



EVALUATION REPORT

JUSTICE AND FREEDOM Program (JAF) 2020-2024

Indus Community Services. Justice and Freedom: Anti-Human Trafficking Project.

PREPARED BY EXTERNAL EVALUATOR

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Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

Acknowledgments

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The views, analysis and interpretation of this review remain those of the Evaluation Team.

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EXTERNAL EVALUATION REPORT

JUSTICE AND FREEDOM Program (JAF) 2020-2024

I. INTRODUCTION

Indus Community Services (Indus) is an accredited, not-for-profit community benefit organization operating in the Peel Region (Ontario, Canada) that has served local communities for over 35 years. Originally founded as India Rainbow Community Services, this registered charity is supported by its donors and by all three levels of government. Indus Community Services, through its professional staff, is a leader in the provision of culturally appropriate services to newcomers, families, women, and seniors.

The JUSTICE AND FREEDOM (JAF) Program was a three-year project to innovate and test activities and practices that support enhanced and appropriate responses to the needs of foreign-born, at-risk populations and survivors of human trafficking—specifically, Labour exploitation, domestic servitude and debt bondage. The project aimed to create new tools to strengthen cross-sectoral collaboration, thereby bolstering the capacity within the Region of Peel to offer meaningful, comprehensive, and coordinated support to foreign-born at-risk populations, victims, and survivors of human trafficking whose circumstances may also be further complicated by precarious immigration status including but not limited to international students. In addition to researching gaps in Labour trafficking support services and legislation, the project collaborated directly with existing anti-human trafficking and settlement service providers to exchange knowledge, enhance and provide direct support to at-risk populations and survivors of human trafficking and further inform the development of a Labour trafficking toolkit.

Indus adheres to the following definitions of Human Trafficking, those at risk and survivors:

Human trafficking is the recruitment, transportation, transfer, harbouring, or receipt of persons by improper means (such as force, abduction, fraud, coercion, deception, or repeated provision of a controlled substance) for an illegal purpose, including sexual exploitation or forced labour” (Ministry of the Status of Women, 2016)

The project’s objectives were to support and collaborate with existing anti-human trafficking service providers, exchange knowledge, enhance settlement supports for at-risk populations and survivors of human trafficking, and develop a toolkit that comprehensively guides in tackling the issues. The target population was service providers in the Peel Region that support human trafficking survivors, and promote and advocate for anti-human trafficking policies. These objectives were achieved through education/prevention, outreach, and supportive services through collaboration.

II. OBJECTIVES OF THE EXTERNAL EVALUATION

The Peel Institute of Research and Training (PIRT) of Family Services of Peel (FSP) acted as an external evaluation partner for the INDUS Community Services Justice and Freedom program. Through this partnership, the PIRT team evaluated their project titled “Anti-Human Trafficking: A Foreign-born Lens”.

1. Design the evaluation framework and work plan.
2. Support the situational analysis led by Indus.
3. Conduct in-depth data analysis including evidence-based data for scalability and replication of the tool kit.

III. EVALUATION FRAMEWORK AND WORK PLAN

For a comprehensive evaluation, the PIRT team used the Equity Framework and proposed the evaluation steps outlined in Figure # 1 below.

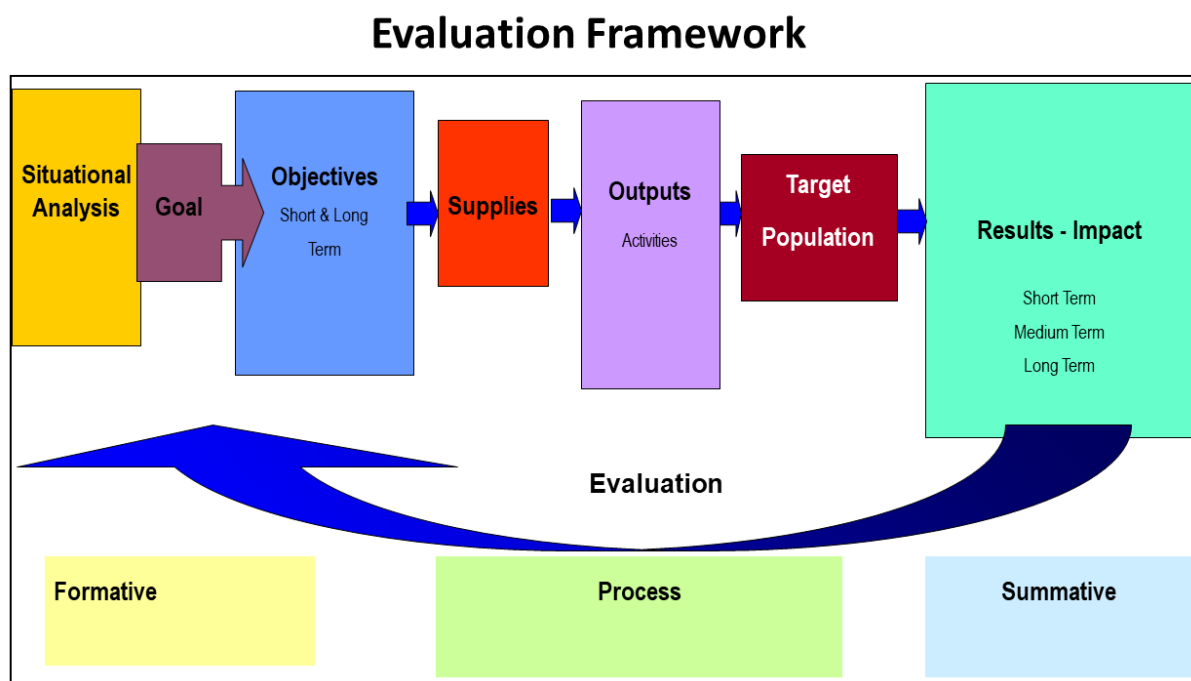


Figure # 1: Evaluation Framework

This framework was designed to assess the following key project stages:

- Formative evaluation: To assess the design of the Toolkit for service about labour trafficking and strengthen effective response.
- Process evaluation: To assess the implementation activities of the Toolkit among the Indus and targeted allied community-based partners and their workforce.
- Summative evaluation: To assess the impact of the implemented Toolkit on the following impact outcomes: Exchange knowledge, collaborate, enhance and mobilize support on Human Labour Trafficking. All of this aimed to strengthen effective responses. In the present evaluation, the summative evaluation was not conducted.

