

Who are we?

The Hot Line 0 800 77777 has been launched by the International Center "La Strada" on September 1, 2001. Beginning with May 20, 2003, the service is free of charge in the Republic of Moldova. The Hot Line supports three simultaneous calls, assisted by consultants with extensive experience in counseling on migration.

Our mission

To help victims and survivors of trafficking in human beings (THB) have better access to protection and rehabilitation services; to provide the anti-trafficking community and the society in general with information and useful tools in preventing and effectively combating THB.

Our beneficiaries

- Any citizen from any part of the country, interested in additional information on safe migration or work abroad;
- Vulnerable migrants
- Relatives and friends of presumed victims of THB
- Victims of THB
- Presumed victims of THB
- Frontline specialists (social workers, academic and medical staff, mass-media, law enforcement authorities, NGOs, international organizations etc.), interested in THB or asking for informational support

Our services

- ✓ Informational support on safe migration
- ✓ Assistance in THB cases
- ✓ Trainings in establishing and managing social assistance counseling services

Contacts

Phone: 0 800 77777 - national calls
+ 373 22 23 33 09 - international calls

Fb: @LiniaFierbinte080077777

E-mail: hotline@lastrada.md

Skype: Consultant080077777

Web: migratiesigura.md

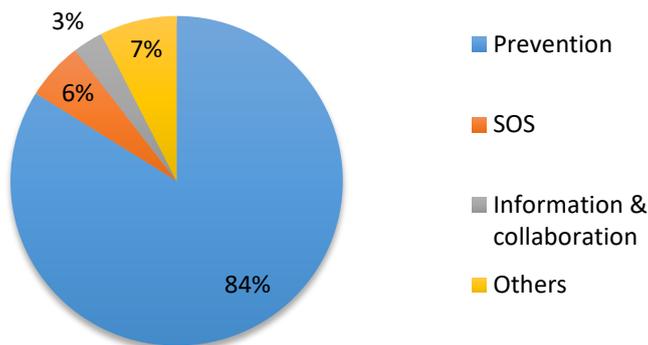
Working hours: daily, from 8.00 AM until 8.00 PM

All calls are anonymous and confidential.



Dynamics of calls in the last 16 years

Share of calls per categories, for 16 years of activity



During 16 years of activity, from September 1, 2001 to December 31, 2017, Hot Line counselors received and assisted 125,551 calls. Most of them (105,361 calls) represented prevention calls; 7092 SOS Calls (regarding real THB cases, missing persons or vulnerable migrants); 3686 calls - requests of information on collaboration and 9432 - "others" (social assistance requests, other than trafficking in human beings).

Diagram 1

In the last 4 years, the number of calls increased considerably due to the bilateral agreement between the Government of the Republic of Moldova and the Government of the State of Israel on temporary employment of Moldovan workers in certain sectors of the State of Israel. Under the terms of this agreement, the gender balance of callers has changed considerably (the number of men calling the Hot Line is about 4 times higher than the number of women).

