

Different & Equal



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TE NDRYSHEM & TE BARABARTE

STUDY ON THE SOCIAL- ECONOMIC REINTEGRATION OF VICTIMS OF TRAFFICKING IN ALBANIA

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Prepared by: **Marjana Meshi**
Blerta Picari
Reta Pinderi

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ACRONYMS

Mol	Ministry of Interior
ONAC	Office of the National Anti – Trafficking Coordinator, Ministry of Interior
NRM	National Referral Mechanism
RA	Responsible Authority
MOLSAEO	Ministry of Labor, Social Affairs and Equal Opportunities
USAID	United States Agency for International Development
OSCE	Organization for Security and Cooperation in Europe
CAAHT	The Albanian Initiative: Coordinated Action against Human Trafficking
IOM	International Organization for Migration
ILO	International Labor Organization
NRC	National Reception Center for Victims of Trafficking
D&E	Organization “Different & Equal”
VoT	Victim of Trafficking
NPO	Non-for-Profit Organization
TIMS	Total information Management System – an integrated database for the Police in Albania

INTRUDUCTION OF THE STUDY AND ITS OBJECTIVES

This study aims to review the reintegration process of the victims of trafficking as well as the factors affecting a successful reintegration of this target group in Albania. The objectives of this study are: a) Evaluate a range of potential factors affecting the successful reintegration of VoTs b) Explore opportunities and resources which can help the reintegration of VoTs in Albania c) Analyze the reintegration challenges and how they can be overcome.

The reason for undertaking this study is related to the importance that the reintegration process has for the target –group of victims of trafficking after they have escaped the trafficking experience. Lately has become common to hear about the phenomenon of trafficking in human beings, the push/ pull factors, and the consequences of this serious phenomenon to the Albanian society. On the other hand, there is a little information about what victims of trafficking expect after they are rescued from trafficking, about the challenges they should face while considering to be reintegrated in society, and even less about the costs of this process.

Understanding and being aware that the reintegration process is a difficult one and is impacted by a range of social –economic factors, this study aims to assess the all process and also the factors affecting the successful reintegration of victims of trafficking in Albania. Cases of VoTs that have fully been reintegrated in society exist, which means that if these persons are provided with services in accordance to their needs, if the right support is offered to start and to retake control of their life, they are completely able to become members with equal rights of the Albanian society.

The first chapter of the study, presents the methodology used to collect the data and also its limitations. The study includes two type of data: primary and secondary. The primary data is collected form information taken during the interviews with important actors in the anti – trafficking field and also with victims of trafficking who have received reintegration assistance. Valuable in this context is considered also the information given by VoTs (named the quality-control group) included in an assistance

program a few years later after they had escaped the anti-trafficking experience, or VoTs who have never been part of a reintegration program. The difficulties to contact this target – group have been huge, however they were considered important by the working team in order to understand the range of difficulties they had to confront lacking the necessary services in accordance with their needs. Only knowing the perspective of this category of VoTs we can make a real evaluation of the necessity of reintegration services for victims of trafficking in Albania. The secondary data is taken from different research (official, studies or reports made by Albanian NGOs or international organizations) on anti- trafficking issues in Albania and in region.

The second chapter gives a short overview of the trafficking situation in Albania, changes happening in the profiles of victims, trends of trafficking, the extensive development of internal trafficking etc.

The third chapter is focused on the measures taken by governmental and nongovernmental institutions for the reintegration of victims of trafficking in Albania. Also in this chapter are presented the models of reintegration assistance that are actually offered to VoTs, furthermore the best practices applied in this context in other countries and in Albania.

The fourth chapter gives an overview of the profiles of victims of trafficking, based in the interviews conducted with VoTs that have received reintegration services, and also by literature review of the past few years.

The fifth chapter presents us with the main factors impacting a successful reintegration of victims of trafficking in Albania. Here are introduced the service providers perspective, as important actors in the anti – trafficking field and on the influencing factors for a successful reintegration of VoTs. Meanwhile, we talk about the beneficiaries perspective as well. The voice of the VoTs should be heard carefully because no one better than them knows what has been helpful or not during the reintegration process. This chapter will give also an overview of the main challenges faced by VoTs during the reintegration process, based on the actual experience in offering reintegration assistance and in the interviews conducted with the beneficiaries of reintegration programs.

The sixth chapter is considered an important one for this study because for the first time in Albania is paying special attention to essential elements of the reintegration process such as its cost. It's known (especially by service providers of

reintegration services for VoTs) that is process in a long and costly one. So, in this chapter we present a detailed information about the direct and indirect costs of the different phases of the reintegration process.

Conclusions and recommendations for the improvement of the reintegration services offered for VoTs in Albania are presented in the **seventh chapter** of this study.