The external evaluator initially proposed the following evaluation plan and the timeline. However, this plan was revised based on the needs and advancements of the project to be evaluated.

Objective of the evaluation	Year 1	Year 2	Year 3
To evaluate the project results/outcomes achieved to conclude the Justice and Peace for All performance about the relevance, impact on the beneficiaries, cost-effectiveness and sustainability of these results and lessons learned to guide future initiatives in human trafficking.			
Review the Terms of Reference from Indus Community Services for the external evaluation of the project and sign the contract			
Conduct initial meetings with ICS management, project staff			
Study the project documents			
Review the project baseline– literature review and survey findings to identify the existing promising practices for prevention and interventions and how the project will improve or develop promising practices			
Design the evaluation work plan			
Develop data collection tools to conduct the evaluation that include: <ol style="list-style-type: none"> 1. Interview questionnaire for Indus management, project staff, stakeholders, partners, 2. Focus group discussion guides, and questionnaires 3. Interview questionnaire for project target population; foreign-born at-risk population, victims and survivors of HT who received services from the project and benefited 			
Meetings with Indus Community Services			

Objective of the evaluation	Year 1	Year 2	Year 3
Data collection in the field – meetings with ICS, conducting interviews, focus group discussions, and review of project documents from year 1 to year 3			
Data analysis			
Complete the evaluation report			
Present evaluation report to Indus Community Services for feedback	,		
Finalize the report with feedback and presentation of the final evaluation			
Complete the external evaluators' role in the project			

IV. SITUATIONAL ANALYSIS

The situational analysis included the following steps:

- Literature Review
- Demographic Analysis
- Consultation with Partners

1. Literature Review

Family Services of Peel (FSP), through the Peel Institute of Research and Training a research paper about the Needs Assessment on Human Sex Trafficking (2018) that supports and guides the situational analysis of the project, especially the relationship between labour trafficking and human sex trafficking in Canada.

In collaboration with Law students from the Law School Osgoode Hall, the Indus team conducted a non-systematic literature search on human trafficking. This search encompassed key legislation, policies, or actions implemented in Canada and globally by prominent international organizations such as the United Nations. Additionally, they gathered Canadian and Peel-related statistics on human trafficking and reviewed a mix of grey literature and academic sources about human trafficking for sexual, labour, debt, and bondage exploitation purposes.

The literature review was performed around the following two themes:

- Human trafficking statistics, characterization, and legislative/strategic approaches: A total of 27 information records were retrieved, encompassing literature from Canada, the USA, and globally.
- Human trafficking for labour exploitation and debt and bondage purposes: There were 24 literature retrieved records, comprising characterization and statistics related to labour trafficking, immigration labour exploitation, and communities at high risk of labour trafficking both locally and internationally.

2. Demographic Analysis

Indus has performed a demographic analysis in collaboration with the Punjabi Community Health Services acting together as “Apna Health”. The initiative was supported and sponsored by the Social Planning Council of Peel, which released a report in 2021 titled “Invited & Forgotten: International Students in Crisis”. To explore and analyze how the systems in place in this region support the lived experiences of people seeking postsecondary education abroad, as well as the potential consequences of service gaps for this population in areas like psychological and physical health, overall quality of life, safety, etc., this report focussed primarily on the Peel Region in Ontario.

In addition, the most updated demographic data from Statistics Canada and Immigration, Refugees and Citizenship Canada (IRCC) has been reviewed, verifying that there was an increase in the net number of non-permanent residents that surpassed the increase due to new immigrants in 2022/2023 which makes them vulnerable to labour trafficking.

3. Consultations with partners and clients

Several consultations have been made among different partners and clients to get a broad insight into the main issues and challenges faced by the populations at risk, victims and survivors of labour trafficking, as well as what strategies can be implemented to protect and advocate against labour trafficking.

The following list resumes the main aspects identified:

- Issues faced by labour trafficking victims and survivors:
 - Financial debt and stress
 - Lack of legislation
 - Lack of disposable income
 - Language barriers
 - Restricting necessities
 - Family expectations (unrealistic, inhumane)
 - Safety and security issues

- Documentation issues
 - Student Fees for international students
 - Systemic barriers
 - Economic empowerment
 - Violence and abuse (various levels)
 - Immigration issues
 - Exploitation
 - Very little resource
 - Education system (to strategize, educate, support advocate and create solutions)
 - Lifestyle balance – school, social and job
- Challenges:
 - Social isolation
 - Language/barriers culture shock
 - Fear + isolation
 - Gender-based discrimination
 - Resources/Education about circumstances for the families
 - Vulnerable people and victimization
 - Stigma
 - Privacy
 - Identification
- Strategies:
 - Financial Literacy
 - Helping find other social supports/resources available
 - Misinformation about Canada
 - Student advocacy and services
 - Student clubs training and advocacy
 - Human rights awareness and & Education
 - Justice and freedom projects
 - Building self-confidence
 - Work-life balance
 - Student unions advocacy
 - Toolkits
 - Accessible legal services
 - Community-based approaches

Several troubling trends and themes have emerged throughout this project that demonstrate a need for increased awareness about the labour trafficking among service providers and at-risk populations:

1. Domestic sex trafficking has dominated the landscape and driven the bulk of anti-human trafficking frameworks, knowledge exchange and support strategies.

2. Traffickers (often known to families or communities of victims) target vulnerable populations such as International Students, Undocumented persons, newcomers etc.
3. There are very few pathways to safety, protection and support for labour-trafficked victims. Although the problem of human trafficking in Canada, especially related to migrant workers, is gradually making its way into public consciousness. This awareness rarely includes the day-to-day experience of coercive exploitation of vulnerable populations.

Although there have been some changes in legislation at the immigration, labour and criminal code levels, the requirement of “fear for safety” on the part of the victim is a determinative factor for establishing exploitation in Canadian Law. Exploitation is a necessary component of the criminal code’s human trafficking offence and often the criteria for Human Trafficking support and services.

This demonstrates an ongoing need to continue the effort to mobilize knowledge about labour trafficking to strengthen effective response.

V. TOOLKIT DESIGN

A broad consultation with over 300 services providers initiated the process of developing the toolkit. This consultation provided an inside regarding the knowledge about human labour trafficking held by this population and the key areas to include in the toolkit.

