

Promoting Migrants' Rights, Strengthening Migrant Communities



MAP Foundation Annual Report 2016



List of Acronyms

ALC	Arakan Labour Campaign
ASEAN	Association of Southeast Asian Nations
CHE	Community Health and Empowerment
COCO	Coordinating Committee
CPPCR	Committee for Protection and Promotion of Child Rights
FED	Foundation for Education and Development
FES	Friedrich Ebert Stiftung (Foundation)
ILO	International Labour Organization
LP	Listener Panel
LRA	Labour Rights for All
MAP	Migrant Assistance Program
NGO	Non-Governmental Organization
NLN	Northern Labour Network
POSH	Promoting Occupational Safety and Health
SRHR	Sexual and Reproductive Health and Rights
TB	Tuberculosis
WE	Women Exchange
YCOWA	Yaung Chi Oo Workers' Association

Cover photo credit: Matthew Sherwood

MAP Foundation's Vision:

Migrant workers from Myanmar (Burma) have a high quality of life and can fully access their rights and services without discrimination

Context for MAP's Work in 2016

There could well be over two million migrants from Myanmar currently living and working in Thailand. They are found doing construction, fishing and seafood industry, domestic work, factory, and agriculture industries. They earn extremely low salaries, much of which is sent to family members in Myanmar, and they face poor housing and living conditions. Migrants come from a variety of ethnic backgrounds: the majority of those concentrated in the Chiang Mai region are primarily Shan with other minorities such as Kachin, while in Mae Sot there is an ethnic mix of migrants including Burmese, Karen, Arakhan, and others. Due to language barriers, many migrants face challenges when interacting with authorities or navigating Thai bureaucracy.

Every year there seems to be a change in Thailand's migrant policy. This year the change was the closing of the window period to register with a work permit under the pink card for those migrants whose pink cards or temporary passports was about to or had already expired. The "pink card" policy, although convenient for the government, reduced mobility and limited access to some benefits as compared to the earlier temporary passport policy. With the window closing, migrants were uncertain of what would follow. While many whose temporary passports were about to expire chose to be safe and switch to pink cards, others waited. The temporary passport policy was eventually revived, but those who had switched to pink cards, effectively traded certainty for less rights.

Even though efforts to register more migrants was successful (2.36 million), there were still many more undocumented. The main focus of bi-lateral MOUs has been on promoting formalized recruitment process from the country of origin. Of those migrants who are properly documented in the country, not even 400,000 came through these channels, which is a testament to the high expense and slow pace of issuing proper passports and visas in the origin countries, compounded by a lack of any real additional protections once in Thailand...

There was also a new policy under Section 14 that allowed employers to hire migrants temporarily at the border areas to support development of the Special Economic Zones, which would make migrants even more temporary. There were also crackdowns on migrants working in jobs which are supposedly only reserved for Thais, such as in markets.

The regular changes in the Thai government's migrant registration policies make it extremely challenging for migrants to attain and maintain proper documentation status. As a result, the main questions migrants regularly ask MAP first are about documentation.

A Brief Overview of MAP Foundation

In 1996, MAP started as a CBO called the “Migrant Assistance Program” to respond to the needs of migrant workers from Burma in Thailand. The first beneficiaries were primarily of Shan ethnicity, who were fleeing the Burmese military but were not recognized with refugee protection status and who were prominent in Chiang Mai. In 2002, MAP registered as a non-profit Thai Foundation under the Thai name, “Foundation for the Health and Knowledge of Ethnic Labour” and the English name MAP Foundation (MAP). MAP now has offices, community radio stations and direct interventions in Chiang Mai and Mae Sot (Tak Province). Through linkages and networks, MAP also provides support for migrant workers’ groups and migrant women’s groups along the Thai-Burma border, including a focus on Mae Sai (Chiang Rai Province) and networks in Bangkok and the South. Most recently, MAP has extended its linkages into Shan State in Myanmar through a project on Safe Migration.

MAP’s vision is: Migrant workers will have full access to information during the whole migration process and will be able to access services and exercise their rights fully without discrimination. In addition, MAP works towards the goal that people from Burma (Myanmar) will be able to make informed, free choices about staying or migrating.

