



DIFFERENT & EQUAL  
TË NDRYSHËM & TË BARABARTË

# ANNUAL REPORT

# 2011



NORWEGIAN MINISTRY  
OF FOREIGN AFFAIRS

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## Introduction

Dear friends and colleagues,

We are pleased to share again with you this year the activities carried out by the organization “Different & Equal” together with the generous contribution of donors and volunteers. The publication of this report is done with the financial support of Royal Ministry of Foreign Affairs of Norway to whom we are very grateful.

During 2011, “Different & Equal” continued to offer its contribution in the field of anti-human trafficking through the projects and activities focused on the direct assistance for the reintegration of victims of trafficking, prevention of trafficking, training of the staff of different institutions and the development of important anti – trafficking policies.

During this year, D&E developed the new Strategic Plan 2011 -2013. In the framework of its implementation, D&E has developed several important projects in the anti-trafficking field in Albania focused on enhancing efforts for the reintegration of trafficking victims in Albanian society. An important role occupied the expansion of assistance to the identification and reintegration of trafficked male, efforts to address the issue of stigma against victims of trafficking and greater involvement of the community in support of this target-group. Moreover, D&E has worked on increasing efforts for economic empowerment for victims of trafficking, by enhancing cooperation with potential employers, especially from the business community, through trainings, meetings and joint cooperation agreements. This collaboration will be further widened in 2012.

Furthermore, upon voluntary support of Ms. Ruth Rosenberg during this year, considerable steps were taken in setting up a social business focused on producing and distributing bagels for the first time in Albania.

On behalf of D&E staff and myself, I would like to express the gratitude to all our partners, and donors for their precious contribution in our efforts to support the trafficking victims in Albania. These acknowledgements go to: Ministry of Foreign Affairs of Norway, UN.GIFT, USAID, IOM, King Baudouin Foundation, U.S Embassy in Tirana, Vodafone Foundation Albania, MIVA Holland, IBMV Loreto, SRTV Holland, FAFO AIS, NEXUS Institute Washington, and to all volunteers, especially to Ms. Ruth Rosenberg, Ms. Imelda Poole and Ms. Mirjam Beiker.

Our deepest thanks go to the beneficiaries of reintegration program, for their willpower and motivation they show to start a new life, beyond the challenges and difficulties surrounding them.

Sincerely,  
Mariana Meshi  
Executive Director



## BENEFICIARIES OF THE PROGRAM

During 2011, the beneficiaries of the program of “Different & Equal” organization have been girls and women victims of trafficking, potential trafficking victims, women victims of domestic violence as well as the children of trafficking victims.

CATEGORIES OF BENEFICIARIES ASSISTED BY THE PROGRAM

Category	Cases brought forward from December 2010	New cases in the program during January –December 2011	Total cases of the program assisted during January – December 2011
Victims of trafficking	20	18	38
Potential victims of trafficking	8	3	11
Victim of violence and abuse	1	2	3
Children accompanied by their mothers	8	8	16
<b>Total</b>	<b>37</b>	<b>31</b>	<b>68</b>

94 % of cases assisted in the program but also new cases during this year are victims of trafficking and potential victim of trafficking. 6 % of cases are the domestic violence victims. The cases of domestic violence victims are women abused by their husbands and have reported it to the police, getting also Immediate Order of Protection with a Court decision pursuant to the Law no. 9669, dated 18.12.2006 “On Measures against Violence in Family Relations” (as amended). During this year, 16 children of the trafficking victims have been assisted, accompanied by their mothers.

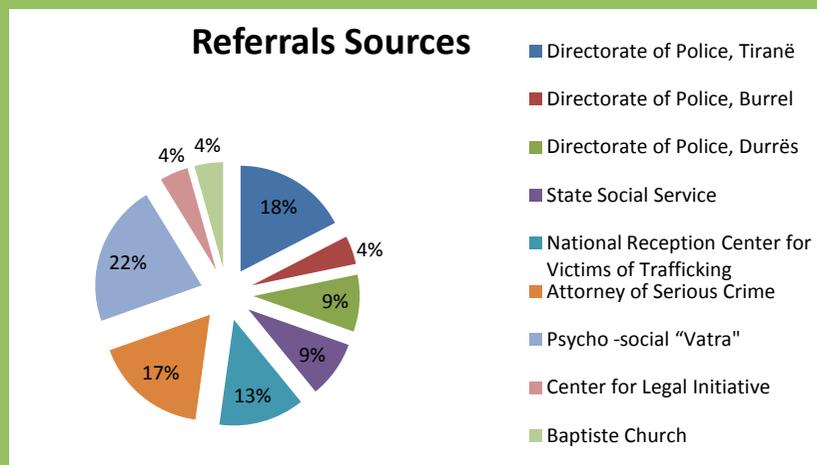


## 1. IDENTIFICATION AND REFERRAL

### Referral cases by month

During this year, 23 women and 8 children have entered the program for the first time.

### SOURCE OF REFERRALS FOR NEW ASSISTED CASES DURING JANUARY - DECEMBER 2011



The main source of reference remain the Law Enforcement Agencies and the Centers member of National Coalition of Anti-trafficking Shelters. As it may be noticed in the table above, 48 % of cases are referred by the Law Enforcement Agencies (Police Departments of Tirana, Durres, Burrel and Serious Crimes Prosecution); 26 % of cases are referred by State Institutions, specifically by State Social Service and by the National Reception Center for Victims of Trafficking (member of National Coalition of Anti-trafficking Shelters); 22% of cases are referred by "Vatra" Center, (member of National Coalition of Anti-trafficking Shelters); 4% of cases are referred by NGOs and 4 % by the Religious Institutions.

On 27 July 2011, the Council of Ministers approved with Decision no. 582, the Standard Operating Procedures for the Identification and Referral of Trafficking Victims/Potential Victims. Based on Standard Action Procedures for the Identification and Referral of Trafficking Victims/Potential Victims of trafficking. Based on this Standard Operating Procedures for the Identification and Referral of trafficking victims or potential victims of trafficking, 7 of the cases (3 of these referred by the Police Directorate of Tirana; one by the Police Directorate of Durres; one by the Serious Crimes Prosecution; one by S.S.S and one by "Vatra" Center) are interviewed by police officers and by the specialists of Regional Office of State Social Service. Afterwards they are either referred by D&E, or are first referred at the program of the organization and within seven days formal interviews have been conducted upon request of our organization and the informed consent of the beneficiary for a formal interview.



In cases of request for a formal interview by the organization, the social worker of D & E has been present and provided support during the interview.

Two cases of domestic violence victims referred to D&E as emergency cases by the Directorate of Police, Durres and by the Directorate of Police of Burrel, after staying at D&E for 1-2 days where they received immediate service were referred to centers that provide services for domestic violence cases.

## **CONTRIBUTION OF D&E IN ASSISTED RETURN OF TRAFFICKING VICTIMS**

D&E has cooperated with two organizations outside Albania for the return, support and provision of rehabilitation and reintegration assistance for two cases victims of trafficking. The first organization that D&E collaborated with was a German organization called "SOLWODI" which is a contact point for migrant women who have gone to Germany via sex tourism, trafficking of human beings or arranged marriages (fake). The other organization with which we had a close collaboration is in England "Refugee Action", an national independent charity organization working with refugees and asylum seekers in order to help them build a new life and become active participants in society in the UK.

SOLWODI & Refugee Action approached our organization to seek the assistance necessary for the return and reintegration of victims of trafficking. For the two cases, D&E collaborated with the members of Responsible Authority and Office of the National Coordinator Anti-trafficking, informing them prior to the return of citizens from Germany and England. The responsible structures such as specialists of Anti-Trafficking Office at the Police Directorate of Durres and Tirana engaged in picking up the cases (both returned by plane at Rinas Airport). In one of the cases was also present the social worker of the Regional Office of Social Services and - the representative of our organization.

The first case was assisted by the organization's program and was accommodated in the center to receive the necessary service, while the second case has returned from England and is currently being supported by the organization's program with service during her stay in the family of origin, thus contributing to strengthening not only her but also the whole family.

## **2. PROFILE OF TRAFFICKING VICTIMS**

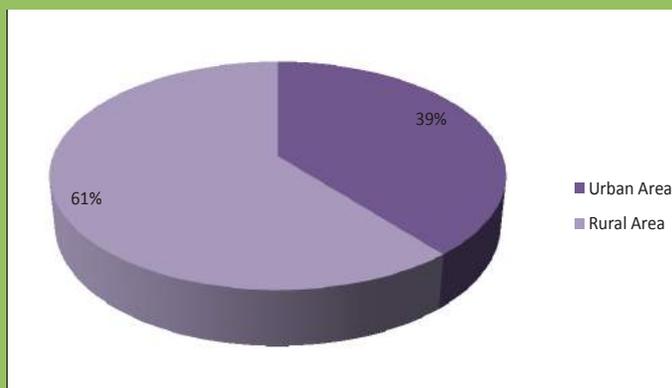
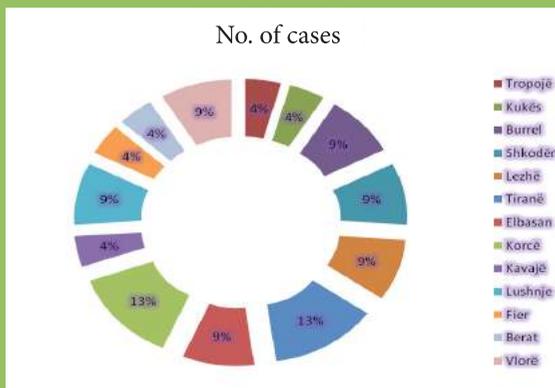
### **- Place of origin of trafficking victims**

The cases referred by the organization's program come from different places of our country. So 35 % of cases come from towns or villages from the north of Albania; 26 % comes from the Center of Albania and 39 % of cases come from south of Albania (southeastern and southwestern).

