

FIELDWORK REPORT

Placement - ARZ, Goa

WSO 115: FIELD WORK SKILLS AND PRACTICE

SUBMITTED BY

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Introduction

Name of the student	Arshi Uppal
Name of the agency	ARZ
Name of coordinator in agency	Ms. Juliana Lohar
No. of days completed	5 days (40 hours)
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Aims & objectives

ARZ, which stands for Anyay Rahit Zindagi, is a social work organization committed to combating trafficking of persons for the purpose of sexual abuse and commercial sexual exploitation (CSE) in Goa. The organization works both with the victims of commercial sexual exploitation, and also against those who are perpetrators of this crime. They also provide support for dependants of victims and conduct awareness campaigns to combat trafficking, commercial sexual exploitation and child sexual abuse.

The organization has been appointed as the nodal NGO in the Integrated Anti-Human Trafficking Unit which was set up by the Goa Police for the purpose of providing witnesses, conducting rescue operations along with police, training and counseling of rescued persons, assisting in interviews of rescued persons, networking with other NGOs for all activities, empowerment of rescued persons and ensuring their proper rehabilitation. Noteworthy projects of ARZ include -

- 1) Ankur - This participative programme is targeted at children in Baina, Vasco-da-Gama, Goa and aims at reducing delinquent behaviour in children. It is designed to minimise the vulnerability of children to sexual abuse, commercial sexual exploitation or usage in anti-social activities. It provides counselling, assistance with boarding school admissions and education as well as vocational training to dependents of CSE survivors.
- 2) Prabhat - Arz is the nodal social work organization delivering rehabilitative services to inmates of the State Protective Home (SPH) in Mercas, Goa, in collaboration with the state government since 2001.
- 3) WISH - It stands for Women Initiatives towards Self Help and led to the establishment of the Swift Wash, a fully mechanized laundry unit in Sancoale, Goa for providing employment to the victims of commercial sexual exploitation. The aim was to provide economic rehabilitation for survivors of CSE and their dependents.
- 4) VOICE - This is the media and communications arm of Arz. VOICE is a resource centre for research, documentation, publication, short-films and audio-visual aids on anti-trafficking and related issues.
- 5) Mukti - Sensitisation, training and awareness programmes conducted with government officials, police officials, college students and organisations to improve the rehabilitation, rescue, protection, health, repatriation, after-care of survivors and prosecution of traffickers.

Organisational Structure

Executive Council

President -	Mr Arunendra Pandey
Secretary -	Dr. Mariette Correa
Treasurer -	Cmdr. T.R. Ananthanarayanan (Retd.)
Members -	Ms. Vandana Vishwanathan
	Dr. Rajini Iyer
	Ms. Tallulah D'Silva
	Mrs. Harmeet Saini
	Mr. Sadanand Desai

Staff

Director -	Mr Arunendra Pandey
Coordinator -	Ms. Juliana Lohar
Sr. Programme Manager -	Ms. Vijayashree Irraker
Manager, Swift Wash -	Mr. Gregory Otto Lisbon Da Costa
Sr. Enabler -	Ms. Annapurna Rajput
Enabler -	Ms. Manjula Chodankar
Enabler -	Mr. Yelguradappa Harijan
Asst. Programme Manager -	Ms. Leela Kamble
Accountant -	Ms. Meenakshi Nikalje
Driver -	Mr. Nanappa Lamani
MD, Swift Wash -	Mr Arunendra Pandey
GM, Swift Wash -	Ms. Juliana Lohar
Supervisor, Swift Wash -	Ms. Bhimavva Chalawadi
Supervisor, Swift Wash -	Ms. Smitha

Areas of Expertise

Key areas of expertise include prevention, protection, rescue, repatriation, rehabilitation, health, after-care, re-integration, prosecution of perpetrators, legal counselling, economic rehabilitation, research, documentation, training and advocacy.

Areas of Influence

Arz has been playing an instrumental role in combating trafficking in Goa by offering many unique turnkey initiatives and by seamlessly integrating with the state machinery. It works closely with the criminal justice system in Goa; especially with the police for rescue operations, repatriation and training and with the state government for delivering counselling and rehabilitation services at the State Protective Home (SPH) in Merces. The Swift Wash, which was launched as a WISH (Women Initiatives towards Self Help) project had turned the tide in favour of empowering CSE survivors. Other projects like Ankur and VOICE are also paving the way for better rehabilitation of victims and for strengthening research or awareness on CSE.