MAP's goals are to empower migrant workers from Burma and their communities to take action to claim their rights, in part by ensuring that migrants have full access to up to date information on rights, policies and laws in their own language; and to eliminate discrimination against migrant workers, especially women and families, so that they can receive their full labour rights, are healthy, their children go to school, and they are able to integrate into Thai society.

MAP Foundation achieves its goals through activities under its four programs: Labour Rights for All (LRA), Rights for All (RFA), Community Health and Empowerment (CHE), and MAP MultiMedia (MMM). Each program has a number of projects which accomplish the broader goals of the program. MAP provides outreach activities to migrant workers and their communities in migrant languages. Capacity building activities reach out to groups of specific focus issues, such as women migrants, domestic workers, HIV+ migrants, and migrant labour leaders.

OUR WORK BY PROGRAM

Labour Rights for All

Working for migrant workers' labour rights protections, access to recourse mechanisms equal to Thai workers, and an end to systemic discrimination

Education

In 2016, MAP reached 3,341 migrants in Chiang Mai and Mae Sot (73% were new participants and 55% were women) with labour rights capacity building activities. Topics covered included:

- basic labour rights
- worker registration policy
- protection against human trafficking
- travelling legally outside of registration areas
- the Labour Protection Act
- occupational health and safety
- the process of changing employers
- social security and health insurance benefits, and
- the workers' compensation fund

MAP also held labour rights trainings for domestic workers in Chiang Mai, Bangkok and Mae Sot, and started a project on occupational safety and health (OSH) in factories in Mae Sot. In this project, MAP's primary role is to provide capacity building on OSH to three local organizations: the Yaung Chi Oo Workers' Association (YCOWA), the Foundation for Education and Development (FED), and the Arakan Labour Campaign (ALC). The first POSH (Promoting Occupational Safety and Health) corner was established in the community to teach migrant workers about personal protection equipment.

MAP Radio's labour rights programming reaches thousands of migrant workers in Chiang Mai and Mae Sot, where workers primarily listen from factories. Over 1,200 migrants called in during labour rights shows and 116 letters were sent to MAP Radio in Mae Sot (where many people do not have phone access). In Chiang Mai, there were 30 callers monthly for the Domestic Workers' program alone, which broadcasts for two hours each week.

As part of capacity building, MAP organizes Labour Appointments – which is a series of capacity building activities - to teach migrants about labour rights more in-depth. Migrants who have been trained can then act as peer educators in the community and provide information to others who MAP may be unable to reach directly. Eighteen Labour Appointments were organized in Mae Sot in 2016 with 628 participants. Another 46 domestic worker peer educators were trained in Chiang Mai, Bangkok, and Mae Sot.

Lastly, MAP initiated a cross-border pilot project, “Bridge to Safe Migration,” in Kengtung, Myanmar. The MAP team conducted a series of three successful training of trainers with ten partner NGOs, few of whom had focused on safe migration previously. These 20 peer educators (15 women and 5 male) along with our lead partner organization, Mawk Kon, reached approximately 900 people with safe migration information in Kengtung area. With another partner organization, MAP also established an information center in Tachileik, on the Myanmar side of Thailand’s most Northern border-crossing point. Outreach staff at the Tachileik center have given safe migration information to over 100 people in three months and formed a small network of organizations working on safe migration issues. Government stakeholders were enthusiastic about the project and wanted to see the project’s continuation.

Legal Action

Developing paralegals in the migrant community to provide initial counselling and referrals is a crucial component of our capacity building work. MAP held two paralegal trainings in 2016 with 47 participants. The curriculum included: what rights are protected under the Labour Protection Act, the steps of filing a complaint and going to court, how to collect documents to support a claim, and the penalties for employers who violate workers’ rights. The paralegals shared this information with other workers in the Mae Sot area, some of whom then negotiated with their employers to increase their daily wage from 150 Baht (\$4.41) to 200 Baht (\$5.88), which is still not the legal minimum wage (300 Baht or \$9), but is an improvement.