CHAPTER ONE

1.1 Methodology and Limitations of the Study

This research has a qualitative nature and has taken place during the period March-June 2009. The methods used here include the analysis of primary and secondary data. Primary data refer to the 47 interviews (half-structured) with assistance providers for the victims of trafficking, victims of trafficking themselves who are reintegrated or are in the process of, as well as a quality-control group composed of VoTs who have received such assistance at a later time after they have been trafficked, or that may have never received such assistance. In this context, 24 interviews have been conducted with victims of trafficking who have benefited from reintegration services, 3 interviews with the quality-control group,¹ as well as their 20 service providers. The interviews with VoTs have been conducted in Tirana, Elbasan and Vlora and the shelters included are: "Different & Equal", the "Psycho-Social Center 'Vatra'" in Vlora, and the association "Another Vision" in Elbasan. These shelters were included because they have created and developed services that have greatly contributed in the long-term reintegration process of the VoTs in Albania. Secondary data include published documents from Albanian institutions and international organizations, as well as NPOs working on research related to the trafficking of persons in Albania in the last decade.

In regards to the half structured interviews, they containing closed-ended questions as well as open questions. A copy of these interviews can be found in appendixes two, three and four of this study. The VoTs have been assisted during the interview. The authors of this research as well as Brikena Puka, Entela Adulaj, Mjaftime Xhindi, Antoneta Ymeri, Alketa Elezi and Donika Zyberaj, social workers of the above-mentioned shelters have been involved in the process. Such practice applied from the Psycho-Social Center "Vatra" in Vlora and the association "Another Vision" was meant to make the VoTs feel more comfortable during the interview, something that could not be accomplished in the presence of a stranger. In this way, we have respected the will of the victims for they

¹ The limited number of VoTs that compose the quality-control group is related to their limited number and access.

wished to not share their experience with unknown people for them. The interviews have been accomplished during the period March-April 2009. The information provided in them is used only for the purpose of this research study and has been kept confidential.

A series of documents have been taken into account in order to prepare the questions for the interviews. They pertain to trafficking issues as well as to the ten guiding principles related to the ethical conduct in interviewing victims of trafficking².

One of the authors of this research study has good experience in research studies of the socio-economic nature pertaining to issues related to women and girls in Albania. Meanwhile, the other two authors have considerable experience in offering direct assistance to VoTs, as well as other issues linked to the anti-trafficking activities efforts in Albania. In this way, we aim to sustain the credibility of data analysis. The authors that are associated with the center "Different & Equal" have not been included in conducting interviews with the victims assisted by this shelter or its staff.

Limitations of the Study

The methodology used in this research is a combination of two types of data mentioned above. Regardless of the quantity of information received from different sources used, the authors of this research are aware that the number of the victims and key informers is limited, reflecting in this case the scope of a qualitative research study as such. Although this study tries to analyze a large part of data on the reintegration process of the VoTs in Albania, there is a great lack of statistical data and analysis of such a specific and complex issue.

Another limitation is related to the number of interviews. There have been cases when some of the actors included in the fight against trafficking have not responded to the requests for interviews therefore, limiting the number and qualitative feedback possible from them. The methodology could have been more complete if we could have had the chance to compare VoTs that have received assistance from the shelters with those that have not received reintegration assistance for different reasons. However, such thing has been quite difficult in the short period in which this study has taken place and due to the limited number of VoTs that belong to the second group (we have conducted in total only three interviews with VoTs that have not received assistance).

Another limitation is that the VoTs (all women) interviewed for the purpose of this

² (2003). *WHO ethical and safety recommendations for interviewing trafficked women*. WHO, London School of Hygiene and Tropical Medicine, London: Daphne Program of the EU.

research study are primarily victims that have been exploited for prostitution purposes, while we have not included exploited individuals for other purposes (minors or males). It is worthwhile to mention that the VoTs interviewed here are part of the same target group that has been identified as victims of trafficking exploited for prostitution purposes and have received reintegration assistance.

CHAPTER TWO

2.1 The Analysis of the Trafficking Situation in Albania

Currently, Albania is still considered as a country of origin for the trafficking of women and children for the prostitution purposes and forced labor. The primary data on trafficking in Albania come from the five shelter, members of the National Coalition of the Anti-Trafficking Shelter where are included the psycho-social center “Vatra”, “Different & Equal”, “The National Referral Center for the Victims of Trafficking”, “Another Vision”, and the communal center “Life and Hope”. Each shelter has data on the cases assisted by her. This data is entered periodically (the shelters reports to the Office of the National Anti-Trafficking Coordinator) in the database created by this office to register the cases of returned VoTs that have been referred and assisted in Albania. Normally the profiles of the VoTs collected to this day represent a variation of information. As the CAAHT report “The State of Efforts in Albania to Combat Trafficking of persons 2007 -2008” the majority of beneficiaries of this assistance have been referred by the Anti-Trafficking Police, Border Police, as well as other authorities implementing laws. This report brings out some of the primary factors that are seen as barriers to the institutions to identify and assist the cases of trafficking.³ According to the reports of these shelters, the number of victims varies depends throughout the year, peaking in August-November period, when the movement of persons from one place to another is at its highest.