Target Population (Participants & clients)

Although ARZ works primarily in Goa, it also extends services in the form of liasing, to certain districts of Karnataka, Maharashtra, Andhra Pradesh, Tamilnadu, West Bengal and Orissa which have been identified as chief source states and neighboring countries of Nepal and Bangladesh as chief source countries. ARZ has been at the forefront of rehabilitating Baina demolition victims.

Activities Undertaken

1) Awareness workshops on Child Sexual Abuse (CSA) & POCSO

Day	Details	Method	No. of Participants	Location
1	Assist group counselling session	Flip Chart	7 Mothers	Zari
	Assist awareness workshop	Play-way	15 Boys	Zari
2	Assist awareness workshop	Flip Chart	8 Boys	Sasmolem
	Assist awareness workshop	Flip Chart	10 Girls	Sasmolem
	Assist group counselling session	Flip Chart	7 Adult women	Sasmolem
4	Assist awareness workshop	Play-way	11 Girls	Lamani Gali
	Assist awareness workshop	Flip Chart	10 Boys	Lamani Gali
	Assist awareness workshop	Flip Chart	7 Adult women	Lamani Gali
5	Assist awareness workshop	Play-way	10 Boys	Shanti Nagar
	Assist awareness workshop	Play-way	15 Girls	Shanti Nagar
	Assist awareness workshop	Flip Chart	15 Adult women	Shanti Nagar

2) Women's Day Preparations

Day	Details	No. of Participants	Location
2	Sourced raw material for women's day giveaways and for a flower making workshop.	Self	Vasco market
	Crafted hundreds of paper cutouts required for the upcoming flower making workshop.	Self with assistance	Arz office
	Observed NGO clients practicing their performances for the women's day event.	18-20 women	Arz office

3) Networking with clients

My mentor connected with many NGO clients and was invited into their homes. She would check on the client's health and well-being. She also provided information, ideas, suggestions and support to improve their economic conditions or assist with challenges they are facing. I met many CSE survivors and their dependents who used to be employed at Swift wash or are actively working on the NGO's stitching project. Information gleaned from such interactions is deemed personal and confidential so it has not been included in this report.

4) Networking with local Anganwadi centers

My mentor visited the anganwadi centers in many of the neighbourhoods. She would sometimes enquire about the status of rations or nutritional powder or other benefits and if they had been taken by specific people. Sometimes, we held the session inside or next to an anganwadi center and at others we would extend our support to whatever initiative the anganwadi workers were engaged in. This symbiotic relationship works well as both parties are working to improve the life and conditions of the same people.

5) Research and Planning

1. Read 'Beautiful Woman' a collection of real stories of survivors rescued by Arz.
2. Watch documentaries and video created by Arz.
3. Research RTE and conduct need assessment for a local Book Aid.
4. Plan and present the Book Aid initiative to the team at Arz.

About Awareness Workshops

I) Target Audience

Group 1 - Girls aged 8 to 18 years (younger ones would often sit in)

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Group 3 - Women above 18 years of age

Group 4 - Men above 18 years of age

II) Checklist / Structure/ Flow of the workshop

1. Mobilise the participants
2. Seat the participants. Make teams if the game method is to be used.
3. Fill the Attendance Sheet.
4. Impart awareness using one of the two tools (Flip chart or Game).
5. Click photos for record keeping.
6. Note the feedback/learnings of each participant.

III) Tools

1. Flip Chart
 - Who is a Child?
 - What are the private parts of a child?
 - What is Child Sexual Abuse (CSA)?
 - Sexual Harassment includes eve teasing, seeing a child bathe, showing pornographic content to a child, touching inappropriately, making a child touch inappropriately and penetrative sexual assault.
 - Which children are at high risk for sexual abuse?
 - What is the process adopted by an abuser?

- Child behavior to be alert about?
- How to handle a child who is under threat?
- Approaching agencies
- Q&A

2. Khelo, Seekho, Jeeto Game

This educational initiative relies on the board game format to conduct a group quiz.

The key components are a board, dice, tokens for each team and 3 sets of cards namely red, yellow and green.

The board layout and the basic play method are similar to the Snakes and ladders game, known originally as Moksha Patam. All players are divided into 2 or 3 groups and each team is assigned a different color token to play. A team rolls the dice and moves their token forward as per the number shown on the dice.

Every small square/step forward in the game is painted red, yellow or green or another mixed color. If the team lands on one of the 3 main colors then they have to pick a card of the corresponding color. If a team lands on a mixed coloured square then they can choose between red and yellow cards. The yellow cards tend to have more general riddles and General Knowledge questions like capitals of different states while the red cards have questions pertaining to CSE and POCSO. Both yellow and red cards feature multiple choice questions. The green cards are bonus cards like extra move, next player misses a chance, draw another card etc.