MAP’s activities also included direct legal aid: we gave legal advice to 389 migrants and assisted in seven cases which benefited 675 complainants; 70% of those assisted were women. The gender disparity reflects the fact that garment factories, which are densely clustered in Mae Sot, hires mostly migrant women. In most cases, violations were reported to the Mae Sot Labour Protection Office and wage negotiations with employers followed. Migrant commonly prefer this option as it is expedient, even if the maximum compensation is not reached. Some of the cases included:

- Unfair dismissal, 22 workers: The Labour Protection Officer took seven worker representatives to negotiate with the employer. The parties reached an agreement and the workers received 77,000 Baht (\$2,265.37) for unpaid wages and compensation.
- Unfair dismissal, 94 workers: Knitting factory workers received 458,720 Baht (\$13,495.73) for unpaid wages and compensation from their employer.
- Unfair dismissal, 22 workers: A claim for dismissal without compensation was filed at the Labour Protection Office. Through negotiation, workers received 5,000 Baht (\$147.10) each for a total of 110,000 Baht (\$3,236.25).
- Unpaid wages, 23 workers: Workers received 6,760 Baht (\$198.88) each for a total of 155,480 Baht (\$4,574.29) following negotiations with their employer.

- Temporary work stoppage, 400 workers (91% women): MAP trained workers on the Labour Protection Act of 1989 and sent a letter of complaint from workers. The employer called a meeting and promised to continue to employ them and increase their wage. Workers were satisfied and agreed to return to work.

Mr. Mao Win Khine was working at a knitting wool textile factory located in Huay Muang village, Mae Sot District. He earned 155 Baht per day and worked every day without holiday. If he was absent, his wages for the missed days were cut regardless of the circumstances – whether sickness, important business, or family emergency. The workers had tolerated this for months, but finally he and forty others attempted to negotiate with their employer for an increased wage and two days off per week. The employer became angry and fired the workers without giving unpaid wages or severance pay.

In the words of Mr. Khine, “Once we were laid off, we requested counseling from YCOWA. Some of us also knew MAP from past counseling and assistance and so we decided to contact them. We met with MAP staff and they explained Thai law and the related procedures to us completely. It made us feel confident in our ability to fight for our rights through the legal system. MAP staff facilitated transportation to the Mae Sot Labour Protection and Welfare Office to file a complaint.

“We finally got the unpaid wages and severance pay. Although the severance pay we got was not 100% of what we were legally eligible to receive, we felt very glad that we could fight to protect ourselves. At the beginning, we never would have thought that we, migrant workers, could defend our rights!

“Now, I have a new job. And I know to make sure my employment contract clearly states my wage before I start working. I learned how to improve my life.”

Policy Advocacy

This year, MAP, with our partner FES, established the Northern Labour Network (NLN), a group composed of sixteen local organizations including Thai and migrant labour groups. A key focus of forming the network for MAP was to make Domestic Workers’ rights a prominent theme in the broader migrant and labour rights movements.

This year we organized three advocacy events with the NLN, bringing 317 migrant men and women together: May Day (International Labour Day) on May 1st, International Domestic Workers Day on June 16th, and International Migrants Day on December 18th. The December events included delivering [advocacy letters](#) to the Governor of Chiang Mai Province.

In August, the Thai government announced an initiative to open Migrant Workers Assistance Centers in ten provinces, including Chiang Mai. Since the Chiang Mai Center opened in September, MAP was selected to be one of the civil society representatives on its advisory committee. Additionally, MAP has been a part of quarterly multi-stakeholder meetings in Mae Sot to coordinate activities and gain a more holistic understanding of migrants’ needs.

MAP contributed significantly to two ILO research reports, “Worker, Helper, Auntie, Maid?” and “High Rise, Low Pay,” respectively about the conditions of work for female domestic and construction workers in Thailand. MAP has also done some independent surveys on labour conditions in Mae Sot and among domestic workers.

Lastly, in 2016, MAP was a representative of the migrants’ rights community at the ASEAN Forum on Migrant Labour in Laos in November, which had the theme for “Better Quality of Life for ASEAN Migrant Workers through Strengthened Social Protection,” and at the Global Forum on Migration and Development in Bangladesh in December. At these fora, MAP provided the local perspective of migrants’ needs and realities, such as the fact that there is still discrimination in implementation of policies, and barriers to organizing and lack of recognition of the informal sectors are major obstacles to migrants receiving their full labour rights and social protections.