39 % of cases referred this year in program organization come from urban areas and 61% of cases come from rural areas of our countries.

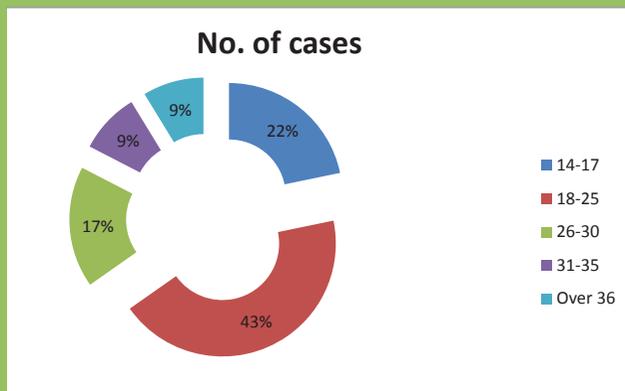


## PLACE OF ORIGIN OF TRAFFICKING VICTIMS



### - Age of beneficiaries

## AGE GROUP OF NEW CASES

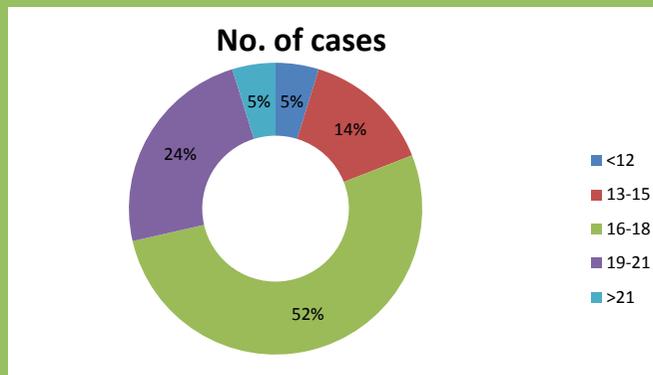


Most of cases referred are from 18 to 25 years (the vast majority from 18 to 19 years); 22 % of cases referred are 14 – 17 years; 17 % of cases 26 – 30 years; 8.5 % have been 31 -35 years and over 36 years. The cases referred in the program for over 36 years old, are the two cases of domestic victims.

However, the cases over 18 appear to have been trafficked and exploited at a young age, as minors. 71 % of cases referred in the program were minors, when they were trafficked and exploited. This means that minors continue to be the prominent group by recruiters, traffickers and exploiters.



## AGE OF BENEFICIARIES WHEN TRAFFICKED



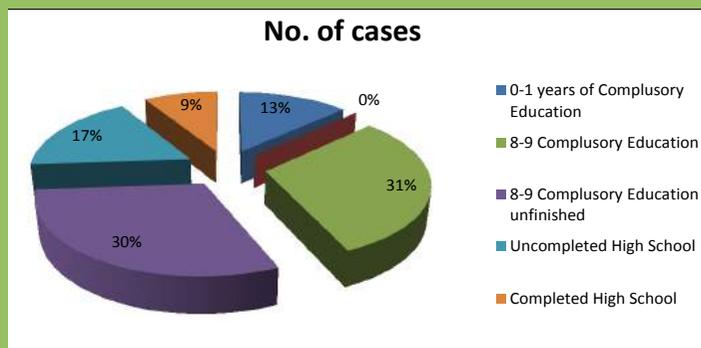
### - EDUCATIONAL LEVEL

As it may be noticed in the table below, 30.5% of the cases have not completed the 8-9 years of compulsory education. These cases have completed only 3, 6 or 7 years of school. 30.5 % have completed 8 -9-year compulsory education; 9 % of the cases have completed the high school and only one of them the vocational high school; 17% of the cases have not completed secondary education dropping off; 13 % of the cases have completed only one school year.

With regard to the cases that have completed only one school year, family members deprived them of school for the following reasons:

- 1 case has been obliged by her family to beg in the streets when she was a small child;
- 1 case has dropped off school, because her parents prohibited her to continue because of mental health problems;
- 1 case was forced to discontinue school due to physical health problems, having severe visual problems.

## EDUCATIONAL LEVEL FOR NEW CASES



## - Family Context

*The family has an influence on everyone. It is the most valuable thing in the life of a person. If a child does not have a regular family, it will be more difficult for him to become somebody, without help. My family has never been the family that I dreamed of having.*

*A.S victim of trafficking assisted by D&E*

Victims of trafficking have different family situations. Thus, some cases have lived in families where violence was present, especially by an alcoholic father; the other cases come from divorced parents and the hard life with stepfather or stepmother because of the bad relations established between them. Other cases have been abandoned by their parents when they were young, as a consequence they were raised by their grandparents and sometimes being considered a burden to them; or the death of one parent at a young age.

Referring to statistics, 8 cases (approximately 38%) referred to the program, come from families with divorced parents and 1 case (4%) come from families where one parent has died. 35 % of these cases have lived with their stepfather, while only one case is an orphan and lived in orphanages.

If we refer to the reasons that the beneficiaries give as to why they think they have fallen prey to trafficking, almost all of them regard the family situations created, relationships, difficult living conditions, etc.

Some of the reasons provided by them are presented below:

- *The difficult economic conditions, poverty;*
- *Abandonment by parents, living with grandparents and violence exercised by the members of the family, being considered as redundant;*
- *The death of one parent and living with grandparents;*
- *Living with alcoholic parents and violence exercised by them;*
- *Leaving home as a result of sexual abuse by family members;*
- *Divorce of parents and the bad relationship with stepfather or stepmother;*
- *Ongoing conflicts in the family and the feeling that parents do not understand them;*
- *Prohibition by parents to attend school or keeping them in, and therefore falling prey to bad company;*
- *The obligation by parents to marry their children at a young age;*
- *Exploitation by the family members (mother and stepfather, cousin).*

## - Status of new beneficiaries

Three of the beneficiaries used to be legally (acknowledged) married, at the time of introduction in the trafficking and exploitation. One of them was exploited by her husband, while the other girl from her boyfriend with whom she had an affair, and the last girl was separated from her husband but still not divorced from him and exploited by her boyfriend.

Four of the beneficiaries co-habited, and considered themselves married, but without marriage documents. They had children with their partners. Three of them were exploited by their partners and fathers of their children.

The other 18 cases refer to “single” status, counting also the cases that have co-habited and six of them have a child and are referred in the program together with their children.

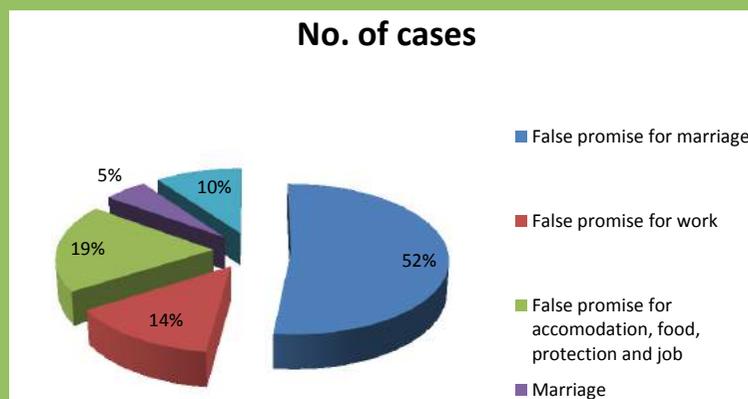
## MARITAL STATUS OF CASES

Status	Single	Married	Cohabitation
Nr i rasteve	14	3	4

### - Means of recruitment

Promise of marriage remains one of the main ways of recruitment. During 2011, 52% of cases were recruited by offering marriage promises, some of them from their boyfriend and some from the person who are introduced in the girls’ families in order to show a serious commitment. 14 % of cases were recruited by offering false promises of work, they were mainly neighbors. 19% of cases were offered promise of lodging accommodations from persons who have benefited from the difficult situation in which the cases happened to be in. All of these cases come from families with divorced parents. The girls have left eager to escape their poor relations with their stepmother/stepfather, or the difficulties of living with grandparents. Only one case was exploited by her husband (legal marriage) and forced into prostitution. 2 cases were exploited by the members of her family, one by her mother and her stepfather and the other case by her cousin.