Annual progress of calls 2001-2017

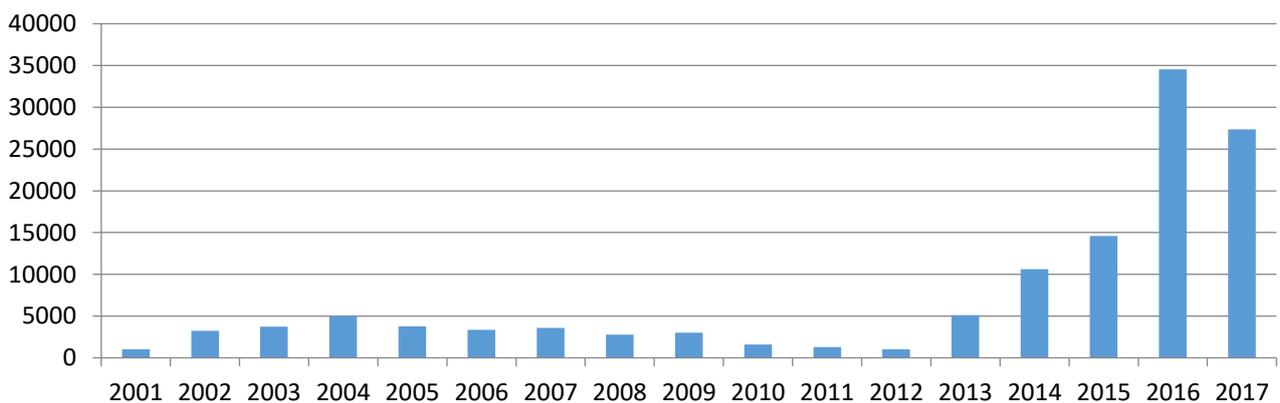
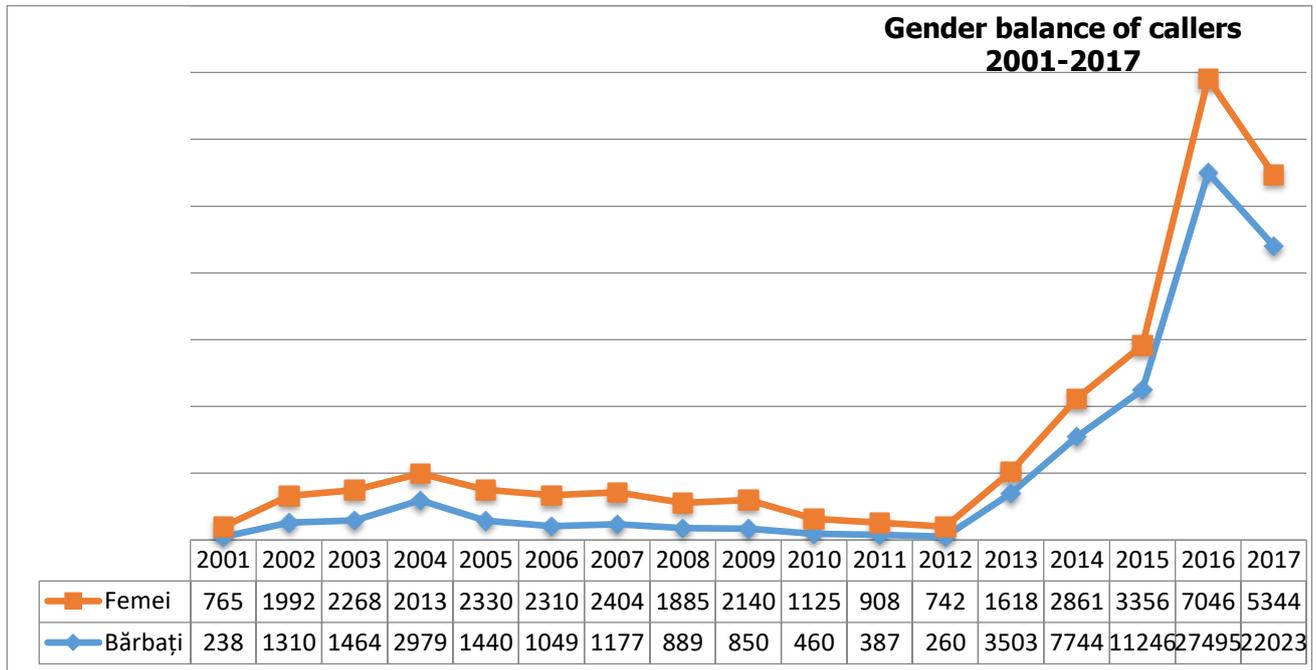


Diagram 2

A slight decrease in the share of "other" calls has been registered in the last few years (2013 - 9%, 2014 - 8%, 2015-6%, 2016-3%, 2017- 4% of total number of calls). As an evident consequence of

the bilateral agreement with Israel, the Hot Line callers request more frequently information and advice on concrete cases of trafficking or safe migration.



2017: figures, facts and trends

- **Callers are more attentive**

Data collected by La Strada Hot Line show that the number of people looking for a job abroad via an agency has dropped by almost 9% due to the lack of trust in such institutions. However, every fifth caller is ready to accept a job opportunity from an unknown person (14%) or a friend (8%). The content of calls shows that people are more aware of legal procedures for employment abroad. In most times, they have specific questions about the company's license or the contract they are going to sign with the company. Applicants are also interested in national bilateral agreements that offer them the opportunity to get a legal job.

- **Men are more at the risk of labor exploitation**

While the number of cases of sexual exploitation decreased, the share of men - victims of labor exploitation increased by 12% (up to 51%). This increase is due to the fact that the Republic of Moldova is in the process of implementing the bilateral agreement on the temporary employment of Moldovan workers in certain sectors of Israel. A great number of Moldovan citizens, who are going to return home this year, fail to save money on the special account and call the Hot Line asking for help in recovering them.

- **Internet is the most popular source of information about a job abroad**

From 27 thousand calls counseled in 2017, almost 26 thousand represent prevention calls and 128 requests of information and collaboration. An increase of repeated calls related to THB cases has been registered this year, including child trafficking cases (199 calls that relate to 63 cases of trafficking, vulnerable migrants or missing persons). In 99% of prevention calls, beneficiaries ask for information about a concrete job offer abroad. In 72% of cases, they found this offer on the internet. 57% of calls are from rural area.