As part of the Mekong Migration Network, MAP contributed to research on the social dimension of the migrant experience, for the report “Permanently Temporary: Examining the Impact of Social Exclusion on Mekong Migrants” (available on the website of the Mekong Migration Network).

Rights for All

Protecting and promoting the rights of migrant women, children, and migrants in crisis

Students Receiving Scholarship Support	
Grade	Number of students
Kindergarten	139
Grade 1-3	214
Grade 4-6	108
Grade 7-9	26
Grade 11	2
Vocational school	20
University	2

Access to Identification and Formal Education

In collaboration with “The Legal Status Network,” MAP organized a training in August 2016 about proper channels for assisting eligible migrants to apply for citizenship. The activity brought together 50 participants, including MAP field officers, school teachers and administrators, as well as members of the Workers Solidarity Association. Trainings were held in schools as well: 38 students and two teachers attended a training at Wat Chang School and over 100 students and parents attended one at Sanpasak School. Two migrant youth of Shan

ethnicity who MAP assists gained Thai citizenship in 2016.

MAP supports migrant children in primary and secondary school, with a focus on getting more migrant students to enter vocational school or public university. Using a screening process to determine need, MAP assists children whose families' incomes are low by providing school bags, uniforms, shoes, and sometimes transportation costs. In total, MAP supported 491 grade school-aged children (43 in Chiang Mai and the remaining 448 in Mae Sot), 20 students in vocational school, and two university students (all in Chiang Mai).

MAP also organized six meetings for the parents of children receiving scholarships in Mae Sot, with a total of 127 parents, to talk about strategies to ensure the children stay in school. Lastly, MAP spread information and answered listeners' questions through the "Child Rights and Education" radio program on MAP Radio Chiang Mai, which broadcasts twice a month and receives an average of 18 call-ins per show.

Sexual and Reproductive Health and Rights (SRHR) and Youth Education

A generation is growing up along the Thai-Myanmar border in Mae Sot: over 100,000 children and youth are estimated to live in this area, with only a fraction attending school. Their parents are generally poorly educated about sexual and reproductive health, including family planning practices, which leads to many early or unplanned pregnancies. To break this cycle, MAP works to promote improved knowledge and practice of SRHR, focusing on adolescents and youth.

We used several channels in 2016 to educate community members about family planning methods, prevention of sexually transmitted infections, and basic information about the human reproductive system. Small group educational outreach reached 1,793 youth (45% under the age of 19 and 62% women). Additionally, we trained 117 youth peer educators in the community, who act as community resources and assist MAP in outreach activities and at the drop-in center. MAP also reached young migrants in prison (most for drug or immigration charges) to provide information on SRHR, tuberculosis, and analytical life skills. MAP reached 233 young migrants in prison (between the ages of 19 and 35), 62% of whom were women.

Because discussing issues of sexuality with youth initially encountered resistance from community members with more traditional values, MAP held several group meetings with parents. Parents talked about their own experiences with unplanned pregnancy and how this affects their community, which led to parents accepting that youth should learn about SRHR. In all, 947 adults participated in the meetings. The community felt more comfortable which allowed MAP to approach the youth more easily.

MAP also had a "youth-friendly" drop-in center where young people could learn about SRHR at their leisure. In addition to holding Burmese and English classes and a library with Burmese books, the drop-in center also provided condoms, oral contraceptive pills, and confidential counseling. During the year 2016, over 3,100 young migrants visited the drop-in center, with many of them visiting multiple times. Around 203 youth received counseling and referral to

hospitals or legal services, as necessary, including some who were referred to the Mae Tao Clinic for reproductive health and family planning.

Youth SRHR intersects with other issues, namely HIV prevention and trafficking. Though other organizations take the lead on this work, MAP has been an active partner in related activities. On World AIDS Day 2016, we brought over 300 migrant community members to participate in awareness raising activities, such as the annual march. We are also a member of the Committee for Protection and Promotion of Child Rights (CPPCR), through which we have assisted migrant children in accessing birth certificates. MAP is also a member of an informal gender-based violence network whose members share resources and information about violence against women and children in the migrant community.