## MEANS OF RECRUITMENT



### - Transport

Most cases are exploited in various cities within the country. They include Tirana, Durres, Vlora, Korça, Laçi, Mamurrasi and are mostly exploited in private homes, hotels and motels.



### The followed itinerary was:

Berat – Tirana  
Berat – Durrës  
Elbasan – Tirana  
Lushnje – Tirana  
Tirana – Laç and Mamurras

The cases that were exploited by their members of family happened in their hometown.

Cases of trafficking outside of Albania have followed this itinerary:

Tirana -London (England) and was transported with trucks with false Italian documents.

Lezha – Tropoja– Gjakova (Kosovo) using a car for transport and with ID card.

Tirana – Vlora – Italy

Lushnja – Tirana – Italy / Tirana – Austria, with biometric passports and was transported by airplane.

### - Countries of exploitation

67% of cases have been exploited in Albania while 33 % of cases have been exploited outside of Albania, in Kosovo, Italy, Greece, England and Austria.

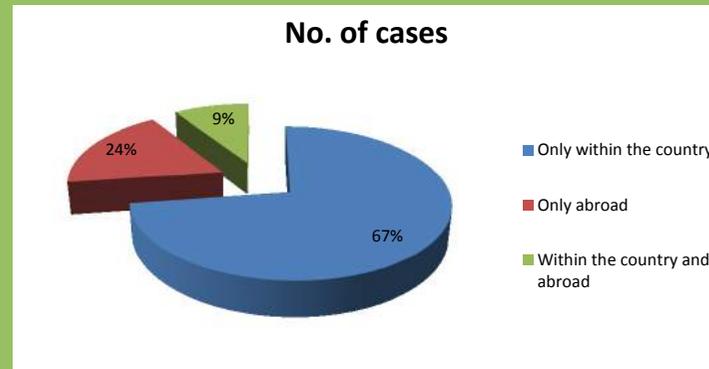
States where they have been exploited	No. of cases
Albania	16
Kosovo	1
Italy	4
Greece	1
Austria	1
England	1

Only two of cases have been exploited in more than one country. So one case was exploited in Albania and in Greece, and the other case was exploited in Albania, Italy and Austria.

Places of exploitation	No. of cases
Albania & Greece	1
Albania, Italy & Austria.	1



Here are also shown the cases of potential victims of traffickings since the destination of exploitation was: in one case England and in three cases Albania.



#### - The methods used by exploiters to keep victims under control

The methods used by exploiters to keep victims under control and oblige them to stay in their services continue to be the physical, psychological violence, sexual abuse, threats and pressure. In some cases threats were accompanied with the gun to the head and body lead. They are often kept isolated, imprisoned for not seeing the sunlight. In some of cases the exploiters in order to keep control on the victims have used marijuana drugs and heroin.

#### - Types of exploitation of new cases

##### Exploitation for begging

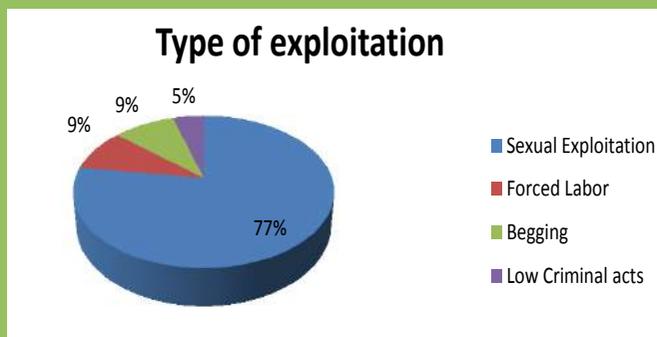
S. is a lonely girl, grew up without a father and with a mother that exploited her when she was a child. For the economics reasons and without support she was forced to beg in the streets all the day and the rest of the day worked as a prostitute, with clients that her mother used to find..

The new cases referred this year to the program are all sexually exploited. Five of these cases are exploited not only sexually, but also for other services, such as forced labor, begging or drug distribution.

So, only two cases are exploited for sexual services and in the same time for begging; two cases are exploited for sexual services and in the same time for drug transportation. Jobs in which victims are forced to perform sexual services have been: waitresses, dancers.



## TYPES OF EXPLOITATION OF NEW CASES



### 4. THE MAIN PROJECTS IMPLEMENTED BY D&E AND SERVICES PROVIDED

**Project 1: “Provision of sustainable reintegration assistance to Albanian former victims of trafficking”**

**Donors:**

**USAID/IOM – funding until August 2011**

**Albanian Vodafone Foundation – funding until September 2011**

**King Baudouin Foundation – continues**

**Ministry of Foreign Affairs of Norway – continues**

**UN.GIFT – funding until June 2011**

**MIVA – continues**

**MOLSAEO/ Municipal Unit 7 – funding January - June 2011**

**Small donations from individuals and religious organizations**

During the period of January-December 2011, 68 beneficiaries have been assisted in the reintegration program of the organization, of which 52 women/girls and their 16 children. During this period, 23 of cases and 8 children have entered the program for the first time and the other cases brought forward from last year and continue to receive assistance based on the reintegration plan.



Accommodation status	Beginning of 2011		New entry in the program of 2011					Have left the program (reintegrated)		End of 2011	
	Clients women and girls	Children	Children	12-15	16-18	19-21	>21	Beneficiaries	Children	Beneficiaries	Children
Shelter	10	3	5		7	3	9	5	2	9	2
Apartments	15	5	3		2		2	13	4	16	6
In family	4	0						2		7	2
<b>TOTAL</b>	<b>29</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>9</b>	<b>3</b>	<b>11</b>	<b>20</b>	<b>6</b>	<b>32</b>	<b>10</b>

All the new cases entering the program have been assessed by a multidisciplinary team (case manager, psychologist, doctor, teacher, lawyer) and based on this assessment, the assistance plan was built together with the beneficiary. A comprehensive package of reintegration services has been provided for the beneficiaries of the program throughout the three stages of reintegration.

### **The main services provided to beneficiaries during the reintegration process**

#### **PSYCHOSOCIAL COUNSELING**

A total of 4600 counseling sessions have been conducted. These sessions have been offered for the beneficiaries by social workers, psychologist and the manager of the shelter. The sessions have been conducted individually and in groups.

The goal setting for counseling sessions is realized with the support of both parties. The goals guiding the psychological counseling sessions consisted in:

- Increase self-confidence/self-esteem - Techniques for increasing self-confidence/self-esteem
- Improve relations with family
- Improve relations with the other beneficiaries
- Treatment of traumatic episodes of life and recognition of emotions that permeate these episodes
- Conflict resolution
- Making decisions / orientation towards decision-making
- Finding solutions to cope with independent living
- Relaxation techniques

#### **- Group art therapy**

Art therapy is considered a very useful form of therapy for individuals with mental health problems, suffering from severe or light emotional abuse, post-traumatic stress disorder (PTSD), bipolar disorder, as well as other types of problems.



Art therapy has been particularly useful for our beneficiaries found in difficulty, which have been even less inclined to express themselves verbally. Expressing themselves through art, the beneficiaries have been helped to find in themselves things that in other circumstances they have not been able to understand. These sessions helped the beneficiaries recognize and process the emotions and feelings they were struggling with, in order to begin the healing.

The therapy enabled the beneficiaries to deepen in their creations and understand certain aspects of themselves they might not have known that existed, be they good or bad. In these types of situations, art therapy resulted useful for the reserved and shy beneficiaries or the ones who find it difficult to socialize. The idea of self-exploration has led the beneficiaries in some profound conclusions about themselves. The effects of art therapy brought the beneficiaries a general feeling of relief and above all better mental health. It helped the beneficiaries to relieve stress, discover themselves in new ways, etc.

Considering the fact that the art therapy was organized in groups with other people, it served as a socializing instrument. The beneficiaries really enjoy their time, sharing art in a friendly and caring environment with other individuals going through the same situation. Art therapy has helped improve various emotional and physical symptoms, including but not only, reduction of pain, anxiety, stress and tension, as well as in improving their mental, emotional and even physical status.



**24 art therapy sessions have been conducted altogether with duration of 120 minutes each.**

The sessions conducted, have been based on free topics, focusing on the emotions and ego.

Generally, the art therapy has a certain sequence of steps, which are as follows:

Step I: Choice of a color

Step II: Start with the shape or theme of the drawing

Step III: Used intuition to lead the drawing. Drawings of the beneficiaries are objects / persons / or abstract objects that represent the original thematic.

Step IV: After completing the drawing, it is left aside for a while until the beneficiary feels ready to analyze it.

Step V: Analysis with the help of D&E psychologist where not only the meaning of colors and shapes used in the drawing are analyzed and disclosed, but the beneficiary is invited to share as well her emotions.

Meanwhile, here are some of the themes realized during the sessions:

- **Anger** - the aim of this technique is shaping the anger and rage, become aware and unburden it.
- **Rose fantasy** - whose aim is the picture oneself and qualities by drawing a rose.
- **Self** - whose aim is to detect internal conflicts and self-concept
- **Dream** – drawing a dream – whose aim to fantasize plans and dreams a client has, thus throwing the first step towards its realization
- **Family in animals** - disclosure of family relationships and potential conflicts is the purpose of this session of art therapy.