The design and launch of the Indus Community Services’ Labour Trafficking Toolkit represented a relevant step in mobilizing knowledge about labour trafficking in the Region of Peel.

The toolkit's goal is to support service providers in mobilizing knowledge about labour trafficking to strengthen effective response.

It is a guide for service provider staff that helps them to walk through the main aspects related to human trafficking, how to identify persons at risk, give an appropriate response and bring support and resources.

Based on the situational analysis and information resources the toolkit was designed and comprised of the following aspects:

- Definition, Data and Research
- Who is being trafficked?
- Who are the traffickers?
- Sign, Indicators and Tactics
- Response, Support and Resources.

This toolkit was developed in 2022 informed by research, literature review, feedback received from service providers and information interviews from individuals with lived labour exploitation experience. The toolkit prototype was presented at the First symposium in 2023 that featured an overview of the project and evaluation, a guest speaker from FCJ refugee centre who presented

the findings of the study “It Happens Here” Labour Exploitation Among Migrant Workers During the Pandemic.

The afternoon featured table break out sessions with survivor scenarios asking participants to identify the issues, the barriers and the support pathways. These table discussions were followed by a walk through of the prototype to incorporate recommendations to be included into the toolkit before prior to final publication and distribution.

All recommendations were either captured by flip chart or directly handwritten into the prototype themselves and incorporated into the toolkit and project. Including additional resources and facts about recruitment and sex trafficking and recommendations to develop client facing resources, continue with awareness building and a downloadable link to all resources on the Indus Website.

VI. CAPACITY BUILDING, AWARENESS AND OUTREACH

The program has performed several workshops, webinars and symposiums in partnership with key service providers, experts, and labour trafficking survivors to receive feedback on the toolkit and mobilize knowledge for capacity building, awareness and outreach.

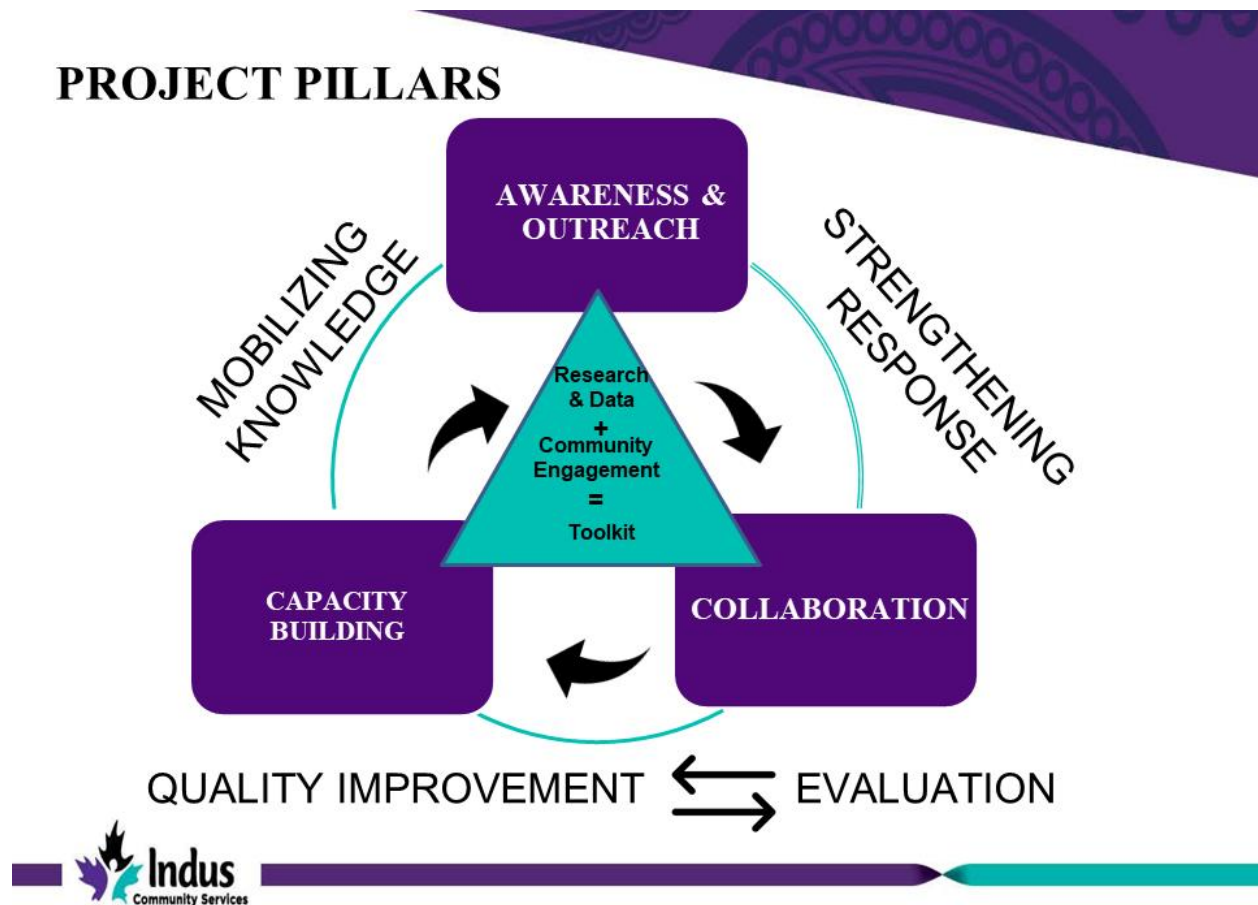


Figure # 2: Justice and Freedom Program. Project Pillars.