Women's Rights and Empowerment

MAP continued to promote migrant women's empowerment in 2016. We supported eleven "Women Exchange" (WE) groups around the country, along the Thai and Myanmar border, in the North, in the Bangkok area, and in the South. These groups organized their own activities five times a year and participated in trainings (leadership skills and recognizing knowledge from experience). The annual Women Exchange Get Together was held in Chiang Mai with over 100 participants from these groups. "A Living Wage for Women" was the theme of both the WE Get Together and the International Women's Day march organized with the Chiang Mai Women's Network. The march, with approximately three hundred people in attendance, finished with the network's donation of a handicapped-accessible toilet in Suan Book Had Park and all participants joining in the One-Billion Rising dance (part of a global campaign against gender-based violence).

MAP was involved in women's issues internationally as well. The MAP WE team leader spoke about migrant women and SRHR at the Asia Pacific Conference on Reproductive and Sexual Health and Rights in Naypidaw, Myanmar, with support from ARROW. On a trip to Myanmar, the MAP team visited two WE leaders who had returned home and started their own groups, one in Taunggyi (northern Myanmar) and another in Dawei (southeast Myanmar). They also met with women's support groups in Yangon, including: Tavoy Women's Union, Yangon Karen Burmese Women Association, Shwe Inn Thu Self Help Women Group, Myanmar Positive Women Network, and Aye Myanmar Association. This is what we hope is the beginning of stronger cross-border linkages with women's groups in Myanmar.

Migrants in Crisis

MAP's crisis support project ensures that migrant workers in emergency situations receive adequate health care, know how to navigate health services, and are informed of the welfare benefits and care services they are entitled to. Primarily, the project facilitates access to health services at hospitals for injured migrants through counseling, navigating bureaucracy, providing translation, supporting affected family members, communicating back home to families in Myanmar, and following up with home visits to patients. The project also provides information weekly through a one hour radio MAP Radio Chiang Mai program and has developed a network

of volunteers in the community. Last year, the crisis support project assisted 141 people; just under half of these were women, 27% were children, and 9% were over the age of 60. Of those assisted, 110 received care at hospitals while the rest (31) were dependents and caregivers. Around 41% of beneficiaries were undocumented, and 56% had no healthcare coverage.

On average, MAP supports 12 new patients and 22 ongoing patients each month. Of those assisted in 2016, 21 were injured in a road accident, 19 suffered high fever or skin conditions (possibly dengue), 16 were affected by non-contagious diseases (including cancer, heart disease, or liver disease), 10 were in severe stages of HIV or AIDS, 5 had injuries due to domestic violence, and 7 needed birth registrations. The rest were a broad mix of other health crises and conditions. The project also assisted, completing official paperwork and managing crematorium and funeral arrangements for 16 migrants' deaths, and, on the other end, registered 7 births.

The health crisis team organized several networking meetings with local community based organizations, including the Shan Women Action Network, Shan Youth Power, and Workers Solidarity Association, in order to share information and coordinate better on how to manage and refer cases. The crisis support team also organized trainings for 14 community volunteers on death registration, disease control center access, leprosy, and prenatal care.

Disaster Preparedness – Safe Schools

As Migrant Learning Centers in the Mae Sot area are private migrant schools in rural settings, the schools are more or less self-reliant in the face of emergencies and natural disasters. To ensure adequate preparation, MAP provided a series of disaster preparedness trainings to three MLCs, reaching 611 migrant students and 45 of their teachers. Participants learned first-aid procedures, evacuation operations, emergency items to prepare in advance, and risk-reduction decision-making strategies for disasters, including earthquakes, floods, and fires. Students mapped their own schools for hazards, identified items to put in an “emergency kit,” and learned to build emergency toilets and purify water for drinking. The community also developed “school safety committees” comprised of 11 teachers, 26 school committee members, and 24 parents. Each committee designated warning, evacuation, first aid, and resources teams and organized relevant responsibilities.