## - Group Counseling

The group counseling is carried out in small group of people who have participated with their own specific aims, in order to share their problems, to provide understanding and comfort for the others, and on the other side to try and change their behavior. Assistance has also been provided in helping the group members to develop social skills in handling interpersonal problems. Group counseling has provided a healthy atmosphere for exchanging experiences and learning from other members.

The D&E psychologist has helped to facilitate the interaction between members, to set personal goals, to provide continuous understanding and support for the group members and see how they reflect the group learning and practice it outside.

The group counseling served as an effective manner for learning.

The D&E psychologist has developed 28 group counseling sessions. The sessions served not only to share certain issues in the group but also getting positive feedback from the rest of the group.

### *Some of the goals of the group counseling have been:*

- *To stimulate conversation among people not too close to each - other / discover and present personal and spiritual states as well as personal reactions in various situations*
- *Recognition of the qualities denied to themselves or desired*
- *Getting to know the opinion of the others*
- *Stimulate creativity*
- *Develop imagination*
- *Getting to know the desires we have*
- *Provide alternatives and different prospects for the same issue*
- *Stimulate self-perception*
- *Self-Awareness*
- *Awareness for the place that you want to have in life*
- *Awareness to show the personal skills*
- *Familiarity with your wishes and embarrassment in relations with others*
- *Detection and appearance of personal spiritual condition;*
- *Awareness of personal reactions in various situations.*

### o Group discussions:

During group discussions, organized in order to inform beneficiaries about issues that concern them, the latter showed special interest and involvement. The following topics are proposed by the beneficiaries themselves and treated in an interactive and comprehensive way.



1. Altruism and pro-social behavior
2. Prejudice and discrimination
3. Group and its impact on the person
4. Love ( treated twice)
5. Conflict Management
6. Decisions-making
7. Success and achievements
8. Culture and gender
9. Time management
10. Stress management
11. Childhood
12. Stress management techniques
13. Depression
14. Family dynamics
15. Post –traumatic stress (treated twice)
16. Anxiety – its management (treated twice)
17. Couple relationships
18. Communication - methods of communication

In collaboration with “Professional Alternative” was conducted a discussion by the beneficiaries, where they discussed about love, sharing information between each - other, a very interesting interaction.

### **- Occupational Therapy**

A German volunteer was part of D&E organization during the whole year, providing really pleasant moments for the beneficiaries. The beneficiaries welcomed the idea of creation and were involved in quite pleasant artistic work, such as:

- Works in plaster / gypsum
- Works in plastics
- Coloring
- Artwork in clothing
- Paintings / Drawings
- Postcards





## Psychodrama

In collaboration with the University of Padova and the “Reflection” association, two Italian psycho dramatists offered some psychodrama sessions during 2011 for the beneficiaries. This collaboration was part of a project funded by the European Union that was implemented in six countries including Albania. The project, entitled “Empower” aimed at treating cases that have suffered domestic violence and this through interactive methods, as was also the psychodrama, a new technique for Albania. The two therapists specialized in psychodrama, visited the beneficiaries of the program for 3 months.

8 sessions of psychodrama took place with a duration of 180 minutes each. The sessions were conducted during October, November, December 2011.



Two groups of six members each, followed 8 sessions of psychodrama each, stretched in a period of 3 months. Psychodrama was mainly focused on exploring the relationship with the mother (looking at it as essential to the way in which girls enter into abusive relationships) and an examination of this relationship to improve the current relationships.

The process of psychodrama was developed in the following phases:

1. Icebreaking – warm-up
2. Action phase
3. Role play / mind games
4. Issue break-up phase and their discussion

How was psychodrama managed between beneficiaries?

- The psychodrama transmitted the conflicts of each of the members, not in an explicit way.
- The sessions aimed dramatization (resuscitate) of past situations or those desired to occur.
- Psychodrama helped the beneficiaries to relieve their emotions through the play/dramatization/creativity.
- Psychodrama served as an alternative means of self-help and group help to achieve awareness of past situations and not only.
- The sessions helped the girls to reflect about themselves and their family situation also by exploring opportunities of changing their lives.

## HEALTHCARE

An important element of work in D&E is the health service to beneficiaries.

This service is provided to all cases, within and outside the center of reintegration. The medical staff is composed of a doctor and two nurses, without excluding the assistance provided by the psychologist, especially in cases with mental health diagnosis.

Special attention is paid to education, health promotion and prevention as a key element in the welfare of girls and women's health and preparing them for independent living. In this context, counseling sessions were organized with the girls for their personal hygiene, hygiene of shared facilities, hygiene in the kitchen during the cooking process and food storage conditions, especially during the hot season. Together with the beneficiaries, based on basic principles for a healthy diet (daily calories, protein balance, fat and carbohydrates, etc.), the weekly menu is compiled.

Regarding health education, several topics in the form of a conversation have been carried out, where beneficiaries were interested and often asked questions and commented sharing their experiences.

The topics developed this year among others included:

- Breast cancer and its early prevention,
- Contraception and family planning,
- Abortion,
- First aid in case of accident,
- Poisoning at work and home – their management by non-medical staff



On the international day against HIV-AIDS, the beneficiaries were introduced to the base knowledge on prevention of this disease.

Special attention is dedicated to the health of children assisted in the program. They are all registered in Baby care Centers, where they are examined and regularly vaccinated. The children were examined and received treatment by a pediatrician whenever has been judged necessary. During the year, the health of these children was not affected by major pathology except some slight febrile conditions, or other viroses mainly with seasonal character.

Considering the living conditions of cases before the entry into program, particular attention has been dedicated to the reproductive health. Gynecological examinations were performed regularly as well as gynecological eco where necessary. During this year there has been only one case with IST (*Trichomonas vaginalis*), which was treated successfully.

For all cases, routine tests were carried within a few days immediately after entering the program, as well as tests for HBsAg and HIV-AIDS at the Institute of Public Health. During 2011, there hasn't been any case with hepatitis or HIV-AIDS.

In the framework of Vodafone Foundation program "World of Difference", three beneficiaries were accompanied to the Greek hospital "Hygeia" for conducting the PAP-test examination free of charge. The beneficiaries were informed in advance about the importance of this examination, such as early diagnosis of cervical cancer as well as procedure used for this.

The center psychologist has assisted all the cases with mental health disorders through regular consultations with the psychiatrist and psychotherapeutic treatment.

Regular supply with medicines and accessories needed for first aid box has been made, which of course is located in a visible place in the reintegration center and is under constant supervision by the medical staff.

The women have taken their medicines regularly and on time for the therapies of cases with chronic diagnosis, thus not leaving any day the girls without their very necessary medications.



I. Total number of medical services provided during 2011 was 119.

II. Number of cases according to the physical diagnoses:

Diagnoses	N. of cases
Urinary infections	3
Gynecological problems	9
Respiratory problems	15
ENT diseases	4
Colicky abdominal	1
Rheumatic and locomotor apparatus problems	2
Hepatitis	0
IST/SST	1
Anemia	2
Oncological problems	0
neurological problems	5
Gastro-intestinal problems	5
Dental problems	14
Eye problems	12
Need for surgical intervention	1
HIV-AIDS1	0
Reactions and allergic disease	3
Infective disease	3
Dermatological problems	1



### III. Number of cases with mental health diagnoses:

Diagnoses	N. of cases
Epilepsy	2
Border-line	2
Personality disorders	1
Anxiety disorders	1
Depression disorders	2
Schizophrenia	1
Mental retardation	1

I. With regard to the health service provided for the cases during 2011 we have collaborated with these institutions:

- UFO UNIVERSITY
- EGIAN clinic and pharmacy
- TUHC
- IKEDA Clinic
- At Louis Monti Clinic
- Health Centre N. 6
- Health Centre N. 9
- Institute of Public Health
- Institute of deaf students

#### **MEDIATION WITH FAMILY**

Knowing the importance of functional family relations to the reintegration process of beneficiaries into the social life, mediation with the family of the beneficiaries is one of the principal services that D&E provides in the program.

For different reasons not all of beneficiaries have a good relationship with their family. The duty of our staff consists in improving and attenuating this difficult relationship, in order to influence positively in a later stage the process of reintegration. There have been and still are, cases that fail to establish good relations with their families, even after many efforts made by D&E. In most of cases the disagreement comes from the parents and not from the girl. D&E continues its efforts to restore healthy relations between beneficiaries and families.



#### **Case S.**

*One of the objectives in terms of assistance for S. has been the intermediation with her family and the restoration of contacts. Her family absolutely does not accept all the things that have happened to their daughter and blame her for everything. Her family has refused to meet S even though she wanted to contact them. Aiming to restore family relations and raise their awareness, we tried to visit S's family co-operating also with the Police Department and precisely the city inspectors at the area where her family resides. The reaction of the family, mainly of her mother, was negative and aggressive, these reactions being in response to the possibility of meeting with their daughter. They absolutely refuse to speak with S. and no longer allow her to return to the family even for a day.*

Family mediation is conducted mainly through telephone calls made from the center telephone available for this purpose. Calls are mainly made by family members every day and any time. We found that the number of telephone calls per month is about 62 calls, so we have at least two telephone calls with the beneficiaries' family members each day. With rare exceptions(4), the cases have regular communication with family members who are informed about their children's progress in implementing the plan they have, problems or any other concerns. The calls are mainly made to greet, for birthday wishes or different public holidays, to fix appointments, or to ask for any documents needed at the center. Generally, the calls go well and after the cases feel good, but there are times when they, for various reasons feel sad after calls, a situation which is treated with counseling by employees of the center.