When a team answers correctly they get to keep the card. Some squares have downward pointing arrows so if the team answers wrong while they are on such a spot, then they have to move backwards or downwards to the square where the arrow ends. The first team to complete the board game and reach the top wins. Each card has points printed on its bottom so the teams have to total their cards in the end and the one that gets the maximum points also wins. To enhance participation, a different player gets to roll the dice each time.

This game has recently been distributed to 120 anganwadi centers in Mormugao, so the ICDS workers also pay attention while it is being played.

IV) Pre-planning

I was assigned to work under Ms. Annapurna Rajput. She stays in contact with her clients who reside in the slums, bastis and vaddos of Vasco. She is a very sweet, kind and gentle soul who has been working on-ground for the past decade. She started as a Kannada tuition teacher at ARZ so many of her earlier students are now adults living in the same areas. This helps to make her network very strong and she is able to mobilise groups easily.

My mentor is a senior enabler at ARZ and she usually planned at least one workshop for the day in advance. She called her contacts to inform them about when she will be visiting and requested them to mobilise participants for the awareness workshops. On the rare occasion

when she had not already fixed something, we reached the destination and she would ask young children to collect for a workshop or for playing a game. Meanwhile, we would visit the homes of a few NGO clients. There were usually at least 1 or 2 enthusiastic young-ones who would take the initiative to collect 10+ kids.

Student's Participation

1. Be polite, helpful and observant.
2. Avoid being too proactive and follow the lead.
3. Learn to manage all aspects of the workshop flow and get familiarised with both tools.

Any initiatives taken by the student

On my first field visit, I encountered a class IXth student who was asking if Annapurna maam had been able to arrange for a certain text book. The academic year was nearly ending and yet this girl had not been able to access a book and she was worried about failing the upcoming exam. In my first debriefing meet back at the office, I asked Ms. Juliana about this and she told me to research RTE. I came to realise that the government provides free education only upto the age of 14 years so students in Classes IX, X, XI and XII are required to procure their own books.

During my subsequent visits with Annapurna maam, we discussed this matter at length. I also asked for her permission and conducted several conversational interviews with students/parents for better need assessment. We learnt that these textbooks cost anywhere between INR 1800 to 2500 and many parents struggle to buy or arrange for the whole set. It is not uncommon for kids to go through the whole year without having their own book and some students even rely on borrowing the book just to cover the basics. In any case, these textbooks are an additional burden on parents who are fighting to make ends meet. I have undertaken the following activities for the Book Aid -

1. Conducted a casual pilot survey for need assessment.
2. Created a detailed plan, proposal and presentation.
3. Visited Regina Mundi school and connected with the coordinator Ms. Maureen.
4. Visited Teles Super store and connected with the owner Ms. Sadira.
5. Connected with Mr. Vishal for coordinating permissions for Magson's in Zuarinagar.
6. Connected with 4 star in Dabolim & lunchbox in Jairam nagar to initiate drop-off points.
7. Created a whatsapp poster and video.

Observations

1. Arz is doing a lot in every direction. It is a highly entrenched organisation that works closely with all stakeholders including victims or survivors of CSE, their dependents, children at risk of CSA, victims of the Baina demolition, governmental agencies (Ministry of Women and Child Development's state protective home, anganwadi, law enforcement etc.), corporates and other NGOs.
2. The organisation is professionally managed.
3. The team at Arz works hard and selflessly.
4. The team has been working consistently for many years and has made a significant impact on the lives of its clients.

5. Some target groups are more receptive to awareness and education than others.
6. Some bastis have very cramped and unhygienic conditions.
7. Instances or mentions of domestic violence are ignored by everyone.

Learnings

- 1) Mobilisation of groups becomes easier if the social worker is fluent in the mother tongue or language spoken by local residents and has been working in the same areas for many years.
- 2) Young boys, girls and adult women are curious and want to improve their awareness or knowledge levels.
- 3) Domestic violence and IPV are seen as a way of life and there is no escape.
- 4) Arz and its clients exemplify how teamwork makes the dream work.
- 5) Power of community outreach, awareness campaigns and group counselling as agents of change.
- 6) NGOs are essential to social welfare in India.
- 7) Rescue cases are very sensitive and utmost confidentiality must be maintained.

Linkages with any theory learnt in class

Arz has clients across all levels of social work including:

- Micro - Individual and families (Victims and survivors of CSE and their dependents)
- Mezzo - Groups (CSA & POCSO awareness workshops)
- Macro - Community (Baina demolition victims, Devadasis, police teams)

