry of Social Affairs, Veterans and Youth Rehabilitation and various relevant non-governmental organizations shall be obliged to implement this instructive circular to achieve excellent outcome. *(Initials)*

Minister

CC:

- Ministry of the Royal Palace
- General Secretariat of the Senate

- General Secretariat of the National Assembly
- Office of the Council of Ministers
- Cabinet of *Samdech* Prime Minister
- Cabinet of His Excellency TEA Banh, Deputy Prime Minister
- Relevant ministries and institutions
- All provincial and capital halls
- All units under the Ministry of Social Affairs, Veterans and Youth Rehabilitation
- All relevant non-governmental organizations
- Documents - Archives