Apart from the calls, these relations have improved also with direct meetings made in Tirana and or in the girls' home towns. The meetings are held in a coffee bar where they talk together about different things and in the other case in the police station for security reasons.

In most cases, the meetings have gone very well. It is clearly noticed that the family observes the positive changes in girls during their stay in the Reintegration Center.

Mainly on weekends, for birthday occasions, and different celebrations such as Eid al\_Fitr, Easter, Christmas and New Year, cases that have good relationships with their families have expressed the wish to visit them in the respective cities. They have traveled to Tirana, Lezha, Shkodra, Elbasan.

#### **LEGAL ASSISTANCE**

The D&E lawyer has made a legal assessment of all the new beneficiaries that joined the program during this period. For the provision of legal service, collaboration with the Center for Legal Civic Initiatives has been realized.

21 beneficiaries in the program assisted by the D&E have pressed charges on their pimp, 10 of which were new cases entered in the program during this year. Denouncements are made to the Police Directorate in cities where cases are exploited or near their homes. For 9 beneficiaries assisted in the program this year, the cases are referred to be investigated by the Serious Crimes Prosecutor, while in other cases, the cases are being investigated by prosecution offices in the districts where the denouncement was made.



Two cases of domestic violence victims received Immediate Order of Protection referred to as emergency protection from the Police Departments of Burrel and Durres, which were then referred to appropriate centers that assist domestic violence cases.

Continuous contact is kept with prosecutors at the Prosecution of Serious Crimes, with the prosecutors at the District Prosecutor and with the specialists at various SLKTP district for information concerning the case progress of the beneficiaries, and accompanying them to these places when it was necessary.

Information on various legal matters has been provided to beneficiaries who have pressed charges, such as the right to compensation, the right of the Order of Protection, etc.

D&E has collaborated with the Directorate General of Civil Status and the Municipal Unit No. 10 for providing identification documents to the beneficiaries of the program. Five beneficiaries have applied for an ID card at municipal unit No. 10.

Lawyer of the center has organized group discussions for the beneficiaries on various legal topics, as follows:

- ❖ Introduction to fundamental human rights and freedoms
- ❖ Required documents for registration of a newborn child and the persons that have the right to declare the birth of a child
- ❖ Gender equality, a fundamental civil right
- ❖ Introduction to standards for social care services for trafficked or at risk of trafficking persons at residential centers
- ❖ Parental responsibility and the responsibility for the illegal actions of children
- ❖ Law on Measures against Violence in Family Relations
- ❖ The right to compensation for victims of trafficking / criminal and civil processes / material and moral damage
- ❖ The rights and the responsibilities of a ownership, property and procedural character for the children 14-18 years old.
- ❖ The right to vote

One of the beneficiaries of the reintegration program accommodated at the Centre, who has denounced the traffickers who exploited her, has been accepted into the Witness Protection Program and Collaborators of Justice and is being supported by this program.

Initially, we cooperated with the Prosecution of Serious Crimes, which treated the issue of the beneficiary and then proposed to the Witness Protection Department the introduction of this case into the program. There was a close collaboration between D&E and this Department until the final decision was taken by the Commission.



## **INCOME GENERATION ACTIVITIES**

During this period, the beneficiaries of the organization have spent their leisure time in different ways, offering fun activities, educational and activities for generating income. These activities served to enhance their skills for life. Among activities organized and that the beneficiaries have appreciated was the handwork (handicraft, embroideries), through which they have managed to enhance their income.

During November, the beneficiaries had the possibility to be trained by a professional instructor in making these products, who came to the shelter twice a week, working and learning together with the girls.

These handworks are mostly made by beneficiaries sheltered in the center. Their participation has been very satisfactory and the girls express this themselves. These works are mainly made to take part in trade fairs organized in different countries during the end of year holidays.

Thus, participation to the Christmas Fair, held on 4 December at the Sheraton Hotel was realized, where the display and sale of these handcraft was enabled.

On 5 December, on the “Volunteer Day” we participated in the handicrafts fair organized in one of the areas of the National History Museum.

Following the activities organized during December, we took part in one of the fairs organized in the American Embassy premises, promoting and selling these same products.

Sales of these products are also occasionally made in the office of D&E. There is a special corner where various visitors have bought these products.

Revenues earned from the sales, go to the beneficiaries as a symbolic payment for themselves, so that they can spend it according to their desires, or buy a gift for their family, and to purchase various materials needed in order to continue their interest on this program.

### **“D&E bagels”**

During this year, D&E with the valuable support of the anti-trafficking expert and friend of the organization Ms. Ruth Rosenberg, took the initiative of opening the social business of bagels.

The purpose of this social business is to assist victims of trafficking trained in advance to prepare this type of product, opening up jobs mainly for those who have completed a kitchen course. This social business aims also to generate funds for the organization, which will be used to provide ongoing reintegration services to the victims of trafficking.

Starting from October 2011 the beneficiaries and the staff of D & E has done its utmost to make this social business work. The first step to achieve this was marketing this product and its recognition in the market.





In this context, D&E Bagels were presented in a series of promotional activities, such as at the U.S. Embassy, at Tirana International School premises, the Prosecution of Serious Crimes, etc.

A flyer of D&E bagels was prepared with the assistance of Mrs. Rosenberg and is distributed to potential buyers in the electronic version as well as directly.

D&E has also taken part in a series of fairs, where the bagels produced by the beneficiaries are exhibited and sold.

We can mention here the Christmas Fair, held in Sheraton Hotel, on 4 December 2011, which had a wide participation of other non-profit organizations operating in Albania.

On December 5, D&E took part in the Fair that was held at the National Museum, on the International Volunteer Day, on 08 December at the Fair that was held at the U.S. Embassy to help non-profit organizations.

Our aim and intention is that D&E bagels extend its activities and increase the sustainability of the services that the organization provides to trafficking victims.

### **ATTENDANCE OF VOCATIONAL COURSES**

During 2011, the beneficiaries are assisted and directed to be registered and regularly attended various vocational courses. In any case this has been done based both on their individual plan of assistance, but also in their abilities and desires.

A careful procedure is followed for the selection of the vocational course for each of the beneficiaries to ensure their attendance to these courses, as well as a higher opportunity to get marketable job. So this year, 24 beneficiaries have attended various vocational courses like social assistant, hairdressing, tailoring, aesthetics, babysitter, cook, secretarial and computer and foreign languages courses. Some of these beneficiaries have attended more than one course.



During this year, the beneficiaries have shown a special interest in aesthetics courses as this profession is highly requested in our market. The beneficiaries, who had completed the course in hairdressing, have shown interest to attend these courses and to fulfill themselves professionally.

Professional courses are followed mainly in the Vocational Training Centers. The beneficiaries of D&E have received free courses such as hairdressing, tailoring, etc. aesthetics. However, the organization had to buy the set of tools needed for each beneficiary during the course attendance.

It is worth mentioning here that over the years D&E has built a good cooperation with the Vocational Training Centers and the staff working there. They have been really caring and compassionate to the needs of victims and have tried to help them in the acquiring new knowledge.

The foreign languages' and the computer courses continue to remain the most preferred by the beneficiaries. The organization has tried during this year, despite the financial cost, to ensure beneficiaries that have shown interest register and attend them systematically. During the year, all the beneficiaries accommodated in the Reintegration Center took English lessons from an English volunteer, who for the second consecutive year is offering this kind of valuable support for the beneficiaries of D&E.

### Professional Courses / Vocational Training

No.	Courses	Offered	No. of cases
1.	Social worker	Vocational training center	4
2.	Hairdressing	Vocational training center Beauty salon	5
3.	Tailoring	Vocational training center Tirana Vocational training center Durres	4
4.	English	Vocational training center	7
5.	Aesthetics	Vocational training center	7
6.	Babysitting	YWCA	4
7.	Computer	Vocational training center	12
8.	Cooking	Professional Center "Alternativa"	3
9.	Secretarial	Vocational training center Fier	1
10.	Italian	Language center	1
11.	English	Volunteer	18



## **EMPLOYMENT**

Employment is one of the primary components of the reintegration of victims of trafficking. Nevertheless, finding jobs for victims of trafficking remains a very difficult and a constant challenge for our organization. Difficulty becomes even higher when it comes to finding jobs that include also payment of social and health insurance.

During 2011, 21 beneficiaries were employed in such jobs as: designer, call-center operators, fast food worker, tailoring, assistance hairdresser; assistance cooks, laundry, internet center worker, working in a chocolate factory, packing factory, shoe factory, etc.