1. Workshops

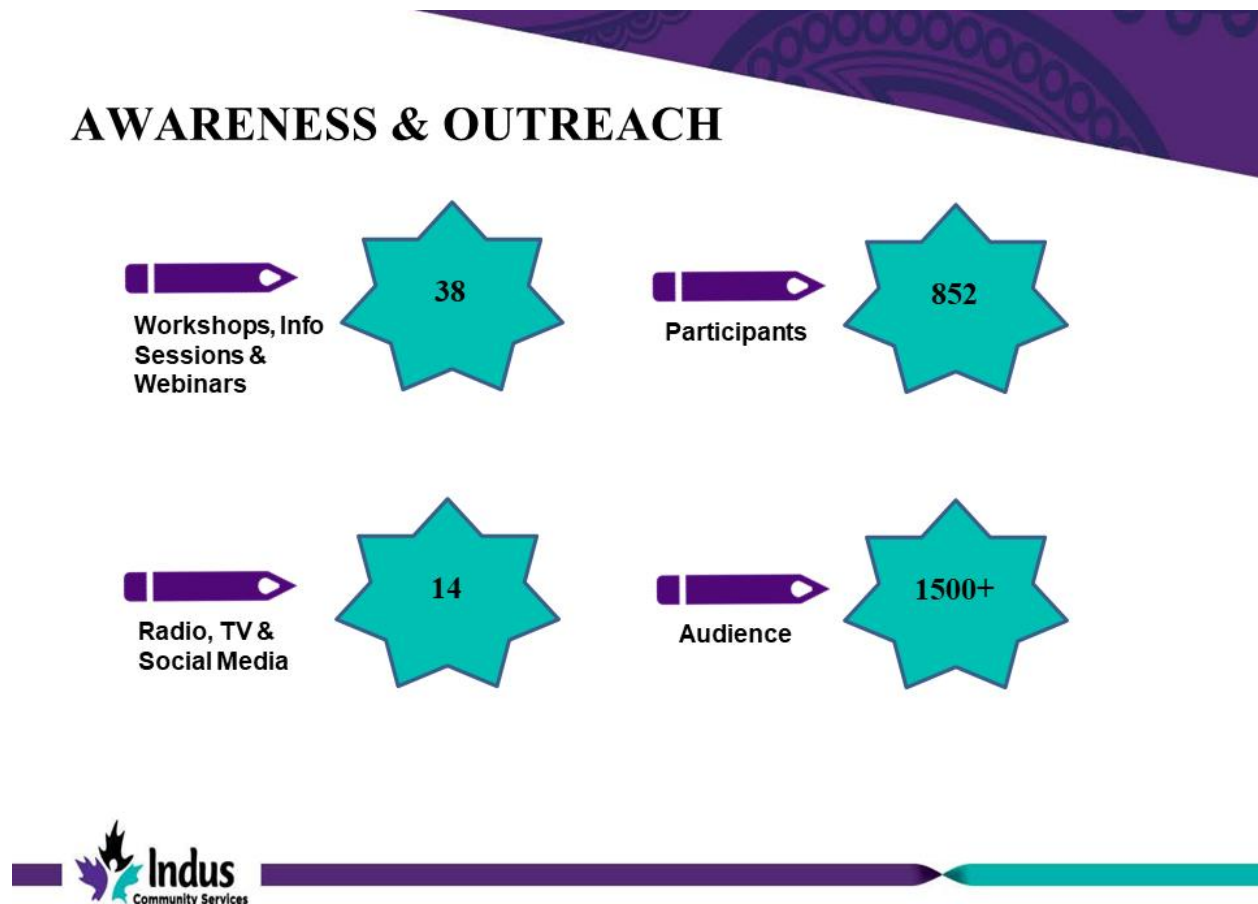


Figure # 3: Justice and Freedom Program. Awareness and Outreach.

In the timeframe of 2022-2023, Indus Justice and Freedom Program conducted feedback surveys within five main community-based allied services providers: Algoma, Centre for Skills Development, AYSP, COSTI, and Other Service Providers (is there a specific name?). The graph below illustrates the number of participants by institution who responded to the feedback (Figure # 4). In total, 23 participants responded to the survey across all organizations, with Algoma and Centre for Skills Development being the organizations that had the highest number of participants in the workshops.

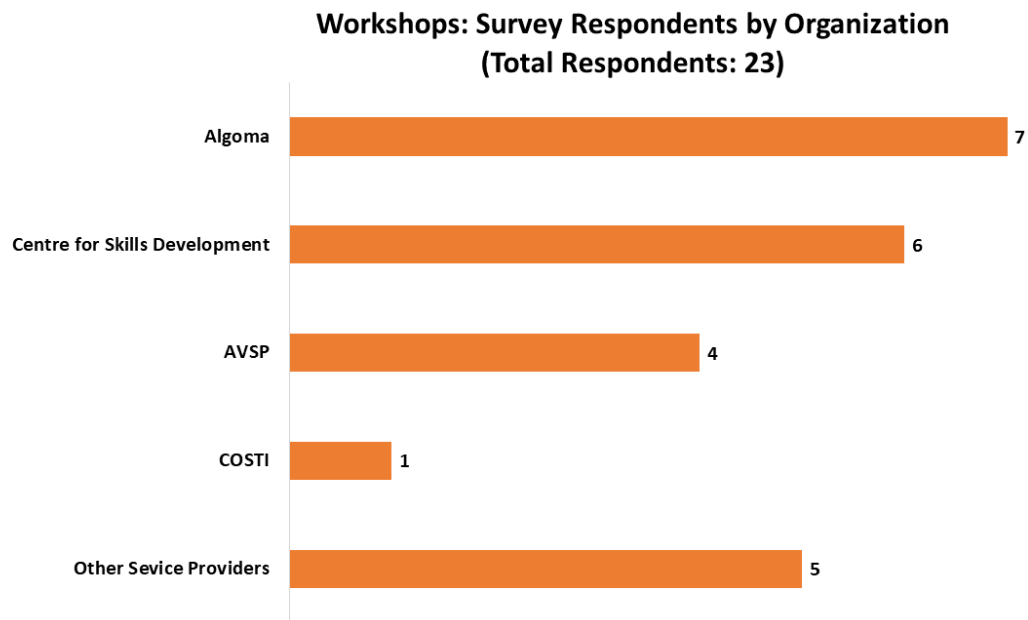


Figure # 4. Number of participants who responded to the Workshop Post-Survey

Workshops' satisfaction: Participants were asked: How satisfied were you with the workshop? The response rates (in percentage) are shown in Figure # 5 below. Of the 23 participants, all reported feeling either very satisfied (n=13) or satisfied (n=10) with the workshops.

Participants' high satisfaction was evident in their qualitative feedback. They praised the comprehensive, clear, and well-delivered information provided, emphasizing its importance in addressing the sensitive topic of human trafficking.

“A lot of great information was provided with such a sensitive matter.”