Community Health and Empowerment

Working for the prevention and treatment of HIV, TB, and other infectious diseases, and access to health rights without discrimination or stigma

As part of the national STAR Project (Stop TB and AIDS through Reach-Recruit-Test-Treat-Retain), which is supported by the Global Fund to Fight AIDS, Malaria and TB, MAP aims to raise awareness and encourage migrant workers with risk behaviors or specific symptoms to get tested for HIV and TB (tuberculosis). Those who test positive are referred for treatment and receive

follow-up support. TB patients are monitored until their treatment is completed, with special attention to those with drug-resistant strains, while those with HIV are referred to receive follow-up testing and treatment.

Education on HIV and TB Prevention and Treatment

This past year in Chiang Mai Province, MAP organized educational outreach activities about AIDS (reaching 4,480 migrant workers) and TB (reaching 4,197 migrant workers) – the number of women reached was a little higher than men. Usually a mix of lecture and quiz games, activities were held in both communities and workplaces, with a focus on construction and factory workers because they were assessed to have higher risk for HIV and TB. MAP also trained 56 community health workers in remote areas of Mae Taeng and Fang Districts who then assisted with treatment follow-up for HIV and TB patients, educated their communities on the prevention and treatment of both diseases, and coordinated MAP's mobile clinics. As part of the tuberculosis course of treatment, Directly Observed Treatment Short-course (DOTS) watchers were trained on how to follow-up with their partner patient(s). MAP also hosted a meeting with 21 employers and managers of migrant workers to discuss how to reach their employees with HIV- and TB-related information. Lastly, MAP distributed over 109,000 condoms to migrant workers through outreach campaigns, health centers, and individual counseling.

Prevention, Testing, and Treatment of HIV, TB, and Other Sexually Transmitted Infections

MAP's seventeen mobile clinics reached 365 men and 571 women with HIV and TB screening services in 2016, including counselling and referral for those in need of further treatment. The clinics operated in Mueang Chiang Mai, Hang Dong, Wiang Haeng, and Mae Taeng Districts in cooperation with Provincial Public Health and local hospitals. Additionally, MAP's Health Testing Center, located directly in the Chiang Mai migrant community of Talad Kam Tieng, a market area, provided rapid HIV testing for 1,120 migrant workers (58% women), of whom 9 tested positive. Since an upgrade in late November through partnership with a French research agency, the Center has also started providing Syphilis, Hepatitis B, and Hepatitis C testing. Finally, 868 people were screened for TB using community "intensified case finding," which involves asking a set of questions about TB-linked symptoms. Of these, 29 were referred for further testing and 7 were diagnosed with TB.

Providing Support and Reducing Stigma for Migrants Living with HIV, TB

MAP supported 40 HIV-positive migrant workers by providing transportation to medical appointments, paying health service charges for medical tests, and assisting with effects related to changes in the combination of their HIV treatment drug regimen. MAP also organized quarterly support group meetings for 21 migrants living with HIV, of whom 15 were women. The group discussed their healthcare needs and learned about their rights to treatment under the Thai health insurance scheme. MAP also provided home visits to 18 people living with HIV who had either recently started their treatment drug regimens or were still in need of basic caretaking support, as well as assisting two HIV-positive migrants to return home to Myanmar.

Ensuring Healthcare Access for Migrants

MAP held meetings with two local hospitals in 2016 to plan mobile clinic services for migrant communities and to explicitly agree that migrant workers, especially those living with HIV or TB, will be able to access health services regardless of their documentation or health insurance status on humanitarian grounds and under the Hippocratic oath.

MAP Multimedia Programme

Facilitating migrants' access to current news and rights information through print and audio media channels in their native languages

Printed Publications: The Migrant Diary and Quarterly Magazine

MAP's printed publications are essential to reach isolated and dispersed populations who may not have access to internet or radio in both Thailand and Myanmar. Our highly popular Migrant Diary is produced annually in Shan and Burmese. In 2016, we distributed 10,000 copies in each language through partner organizations as well as directly. In addition to a full calendar, the publication features articles about health services, labour rights, migration policy, and MAP activities such as the radio and Health Testing Centers. In addition, safe migration information is provided, including a list of important emergency contact numbers, from government consulates to local hospitals and NGOs.