Besides the difficulties in finding jobs, the beneficiaries of D&E also face a number of difficulties in maintaining their jobs. These difficulties are associated with individual factors to the beneficiaries, trauma related to the past, trafficking experiences manifested by difficulties in keeping a job, in building healthy relationships with employers and colleagues, lack of patience, etc. The difficulties are also related to external factors, such as for example, in some cases the exploiting employers, who force them to work excessive hours while the payments offered by them are minimal and do not allow victims to cover the everyday expenses. There have been cases of employers who have fired the beneficiaries without paying the money they owe to them (such as monthly salary). All these problems are very serious and have a significant impact in the process of reintegration of the victims of trafficking.

During this year, there have also been positive employment models of beneficiaries, where the beneficiaries are feeling well and happy, which has influenced in a very positive way to their reintegration process.

Two beneficiaries have continued to work as part of the D&E staff, one as a storekeeper and another as a cleaner.

D&E continues to have regular contact with the Regional Office of Employment and all the beneficiaries of the program are registered with this office as unemployed jobseekers. D&E is trying to mediate with the Regional Employment Office to find jobs for the beneficiaries of the organization, but during this year the results have been minimal.

In this regard, it would be reassuring to increase the number of trafficking victims involved in employment promotion program, under which victims have the opportunity to work by learning a profession.

### *Starting and managing businesses from the beneficiaries of D&E*

Currently, 6 beneficiaries of D&E are running their own business and D&E has continued during the year to monitor and support the beneficiaries who have opened their businesses during 2010 (2 tailoring, 3 hairdressing shops). After passing the difficulties of the first months, the beneficiaries have had a good consistency. One of the them, has for personal reasons, during this year changed location. This change has resulted quite successful, with increase of clients and services offered. The beneficiaries have been monitored and assisted by the organization to overcome difficulties encountered with regard to business management.

During this year, another beneficiary has received assistance by D&E to open a small graphic-design studio, this taking into account her qualifications and real capacity to manage such a business. The beneficiary was helped to draft a business plan where her idea was crystallized and is helped to evaluate the real innovation and the risks associated with the opening of a business. All the tools needed to start her own business were provided to the beneficiary, mainly computer equipment



and programs suitable for her work. So, up to now we can say that the business has achieved the original objective, so the economic empowerment of the beneficiary.

## INVOLVEMENT OF BENEFICIARIES IN EDUCATION SYSTEM AND ASSISTANCE FOR CONTINUING EDUCATION

The D&E teacher conducts the evaluation on educational level of each of the beneficiaries and then work starts for their registration in the respective schools and their re-inclusion into educational system.

For this purpose, all the documents necessary for the registration of beneficiaries to school is gathered, and all the D&E staff engages in this process, and in some cases the families of the beneficiaries too. The organization has cooperated closely with the Education Directorate of Tirana, Kavaja, Lezha, Peqin, Vlora as well as with directories of schools that provide part-time system or three-day teaching system in Tirana. Two beneficiaries were subject to passing tests in all subjects. This was based on Article 13/2 to Normative Provisions.

Education level	Number of beneficiaries who are currently attending relevant educational levels
9 –year	4
High school	11
University	2

After the registration in the respective schools all the beneficiaries are provided with appropriate educational tools and books, and are regularly assisted to do the homework and acquire various subjects.

The organization helped not only the beneficiaries that go to the school, but also the other beneficiaries who have not continued or started school. In these cases the classes are organized within the Resettlement Centre premises and they are helped to study, write, read, and to do simple mathematical operation.

With the mediation of the D&E teacher, the beneficiaries have developed a variety of themes that enable the development of skills necessary for everyday life such as:

- ❖ Stimulating problems
- ❖ Puzzle problems
- ❖ Managing money, currency conversion-recognition
- ❖ Recognition of units of Time
- ❖ Improvised shopping in house through buyer-seller game
- ❖ Calculation of % when prices rise or fall



## SOCIO-CULTURAL ACTIVITIES FOR BENEFICIARIES

### Activities within the Reintegration Centre

- *Celebrating the beneficiaries' birthdays*

The beneficiaries' birthdays are celebrated with gifts, cake, candles, surprises, photos, music, walking or other activities selected by the beneficiaries.

- *Musical evening*

Every Saturday the girls organize musical evenings where girls have fun but also learn from each other, for example dances from various regions of Albania, traditional dresses, etc.

- *Development of various themes with social, cultural and educational character.*

The development of themes occurs every week by the respective employee. Also, a large number of discussions were developed to inform the beneficiaries about global curiosities, crosswords, expansion of knowledge etc. Several discussions are held aiming to increase group and cooperative skills, to develop the creative ability and leadership. In most cases, the girls have written essays and conducted the discussion themselves. During 2011, various discussion themes are treated such as:

- ✓ *Stress management techniques*
  - ✓ *Getting to know ourselves, the teenager*
  - ✓ *Respect for oneself and in society*
  - ✓ *Improving interpersonal relationships*
  - ✓ *The rights of children, their conventions*
  - ✓ *Relaxation method as a good way to regulate the activity of the organism, in order to manage stress, anxiety and other health problems*
- *Recreational activities*

These activities were conducted in the form of group energetic games, fitness, aerobics, speed exercises, etc. The energetic games developed had as main objective the cooperation, getting to know each - other, increasing concentration and imagination, establishing equality and vitality. In some of them, as a means of motivation, the girls were rewarded with a symbolic gift. Energetic games include: "Fruit Salad", "saboteurs", "A" and "B", "murderer", "Move out of there", "ship", "Get to know each - other", "The game of speed (get the ball)" etc. Also, other fun activities included: card games, crosswords, curiosities.

Mini drama: social, educational activities

- *Celebrating holidays*

Special attention was paid during the year to celebrate the holidays. Girls with different religious beliefs, have jointly celebrated "Eid al-Fitr", "Christmas", "Easter", etc. The employees of the organization have also distributed gifts to the girls on the occasion of these holidays. Besides celebrating the holidays, the girls are informed about the history, how these days became national holidays, such as "St. Valentine", "March 7", "8 March" etc.



- *Visits to the shelter of the beneficiaries of the second phase of the program*

Another important activity is the visit of the girls that have passed to the second phase of the program, who talked with the girls inside the shelter.

The cases which have previously been accommodated in the shelter and that have passed to the second phase of the D&E program, in a rented apartment, visited the shelter, bringing to other accommodated beneficiaries, their experience and their independent life without ignoring the difficulties that they have encountered.

*“During my stay at the shelter, I learned a lot, especially how one should face the difficulties of living in independent life. I did not know how to manage my money, or my time. Now I understand the importance of those words that are mostly skills that must be instilled in every man. I have to work hard and to do a good job in order to keep the job, I have to think hard also on how to spend the money received from my salary. “*

These meetings are very interesting, especially for the beneficiaries which are preparing for their transition from shelters in semi-independent living, living in rented apartment.

- *Literary evening*

The literary evenings are held in the form of artistic discussion of a book (content, characters), poetry reciting, performances of the girls themselves creations etc.

**I fight today for tomorrow**

*I see birds when they fly free,  
I feel the smell of flowers when they thrive,  
Couple of lovers around wherever I go,  
And for my life begins to think.  
I begin to think for the time passed,  
For all the difficulties in life I have spent.  
The tears in my eyes suddenly appear.  
How quickly time passes and how quickly I grew up,  
For that nice time I spent when I was a child,  
When with my friends I played happy,  
I was surrounding with love,  
And now I cry for the life spent.  
When the life was so easy,  
And now become so difficult,  
Unnecessary pay tears, now I have to fight,  
Better life to build tomorrow.  
Must learn and move forward,  
To forget everything, because I do not return back,  
I pray God that helps me,  
I lost it once again to retrieve.*

A.S



During literary evenings, the girls have discussed about life and activity of different Albanian writers, familiarity with the Albanian legend (Legend of the Fortress of Shkodra, Berat Castle, etc.)

- *Activities from beneficiaries that take courses*

Beneficiaries who have received vocational training in hairdressing and esthetics, have practiced the this knowledge with other beneficiaries by providing: hair treatments, manicure / pedicure, massage treatments, etc.

- *Mandala coloring, drawing*

Paintings, handicrafts: girls have been working with drawings, coloring with different figures. Building plaster masks, as well as the preparation of postcards.

- *Energetic games – Compasito*

Compasito's games are used to help girls enhance the sense of understanding the children with disabilities, and to increase the sense of cooperation and communication within the group, as well as to enhance their skills in sharing the desires of the needs.

- *Workshop*

In these workshops, the beneficiaires have received different information about the different themes, such as problems about life in the community, attitude in society, and the management of negative feelings, discrimination, prejudice, conflicts etc. Cooking workshops are also organized, when the girls received instructions about various traditional dishes.

### **Activities outside of the center**

The activities outside of the reintegration center include a number of activities with social, recreational, religious character, improvement of skills, etc.

- *Visits to Religious Institution*

Beneficiaries are constantly associated in religious institutions, while respecting their respective faiths.

- *Walking, going for coffee, going to the cinema*
- *Accompaniment of the children in the playground*

By the employees of the center mother and children are accompanied in the playground.