Workshop Satisfaction
Total Respondents: 23

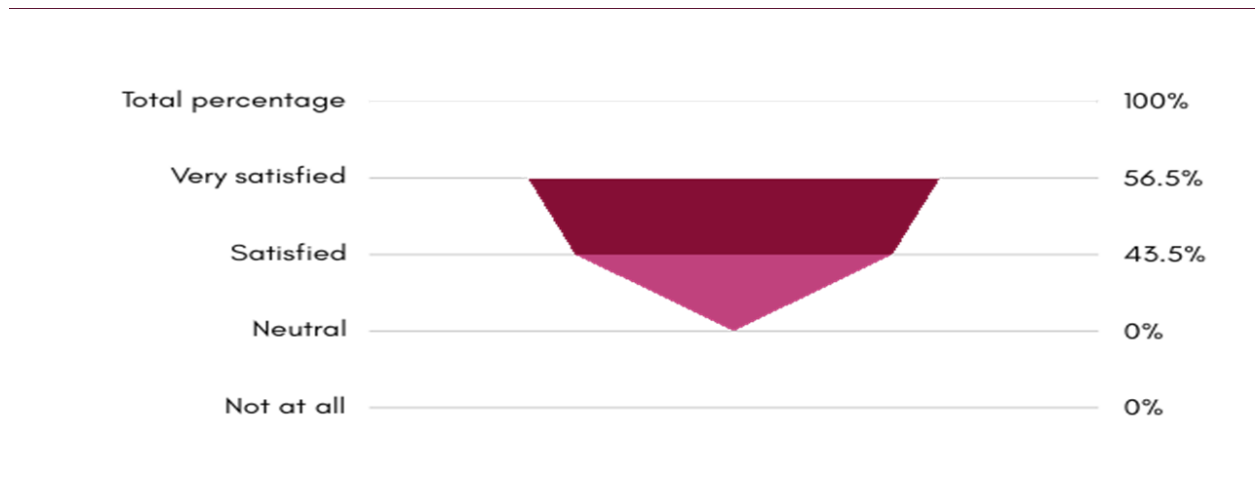


Figure # 5. Satisfaction percentages for Toolkit implementation among all participants.

Increased understanding of labour trafficking: When asked if the workshop increased their understanding of labour trafficking, the majority of participants (n=20) agreed. Only three individuals reported that the workshop somewhat increased their understanding, with no responses indicating “no change in understanding”. Response percentages are depicted in Figure # 6 below

Workshop: Increased Understanding of Labour Trafficking
Total Respondents: 23

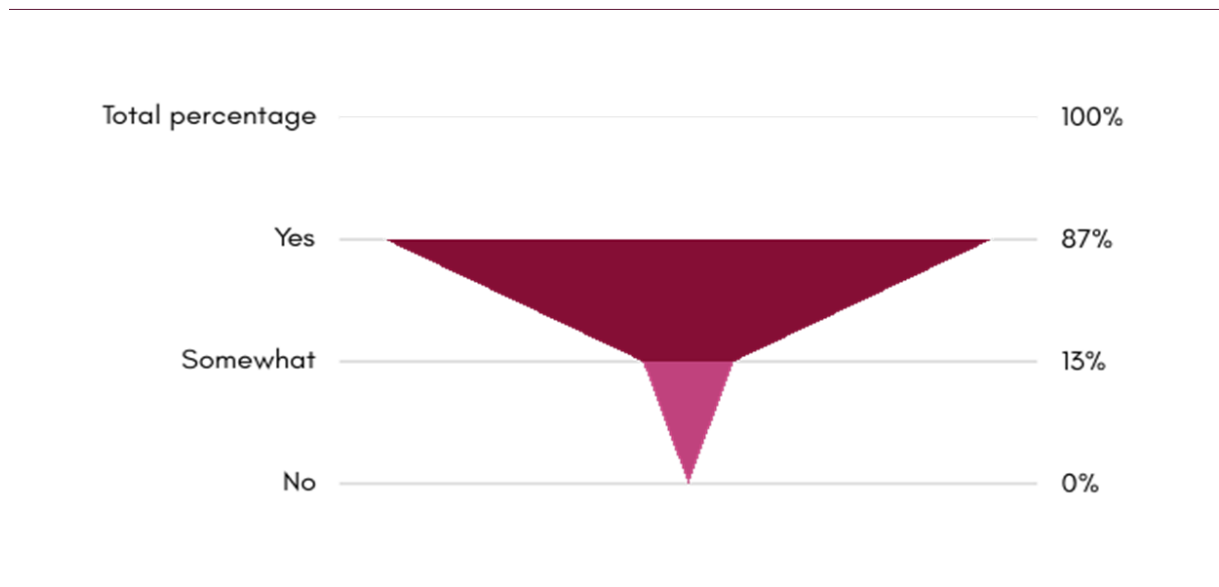


Figure # 6. Percentage of increased understanding of labour trafficking among all workshop participants.

Some participants expressed that the information provided in the workshops was highly educational and helpful.

"Thank you for providing us with a wonderful presentation. Very educational."

Feeling more prepared to address, navigate, or refer a case of labour trafficking: Participants were asked: *"As a service provider, do you feel better equipped to approach, work through, or refer a labour trafficking case?"* The majority (n=19) responded affirmatively, with only four indicating that the workshop somewhat equipped them to address, navigate, or referring a case of labour trafficking. Response percentages are illustrated in Figure # 7 below.

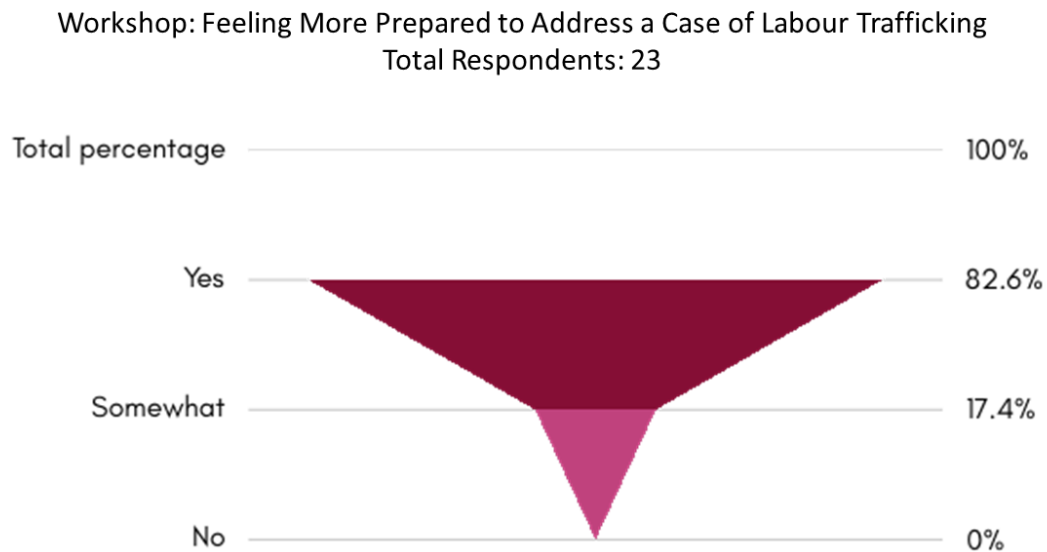


Figure # 7. Percentage of feeling prepared to address, navigate, or refer a case of labour trafficking among all workshop participants.