We also published three issues of our quarterly magazine, "Knowledge for Daily Living," in 2016. We printed 1,000 copies of each issue in both Shan and Burmese and distributed them through various channels including direct outreach, drop-in centers, and mailings to partner organizations. The magazine features four sections: Health, Labour Rights, Human Rights and General Knowledge. Articles highlight pressing issues of the day, and cover Thai labour law, ILO conventions, occupational health and safety, culture, women's and children's rights, herbal medicine, health and beauty, and Thai and English language instruction. Our content is informed by migrants' requests through feedback forms and by call-ins to our two MAP Radio stations.

Radio Broadcasting

MAP Radio is one of the few community radio stations still in operation since the May 2014 military takeover of the Thai government. The new government closed all community radio stations and made it difficult to register with new radio licenses. Both MAP stations, Radio Chiang Mai (FM99) and Radio Mae Sot (FM102.5), were in full operation for the entirety of 2016. The stations each have their own website and Facebook page, which have proven to be important additional channels of communication. For instance, during the 2016 outbreak of Zika virus, our online videos and informational pamphlets spread information in Shan and Burmese which was otherwise unavailable in migrants' languages.

The two MAP Radio stations act as a primary source of information for migrants on a variety of issues, including migrant documentation policy changes, workers' rights, health issues, literature and culture, education and environmental issues, and the state of civil society. The live radio broadcasts are highly interactive, featuring call-ins and poems written and sent in by listeners. Migrants tune in for both information and entertainment, enjoying Burmese popular music and dedicating songs to other listeners.

MAP Radio Chiang Mai (FM 99 MHz) broadcasts daily from 9 a.m. to 8 p.m. mainly in the Shan language. The Mae Sot station (FM 102.5 MHz), on air from 7:30 a.m. to 7:30 p.m., features 39 live programs primarily in Burmese, as well as short daily broadcasts from Radio Free Asia, Voice of America, and the Thai National News. The stations each utilize around 35 broadcaster DJs, many of whom are volunteers from the migrant community in addition to MAP staff and our partner organizations.

Radio Chiang Mai receives around 220 call-ins per week, while Radio Mae Sot receives about 60, along with an average of fifteen letters a week from community members. The Chiang Mai and Mae Sot radio stations totaled 11,617 and 2,908 call-ins in 2016, respectively, and Radio Mae Sot received 645 letters. Radio Mae Sot's audience included an estimated 1,000 factory workers who tuned in each day while working. Some listened using headphones, while others were allowed to play the radio over loudspeaker. In fact, a listener survey conducted by MAP in Mae Sot found that nearly 40% of all people listened by loudspeaker. Compiling listener totals from all sources – traditional radio, online radio, and Facebook Live – we estimate¹ that Radio Chiang Mai's total 2016 audience was 77,412 people and Radio Mae Sot's was possibly 30,370 people.

MAP Radio supports its DJs through trainings and organized meetings throughout the year. A one-day Chiang Mai training in June, "Technical Skills for FM 99 MHz Broadcasters," which had 27 MAP Radio DJs participants, along with two broadcasters from our partner organization Shan Herald Agency for News, focused on scriptwriting and presentation. In Mae Sot, 14 MAP radio broadcasters attended a two-day workshop about technical and presentation skills, led by Mr. Nyan Soe of the Democratic Voice of Burma, a television reporter who specializes in news writing, presentation, interviews, and editing. MAP also hosts monthly DJ meetings for our broadcasters to review activities, receive suggestions and comments from listeners, and plan for the upcoming month. Lastly, we organize monthly listener panels to garner feedback about the quality of MAP programming and broadcasts. In 2016, Radio Mae Sot held twelve listener panels and Radio Chiang Mai held nine, with 331 participants in total (75% of them women, perhaps reflecting the great presence of domestic workers) - 30% of these participants were new and 70% had attended previous sessions.