- *Visits in to the various cities*

During this period the beneficiaries have visited various places in various cities:

- ✓ *Amphitheatre of Dures*
- ✓ *Petrela Castle*
- ✓ *Church of Laç*
- ✓ *Castle of Shkodra, etc.*

- Shopping

The beneficiaries are accompanied by the staff to do shopping They are familiar with the prices of shops and are trained in the management of revenues. Is also developed in the shelter with the beneficiaries, in conditions of home shopping, as a useful way to enable the relationship between sellers - shopper

- Visit the fair

- ✓ Fair at the premises of National Museum
- ✓ Fair at the Sheraton Hotel for the holidays

- Visit the Art Gallery, during the exhibition with the works of children's humanitarian center "Hot hand".

- The Cinema

Beneficiaries who have shown interest are accompanied to see the different movies that appear in cinemas of the city.

- Pool – Entertainment

During the summer vacations the girls have gone to a pool near Tirana for about two weeks and have gone several times on the beach in Durres, in Shengjin etc.. This activity is much preferred by the beneficiaries.



## **MONITORING AND FOLLOW –UP OF CASES**

During the year 2011, 37 of beneficiaries and 12 children are assisted in second and third phase of the program who are monitored constantly. 28 of these cases and 10 children are assisted in apartment and 9 of cases and 2 children are assisted in their families.

During this period 20 strengthened beneficiaries, have passed to the third phase, in independent living.

Like every year, during the 2011 D&E has continued to monitor the beneficiaries who have passed the phases of the reintegration program and currently live independently. Total number of recipients monitored during the year was 50.

Monitoring and tracking of beneficiaries in the second and third phase of the program is an important element of the process of assistance and is also considered like an fundamental element to ensure that the process of reintegration of the beneficiaries to go very well.

The monitoring process is performed by the Coordinator of Reintegration and from the case manager. They during the consultation with the beneficiaries prepare relevant reports based on the building plan of assistance for each beneficiary.

Monitoring also serves to assess the current situation of the beneficiaries as well as to assist in passing the various difficulties encountered during their process of reintegration.

During this year the beneficiaries of the second and third phase are involved in a series of trainings to enhance skills for life, where the most important training is considered the one on the services offered in the community. Through this training the beneficiaries were able not only to receive full information about services offered in the communities where they live and are being reintegrated, services offered by state or non state institutions, but also they are helped to go directly to these institutions near which they can be directed at certain moments of life for themselves or their children (for beneficiaries who have children).

### **Involvement of D & E in activities to increase volunteerism in Albania**

#### **- Activities in the frame of the International Volunteer Day**

Every year “Different & Equal” organization has been part of the activities planned for 5 December, day proclaimed by the United Nations in 1985 as International Volunteer Day, a day which is celebrated in different ways throughout the world. This day aims to empower organizations working in this field and improve the quality of volunteer work, and raise awareness about the value and importance of volunteering.

Each year many NGOs, part of the civil society and that work with young people, have participated in a series of meetings and roundtables in order to plan the activities that will be implemented within this day.

On December, 05, 2011 was opened an exhibition and organizes a fair entitled “We Are Volunteers” with the participation of NGOs and other stakeholders. The fair was held at the National Museum of Tirana. It was the largest event organized on this purpose which was followed by other activities organized by the Ministry of Tourism, Culture, Youth and Sports, UNV, Albanian Youth Council etc.

The opening of the exhibition was attended by high personalities of the country such as: The Ambassador of the Delegation



of the European Union, Deputies, Mayor of Tirana, Minister of Integration and also the representative of the Southeast European Youth Network (SEEYN).

At the fair all the NGOs promoted their works and their values. The Organization “Different and Equal” has promoted not only it’s work but also, with its staff support and the support of the beneficiaries of the program, they presented and sold the handcrafts and artisanal works made by the beneficiaries.

At the exhibition were illustrated various pictures from all the implemented activities such as trainings, seminars, projects and events of various organizations.

Within this day the Ministry of Tourism, Culture, Youth and Sports, United Nations Volunteers (UNV) and United Nations Development Program (UNDP) in Albania had conducted an activity to introduce the publication of the report on “World Situation of volunteering”. Participants in this event were also D & E staff.

Besides major events, in the D & E Reintegration Center are organized continuous sessions, informing the beneficiaries on volunteering as phenomena, its values, and the benefits it delivers to the community.

This year the activities began on December, 01, on the International Day of HIV / AIDS, which also included the activities planned for the day of volunteering.

#### **- Draft - Law for Volunteering**

During this year, D & E offered its contribution for the drafting of the law on volunteering. This draft is compiled by various government institutions in collaboration with several nonprofit organizations. The Law aims to promote and ensure volunteering and voluntary work on International Standards. The Law intends to promote and ensure volunteering and voluntary work based on International Standards.

#### **Project 2 “Empowering young mothers victims of trafficking and domestic violence to raise healthy children”**

**Donors: American Embassy in Tirana**

**Period: September 2010 – February 2011**

This project aimed to provide the young mothers in the program with the necessary knowledge and skills on developmental aspects of children, care and services for them, preparing mothers and children for a safe, healthy and independent life. From the very beginning, D&E besides the assistance and direct support offered for the girls and women victims of trafficking, each year are assisted around 15 -20 children of beneficiaries of different age groups.



***The activities realized for the implementation of this project are:***

***Prenatal and parenting classes***

Prenatal and parenting classes were organized in collaboration with a professional psychologist from Social Service Bethany. In total 27 beneficiaries of D&E have attended these classes.

The main goal of these classes was to support the young mothers with a full package of information on pregnancy and parenting, starting from the period of pregnancy so that the women can understand and fulfill better the newborn needs.

***Training on the" first aid"***

Seven sessions of first aid training were conducted by a pediatrician. The main goal of this training was to prepare the young mothers on how to react in emergency situations with their children like high temperatures, poisoning, burns, stomach aches, swelling, etc. This was an important training especially for the mothers living outside the shelter with their children but also for the preparation of those in the shelter to better manages these kinds of situations in the conditions they are alone. In total, 17 beneficiaries have participated in this training.

***Information on community services***

The main objectives of this activity was to provide full information about the main services offered in community based on the daily needs of each beneficiary; identifying the services provided by different institutions; deliver the basic information about the kinds of services provided by each institution and the possible contact information.

In total have been organized two workshops with D&E beneficiaries of the three phases of the reintegration program and a total number of 21 beneficiaries participated in them.

A community map of services was prepared and delivered to all mothers participated in the workshops and also the young mothers were accompanied in various governmental or non governmental institutions to be informed about the different services they provide

**Psychological assessment of children**

D&E collaborated with a child psychologist to conduct a psychological assessment on development aspects of all the children assisted with their mothers within D&E program. Individual counseling sessions of the psychologist with the mothers of the children were facilitated to help the mothers understand better the development needs of their children and to help them to grow in a healthy way. In total 16 children of beneficiaries from different group ages where involved in these assessments.

Meanwhile with the mothers of the children were conducted two focus groups, where the problems identified during the assessment period of children, were discussed and treated further, to address them in the most convenient form.

**Training for D&E staff**

In the framework of this project have been realized a series of trainings for D&E staff, considered important to increase their capacity and the level of knowledge to better support the beneficiaries of the program. The trainings were divided in two aspects:



## 1. Training on legal issues

- a) "Women's rights in Albanian legislation - women's rights as individual rights"
- b) "Procedures for children adoption and children custody"
- d) "Legal and practical aspects of protecting children's rights"

## 2. Training on "Psychological and social aspects of child development"

In the trainings participated 12 D&E staff members, and also the opportunity to attend the trainings was also offered to the volunteers of the organization.

### TRAINING AND PRESENTATIONS PROVIDED BY D&E

D & E in collaboration with the Office of National Coordinator and the Regional Employment Office in Tirana organized for the specialists of the Labor Office the training titled: "Successful reintegration of victims of trafficking in Albanian society through employment".

This training was attended especially by the staff that works directly with individuals (in registering as job seekers), employment agents, employees of the promotion program, and also were invited the representatives of businesses that cooperate with the Labor Office.

The training was focused on the needs of trafficking victims such as professional training and employment. There was discussed about the employment challenges and how to cooperate better, the government priorities in the victim's protection, communication with victims of trafficking and the ethical principles with this target group etc.

The training had a positive impact. It increased the cooperation with the Regional Employment Office, and also with different businesses representatives operating in Tirana.