Some participants manifested that the information provided will undoubtedly better prepare them to support individuals at high risk or experiencing labour trafficking. This sentiment was evident in their qualitative feedback.

“The workshop provided good information for us to be prepared appropriately.”

Referral intention: Participants were asked: *“Would you recommend this workshop to other colleagues/organizations?”* The responses were almost evenly split between “very likely” (n=12) and “likely” (n=11), suggesting that participants believed the course could be beneficial to other service providers supporting diverse communities in Peel. Response percentages are illustrated in Figure # 8 below.

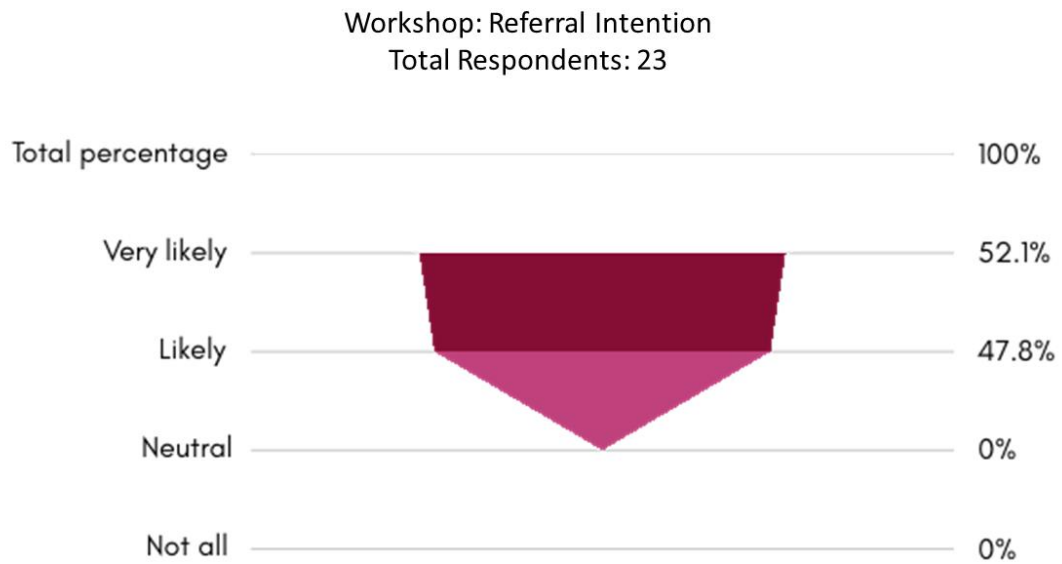


Figure # 8. Percentage of workshop's intending referral to others among all workshop participants.

Some participants suggested that incorporating practical cases or scenarios during the workshops would be beneficial, along with sharing the presented information and resources for additional guidance.

"It would be beneficial to have samples/scenarios throughout the training."

2. Info Sessions and Social Media

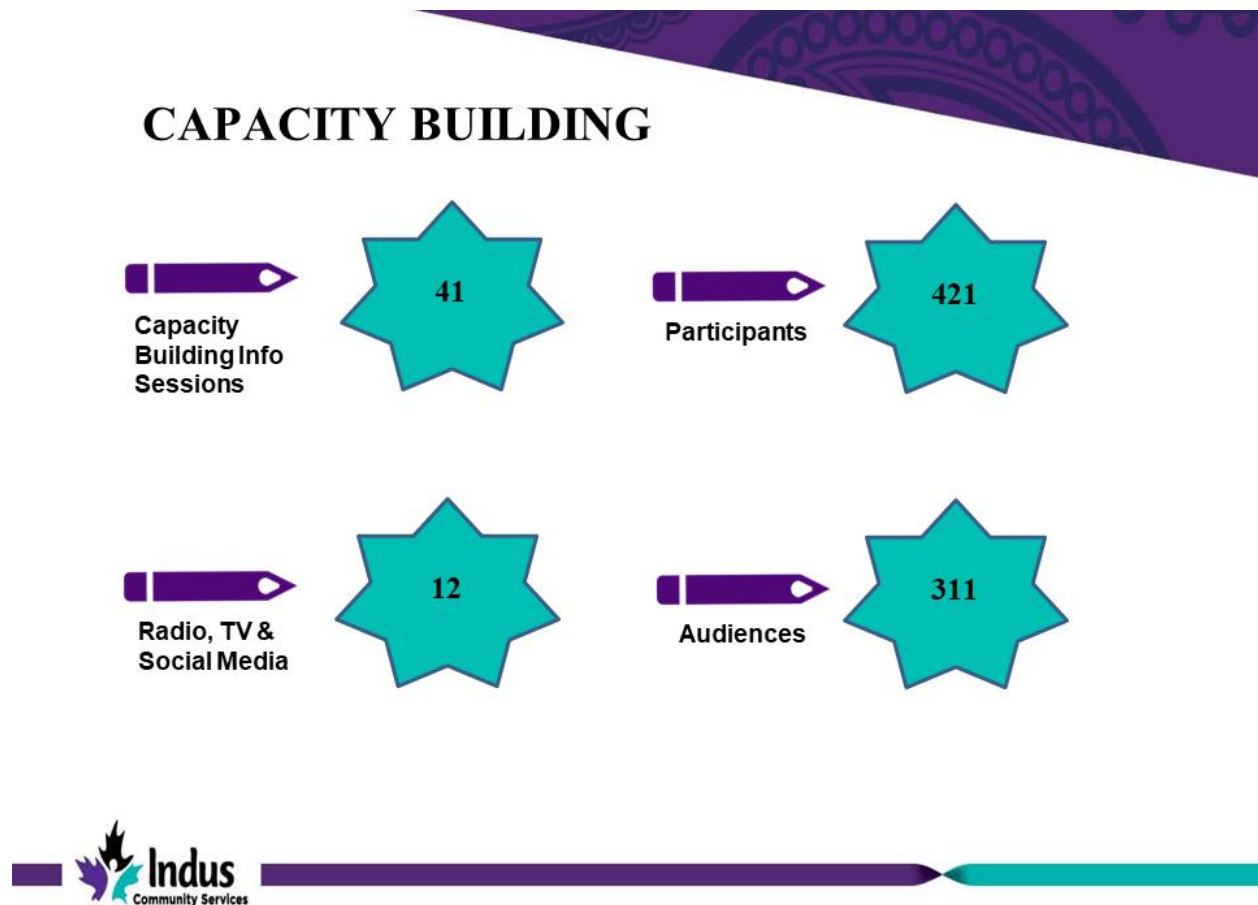


Figure # 9. Justice and Freedom Program. Capacity Building.