¹ Calculated using the following formula: number of phone-ins multiplied by five (assuming five listeners for every call-in, based on a survey conducted by MAP with listeners in Chiang Mai) plus online listeners (more likely to be individuals listening using headphones and thus counted individually)

MAP Radio, in Migrant Workers' Words

"If I want to learn about local or national news, including migrant regulations in Thailand, I tune into MAP Radio while I'm at the factory or at home, or listen on my phone. MAP Radio helps me and other Myanmar migrant workers to be safer in Thailand." – a factory worker in Mae Sot

"I have lived in Thailand for 24 years and worked as a domestic worker for 14. Each day after work, I listen to MAP Radio FM 99 MHz together with five other friends. We like the migrant rights and domestic worker programs the most. I gained a lot of knowledge and now know that I have the right to negotiate with my employers if they ask me to do dangerous work, like repair the electricity." – Shan domestic worker in Chiang Mai

MAP Radio teams also promote listenership by going to migrant communities and distributing materials. In some cases, we do outreach to communities who call in and request. On holidays and festivals, the teams set up booths in the temples where migrants gather, and promote the radio stations by hosting games and fun activities while giving out free media materials.

MAP Radio streams its broadcasts online in addition to over the radio waves and recently created downloadable Google Play applications for each station. The new media tools are increasingly popular among listeners in both Thailand and Myanmar: in 2016, the application for Radio Chiang Mai received 385 downloads, while the Mae Sot application received 117 downloads. The majority came from users in Thailand and Myanmar, with a very small number from the United States, Malaysia, and other countries as well. Additionally, 6,088 users tuned into MAP Radio online, 72% from Thailand and 10% from Myanmar.

Expansion Beyond MAP Radio Stations

Since March 2015, MAP Radio has supplemented its reach with live broadcasts every Monday and Tuesday from 10 a.m. to 11 a.m. (with replays at night from 10 p.m. to 11 p.m.) on Radio Thailand, AM 1476 KHz. Since AM radio has a wider reach than FM, the program reaches people in Shan State, Myanmar, who form the majority of the nighttime audience. Listeners call in regularly with questions about show topics, which range from citizenship for children to registration updates and road safety, and messages to friends and family.

Lastly, MAP supports the development of independent media inside Myanmar. We organized a two-day broadcasting workshop in April with FM 94 MHz, a community station in Mong Hsu, Shan State in Myanmar. Sixteen participants attended, representing local civil society, including a women's group, a youth group, health staff from the local hospital, and local FM 94 MHz staff.

Administrative Support Unit

Strengthening programming quality through good governance and capacity building

Despite challenges in 2016, namely turnover in four of our administrative positions, MAP continued to uphold effective leadership and internal democracy. Our Coordinating Committee (CoCo), which is MAP's chief management body, is composed of program leadership and administrative personnel and is gender balanced, met several times each month. At monthly staff meetings decisions and policy updates are provided, along with updates by staff. At our annual staff retreat in August, we focused on organizational communication and structure, and an employee complaint system was proposed and established. While personnel issues and backlog led to delays in MAP's 2016 financial reports, we have added an accountant to help resolve the problems. MAP's finance department also updated the accounting software Quickbook, received training on the new program, and hired a new accounting firm for our audit. Unfortunately, the audit has been delayed, so both 2015 and 2016 will not be available until 2017.

Moving Forward

MAP Foundation takes pride in all we accomplished in 2016 and looks forward to expanding our reach in promoting the rights and empowerment of the migrant communities we serve. To that end, we have a variety of goals for the coming year and beyond. From an administrative perspective, we have learned some lessons from 2016 and look forward to improving the efficiency and accountability of our financial management systems. Our Coordinating Committee is working to improve organizational communication and decision making. In 2017 we aim to have a strategic planning to refresh the organization's vision and make adjustments in our strategy to fit changes in the situation as necessary.

We will also continue to build our staff capacity. Most MAP staff are from the migrant community we serve, with similar personal concerns – uncertainty about the future, fragile documentation status, and lack of financial security. Our staff speak many languages and know more about migrant policies than most government officials. Yet they face limitations when it comes to donor requirements like developing and utilizing monitoring systems, analyzing data, and writing qualitative information. A long term goal is to develop some of these skills among staff to improve the quality of our monitoring, analysis and reporting.

As we move forward, MAP aims to remain true to our philosophy of empowering migrant workers to advocate for themselves. This ranges from supporting the development of grassroots groups to developing community leaders through capacity building of the migrant community and advocacy, here in Thailand and back in Burma.

Our Donors

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