## **OTHER PRESENTATION OF D&E**

### **Executive Director Of D & E Has Made Presentations On The Following Activities:**

- The training “Increasing the capacity of the media in reporting human trafficking” for the presentation of NCATS-work, the services that NCATS provides for (VoT), organized from IOM Tirana, in Kukes, on February 08, 2011
- The training “Increasing the capacity of social administrators” to present the work of NCATS, the service offered by NCATS to VoT, organized by IOM Tirana, on March 02, 2011.
- The training “Theoretical and practical aspects of human trafficking, and juridical practices”. Theoretical and practical aspects, the perspective of international conventions” to present the work of NCATS, the services offered by NCATS for VoT, organized by IOM Tirana, on March 09, 2011,
- Presentation on the “Protection and reintegration of victims of trafficking in Albania” in the conference “Combating Trafficking in Human Beings”, organized by the Hanns- Seidel German Foundation on June 01- 04, 2011 in Moldavia.
- Presentation on the “Reintegration Assistance for victims of trafficking” in the international conference in Poland, organized by the European Network Renata.
- Presentation on the seminars on “The role of victims in criminal proceedings” that were held in Shkoder, on December, 05-06, in Pogradec, on December 08-09, and in Tirana, on December 12-15, 2011 organized by OPDAT, Office of Public Affairs at the U.S. Embassy and School of Magistrates.

## **STAFF PARTICIPATION IN TRAINING**

- The training “Albanian Legislation and women’s rights” organized by D&E and held by the expert of “Center for civic legal initiative” January 26, 2011.
- The training “Legal proceedings in children adoption and children custody “organized by D & E and provided by an expert of the Helsinki Committee, February 18, 2011.
- The training “Legal practice on different aspects of children’s rights and the right for defense “organized by D & E and provided by an expert of the organization:” Children Today “, on February 25, 2011.
- Workshop titled “All together. Sharing experiences among professionals”, with the participation of PhD psychologist Philip Jaffe, organized by IOM Tirana, on May 18, 2011.
- Consultation Training “Application procedure for grants in the EIDHR EU. Complete Application Form “ organized by TASCO, June 15 -16, 2011.
- Training “Financial Sustainability of NGOs” introduced by two experts in this field with the support of IOM, on June 21-24, 2011.
- Training on “Management of conflict and negotiation”, organized by Partners Albania, financed by IOM Tirana, on July 06-07-08, 2011.
- Seminar “Ensuring a favorable environment for civil society organizations”, organized by People to People program of the European Commission in cooperation with the Delegation of the European Union and the Office of TASCO in Albania, on December,06-07, 2011.



## 5. COORDINATION WITH OTHER ANTI TRAFFICKING ACTORS

### EXCHANGE EXPERIENCE AMONG NCATS CENTRES

With the assistance of IOM Tirana NCATS organized four meetings to exchange experiences between the shelter staff:

I- Meeting – in Elbasan with the participation of Directors, Case Managers and teachers, part of the staff of Shelter Coalition to discuss the management of infant and child victims of trafficking / domestic violence.

II - Meeting - in Tirana with the participation of Directors, Shelter Managers, Case Managers and Doctors to discuss for the documentation of case, files based on the Manual of Standards in order to unify them.

III Meeting - in Vlora with the participation of Directors, Shelter Managers and Psychologist to discuss on the management of difficulty cases.



IV Meeting - was organized in Tirana. The aim of the meeting was to summarize the issues presented at previous meetings, and to prepare a concrete plan on where and how to address these problems.



**Other participation of D&E in meeting seminars and round tables**

No.	Activities	DATE	ORGANIZER
1.	International Conference “Together against the abuse of women, the Albanian Parliament in defense of women’s rights”	11-12 January 2011	Albanian Parliament and the Coalition Against Trafficking in Women
2.	Informative session “Community program Europe for Citizens 2007-2013”	17 February 2011	Ministry of Tourism, Culture, Youth and Sports
3.	Meeting for the presentation of the report “Access to justice and compensation for damages to persons trafficked and exploited”	3 March 2011	OSCE / ODIHR and the Center for Civic
4.	Presentation of the “National Strategy on Gender Equality and reducing gender based violence”	15 March 2011	Ministry of Labor, Social Affairs and Equal Opportunities
5.	The first Transnational seminar. Project: “Increasing transnational cooperation on trafficking cases in South-Eastern Europe (TRM-II)”	16 -18 March 2011	ICMPD, in Budapest
6.	Meeting “Social integration at local level, tools to be used and trafficking prevention”	29 March 2011	Ministry of Interior, Prefecture of Tirana and World Vision
7.	The Open Forum on “Community Assessment on the Government” the district of Tirana	13 April 2011	Coalition to promote the participation of women, youth and minorities in politics, Gender Alliance for Development and Integration Association of rural areas
8.	Conference on “Domestic Violence, civil society and media”	18 -22 April 2011	U.S. Embassy and OPDAT



9.	Consultative Meeting of the European Commission Delegation on mechanisms for supporting civil society	13 May 2011	TACSO ALBANIA OFFICE
10.	The opening ceremony of Special Olympics	23 May 2011	Vodafone Foundation Albania
11.	The workshop “The Policy of return and reception in Albania: cooperation between countries of destination and origin”	6-7 June 2011	IOM Tirana
12.	The documentary film transmission “Anna” in the framework of the International Day against child labor	10 June 2011	Marubi Academy and ALO 116 - National Line for children in Albania
13.	Meeting “The jump in Europe with European voluntarism”	15 June 2011	Social Enterprise “Kara Bobowski”
14.	Meeting of the State Committee against trafficking	1 July 2011	Ministry of Interior
15.	“The promotion of the report on employment successful cases and support people with disabilities”	8 July 2011	Vodafone Foundation Albania
16.	Round table “To protect the human rights against discrimination based on sexual orientation and gender identity”	28 July 2011	Ministry of Labor, Social Affairs and Equal Opportunities and Pro LGBT Albania
17.	Technical Meeting of the Regional Committee round table Anti – trafficking of Tirana district	15 September 2011	Prefecture of Tirana
18.	The public debate “ Women Rights and Freedoms in the workplace”	28 September 2011	Initiative of a series of Non-governmental organizations aiming the women rights protection.



19.	Meeting of the National Referral Mechanism Members for the “Review of the cooperation agreement for the post of National Reframe Mechanism for traffic victims / potential traffic victims“	29 September 2011	Ministry of Interior
20.	International conference “Albanian Relations - U.S. - building the future“	6 October 2011	U.S. Embassy with the cooperation of the American School of Business in Albania
21.	First working group meeting “Victims of trafficking to benefit free health service“	28 October 2011	The Ministry of Interior and Ministry of Health
22.	The workshop “Towards a National Action platform for women’s participation in decision- making“	20 October 2011	The coalition to Promote Participation of Women and Youth in Politics
23.	The conference “Freja Forum” (Forum for joint European Regional)	11-13 November 2011	Association for Integration of Informal Zones (SHIZI), Network for Women’s Empowerment in Bangladesh (AWEN) and The Swedish Union of Tenants
24.	Roundtable discussion “The legal framework for NGOs, its development and the challenges that bears its application“	18 November 2011	Ryder Association, Partners Albania
25.	Workshop “A youth manifest to increase youth participation in decision making“	24 November 2011	CRCA
26.	Conference on “Comprehensive Development of Persons with Disabilities in Albania: Challenges and opportunities to promote employment“	2 December 2011	SHDPAK
27.	Closure ceremony “Equity in Governance“	16 December 2011	Gender Alliance for Development





**1. BALANCE SHEET as of date December 31, 2011**

	<b>2011</b> <b>(in lek)</b>	<b>2010</b> <b>(in lek)</b>
<b>ASSETS</b>		
Fixed assets, net.	2,795,376	3,076,849
Inventory	101,870	141,248
-		
Accounts receivable	295,810	321,431
Cash and cash equivalents	6,296,514	9,105,446
<b>Total assets</b>	<b>9,489,570</b>	<b>12,644,974</b>
<b>LIABILITIES AND FUND BALANCE</b>		
Grants, and project funds	1,971,788	2,594,235
<b>Liabilities:</b>		
Accounts payable and accrued interest	295,810	321,431
Fund Balance	7,221,972	9,729,308
<b>Total liabilities and fund balance</b>	<b>9,489,570</b>	<b>12,644,974</b>



**1. Statement of operations and changes in Fund Balance for the accounting period  
1 January – 31 December 2010**

	Year ended December 31, 2011 (in lek )	Year ended December 31, 2010 (in lek )
<b>Operating revenue</b>		
Donations	23,437,738	32,792,339
Other income		112,319
	<u>23,437,738</u>	<u>32,904,658</u>
<b>Total operating revenue</b>		
<b>Operating expenses</b>		
Wages, Supplies and Benefits	9,367,596	7,134,565
Insurances	2,738,850	1,927,799
Depreciation	839,154	1,625,698
Other expenses(goods and services)	13,818,826	14,324,298
Total operating expenses	<u>26,764,426</u>	<u>25,012,360</u>
Financial Expenses ( exchange rate )	19,802	-
	<u>26,784,228</u>	
<b>Total Expenses</b>		<b>25,012,360</b>
<b>Increase / Decrease in Fund Balance resulting from operations</b>	<b>-3,346,490</b>	<b>7,892,298</b>
Income from release of Depreciation	839,154	1,625,698
	<u>-2,507,336</u>	<u>9,517,996</u>
<b>Increase in net assets</b>		<b>9,517,996</b>
Fund Balance at the beginning of the year	<u>9,729,308</u>	<u>211,312</u>
<b>Fund Balance at the end of the year</b>	<u><u>7,221,972</u></u>	<u><u>9,729,308</u></u>