The project increased awareness by radio, television and workshops with potential users. The project developed information resources in the following languages: English, French, Arabi, Hindi, Punjabi, Gujarati and Urdu.

3. Webinars

Indus conducted webinars related to Human Trafficking, including Labour Trafficking signs and impacts of human trafficking, risk factors, recruitment tactics, barriers to exiting trafficking situations, and lived experiences through survivor-led discussions.

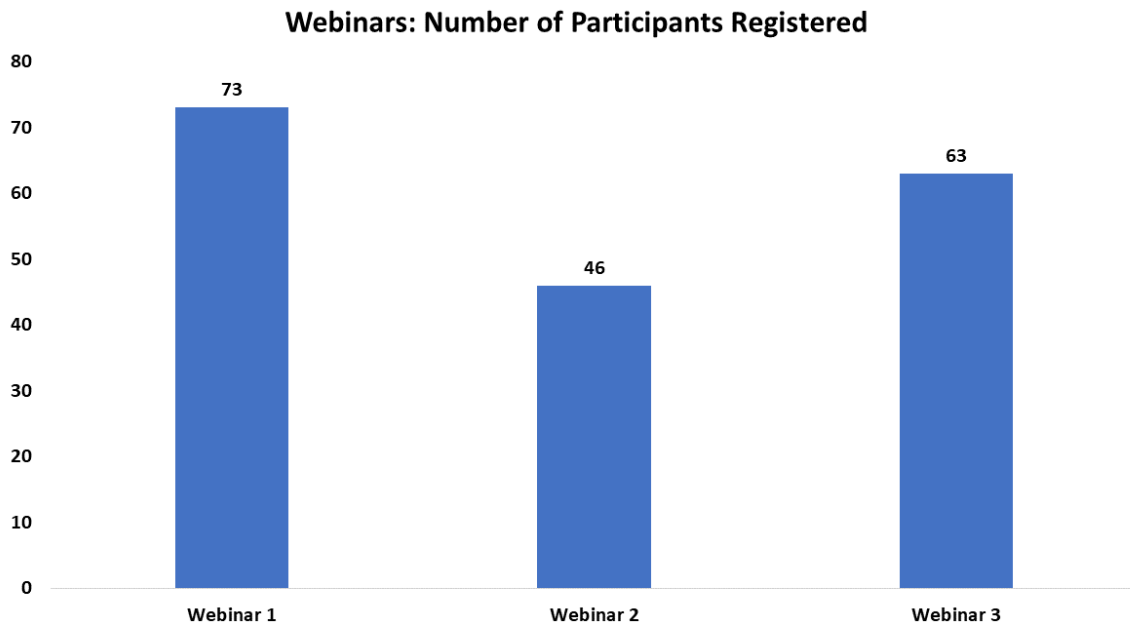


Figure # 10: Number of Participants registered in webinars.

Participation rates: The total participant rates for each webinar are presented as follows:

- Webinar # 1: A total of 73 people registered. Of these, 51 (70%) attended.
- Webinar # 2: A total of 46 people registered. Of these, 26 (57%) attended.
- Webinar # 3: A total of 63 people registered. Of these, 42 (66.7%) attended.

As indicated in the rates above, webinars 1 and 3 had the higher rates of participation.

4. Symposiums

Indus developed two Symposiums, the first in February 2023 and the second one in February 2024.

On February 16th, 2024, the Indus Justice and Freedom Program, hosted a community-based symposium “The Hidden Truth of Labour Trafficking”.

The symposium was hosted in a hybrid format to provide attendees with the opportunity to either attend it in person or virtually and featured multi generation key note survivor speakers The Hon Harold D’souza (virtual) and his son Rohan (in person) who shared the impact of their decades of Labour Trafficking and their journey to Freedom, presenting for the first time together the perspectives of a Father and child survivor.

The project team presented an over review of the project’s accomplishments and next steps.

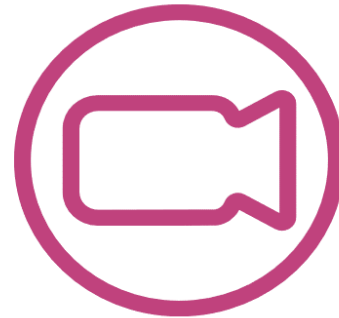
The afternoon opened with an address from Indus’ CEO Gurpreet Malhotra who spoke about the growing epidemic of systemic barriers and lack of social action strategies to support vulnerable newcomers from exploitation with a call to action to all levels and branches of governments to close the gap in existing strategies.

Following the CEO’s address the symposium concluded with a seven-person panel featuring Peel Regional Police, The Canadian Centre to End Human Trafficking, the nCourage Human Trafficking Hub, and Survivors. Panelist were asked a series of questions from audiences in person and online allowing a variety of perspectives and levels of expertise.

Participation rates: A total of 123 individuals participated in the symposium, with approximately two-thirds (n=89) attending in person, and the remaining one-third (n=45) attending virtually.



66.42 % attended in-person.



35.58 % attended virtually.

Symposium evaluation rates: Of a total of 123 participants of the symposium, seven (5.22%) completed a feedback evaluation survey. The evaluation survey was administered online to all participants. Hence, the evaluation of the symposium results presented in the following section is based on a responder sample of 7 individuals, which might not entirely reflect the experiences of the overall participant sample.

Symposium's contribution to improvement: The post-symposium survey inquired about improvements across the following six specific areas:

- 1) An effective mode to learn and connect
- 2) Improve connections among different sectors.
- 3) Improve the level of awareness of services provided within my sector.
- 4) Improve the level of awareness of services provided among other sectors
- 5) Increase knowledge of Anti-Human Trafficking Advocacy.
- 6) Find the client-facing resources useful.

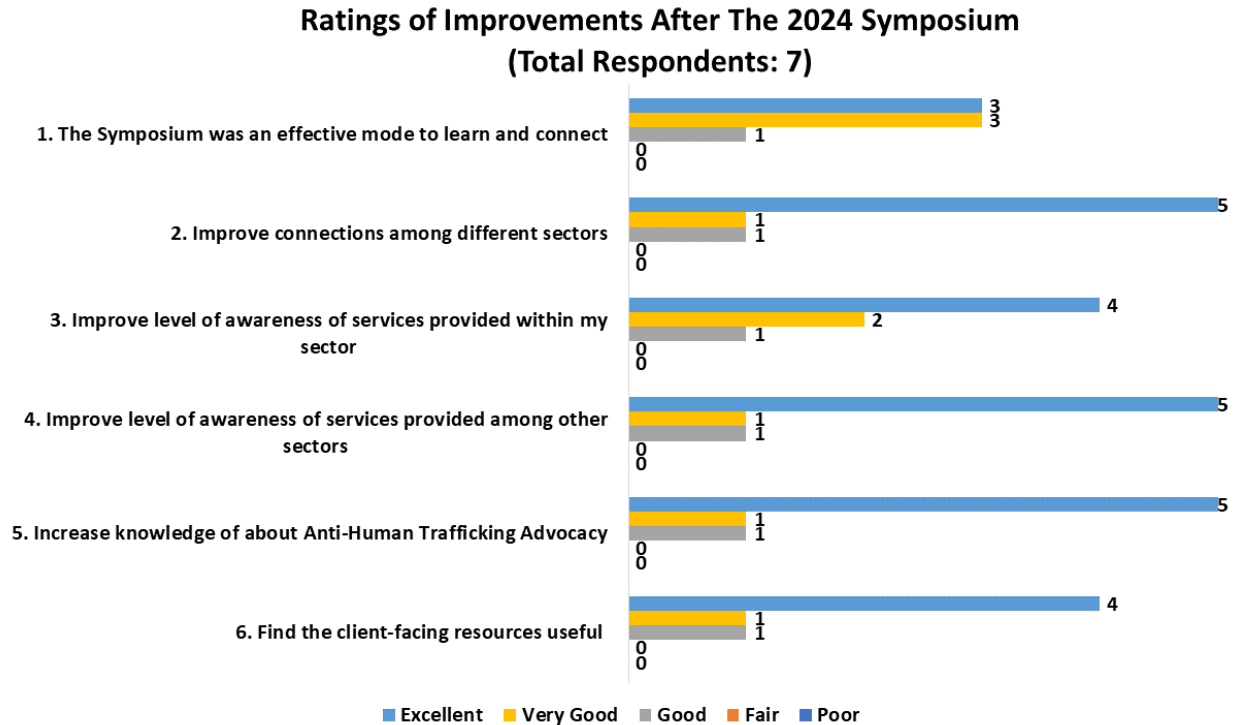


Figure # 11. Ratings of improvements after the 2024 symposium among participants who responded to the post-symposium survey.

The response rates are presented in the above Figure # 11. Participants improved connections among different sectors, as well as their level of awareness of services provided among other sectors and increased knowledge of Anti-Human and Trafficking Advocacy as they gave an excellent rate.

The preferred mode for collaboration among agencies: The post-symposium survey also inquired about the participants' preferences on means or methods to enhance inter- and cross-collaboration on addressing and responding to labour trafficking. The majority (n=5) expressed a preference for in-person collaboration, while only a few (n=2) indicated a preference for the hybrid method.



71.43% in-person model



28.5 % hybrid model

Overall feedback about the quality, organization and usefulness of the symposium: Participants expressed positive feedback regarding the symposium's topic and the organization of the toolkit implementation. They viewed it as a valuable opportunity to learn about labour trafficking and the initiatives aimed at addressing it. Additionally, participants emphasized the importance of organizers involving individuals with lived experiences of labour trafficking and the local community, as their voices should be integral to efforts to combat and respond to human trafficking.

"Really good, the speakers, topics and everything was very good for me."

"Thank you for engaging Survivors and their Kids to enlighten our Community Members to combat human trafficking."

As a result of the 2024 symposium, the project designed and produced the following information resources:

- A client-facing human trafficking resource brochure translated into 7 different languages (English, French, Punjabi, Hindi, Urdu, Gujarati and Arabic).
- The development of a pen with a hidden scroll of Human Trafficking resources.
- Distribution of 500 hard copies of the toolkit among partners.
- The creation of a Human Trafficking web page tab with downloadable links to the toolkit and the resources.
- An Indus brand T-shirt with the saying “people are not for sale” #end labour exploitation to continue to build awareness and support anti human trafficking efforts.

VII. CONCLUSIONS

The Justice and Freedom Program during its three-year project cycle, has extensively developed activities with existing anti-human trafficking and settlement service providers in the Region of Peel that strengthened their capacity building, improved collaboration and enhanced awareness and outreach to support at-risk populations and survivors of human trafficking.

The external evaluation performed has arrived at the following conclusions:

1. Overall, participants responded positively to the activities of the project in all of the stages of its implementation, through workshops, webinars, symposiums and social media where information resources were distributed in different languages and the toolkit for service providers were presented to create awareness and outreach,
2. The project has also brought opportunities to share insights with direct labour trafficking survivors and strengthened their collaboration and capacity building through professional networking to raise awareness, knowledge, and competence and appropriately identify and responding labour trafficking in populations at risk.

VIII. RECOMMENDATIONS

1. Reinforce the learning capacity built among service providers by promoting awareness and continuing the conversation on human labour trafficking using the resources produced by the project.
2. Encourage service providers and decision-makers to consider preparing similar strategies to address labour human trafficking in the communities of various regions and provinces.
3. To advance the toolkit with more resources to be used directly by clients and persons affected by human labour trafficking that is culturally appropriate and responsive.
4. Conducting more research studies to evaluate the impact on short-term, intermediate, and long-term outcomes is essential to determine its potential effectiveness in addressing and responding to labour trafficking crime in the Peel Region and across Canada.