The profiles of the women and girls that have been trafficked throughout the period of transition have some things in common. Here we can mention ethnicity (the largest part of the girls are ethnic Albanian), their low education level, age-group (a considerable percentage of the girls are under 18 years of age), their status, areas of origin where the cities of Berat, Fier and Vlora dominate, followed by the cities of Elbasan, Durrës and

³ In this report are mentioned a series of influencing factors such as the lack of data from the countries that have deported the girls or of the Albanian embassy in these countries, lack of time to identify properly a VoT, lack of social workers in the offices of border police, or of police-women to conduct proper interviews with the victims in adequate settings.

Tirana. Normally, the push and pull factors have been analyzed in several reports to this date, where we can mention the desire for a better life, personal reasons, domestic violence, forced arranged marriages, etc. When we talk about the means of recruiting we see that here dominates the promise for marriage or fake marriage, something that requires the collaboration from the victim in order to cross the border. More than half of the cases analyzed in the reports of these shelters point out that the girls trafficked were recruited by someone that they knew (husband, fiancée, neighbor, relatives, etc.).

One of the most noticeable characteristics is the increase in internal trafficking in recent years. In the 2008 CAAHT report it is noted that approximately 27 % of the victims assisted in the shelters of the coalition have been internally trafficked. Such phenomena continues to develop as daily prostitution for women. Based on the analysis of a questionnaire that the psycho-social center "Vatra" conducted in October of 2008 in the prefecture of Vlora, resulted that 87% of young people interviewed accept the existence of such issue, 79% of them accept that women and girls are exploited for prostitution purposes in the country, 57% of them knew of such cases themselves, 50% knew the hotels and motels used for such purpose, and 33% of them think that rental apartments and houses are used for prostitution from girls and women that come from other cities or small rural areas. Also, 69% of the interviewees accepted that the most vulnerable age group is 15-20 years of age and only 33% of them believe that the age group 21-25 year of age is involved in prostitution.⁴

The organization that offer assistance for VoTs accepts that in the case of internal trafficking the reintegration process is even more difficult because Albania is a small country and employment in these cases is even more difficult when a considerable part of the population knows the victims and discriminates against her. Meanwhile, when talking about external trafficking of Albanian women and girls (according to the data of the shelters), the primary destinations where the victims have been trafficked are Greece and Italy. Problems of recycling in the trafficking ring are present for different reasons mentioning here the stigma, revenge from the part of the trafficker, lack of justice, and lack of self-belief to change one's life for the better, etc.

The shelters that offer assistance to the VoTs in Albania usually face problems not only during the identification process of the victims and of collaboration with government institutions, but also with the victims' families, employers, society, etc. The reintegration process according to Surtees is referred to the "process of improvement of the situation as well as socio-economic inclusion after a trafficking experience. This pro-

⁴ Vatra. 2008. *Annual Report: Vlora*.

cess is costly not only financially, but is complex and influenced from a series of personal factors as well as other wider social, cultural and economic ones” (2008: 6).

⁵

This study deals with the problems encountered during the reintegration process in Albania, starting with the reintegration programs of the shelters and continue on to independent life. It aims to analyze the micro elements of reintegration where we can mention personal problems of the victims such as lack of self-worth and how the victims deal with setting difficulties (family and society) along with the macro elements (financial and educational) in the Albanian context. This analysis is done to better understand the problems of the reintegration and to learn from the best practices used in throughout it.

⁵ Surtees, Rebecca. 2008. Re/integration of trafficked persons: how can our work be more effective., NEXUS Institute.

CHAPTER THREE

3.1 Models of Reintegration Assistance for the Victims of Trafficking in Albania

If we would provide a definition about the reintegration process we can say that: *Reintegration refers to the recuperation process and socio-economic inclusion of the individual after a trafficking experience. Reintegration includes the placement in a safe setting, access to reasonable living standards, opportunities for a personal and economic development, as well as access to emotional and social support. In many cases, reintegration includes the return of the victim in his/her family/community of origin. However, it can also include the reintegration in a new environment, depending on the needs and interests of the victim* (Surtees, 2008)⁶.

Regarding the assistance models for the VoTs in Albania, they are divided into two groups: 1) residential and 2) non-residential

Residential Centers

They make possible for the VoTs to be accommodated for a short period of time in the referral centers, or in the long term reintegration centers offering long term support. The residential centers in Albania are open or closed, the reception center are primarily closed, while the reintegration centers are open or half-way open.⁷ Besides these centers, the NPOs such as “Different & Equal”, “Vatra”, and “Another Vision” offer the possibility of housing and needed assistance in apartments which can be semi independent and fully independent.

⁶ Ibid

⁷ Closed centers (referral centers) means that the VoTs during the accommodation period cannot go in and out of them. Meanwhile, the open and semi-open centers (reintegration centers) give to the VoTs the opportunity to be enrolled in a professional course, go to work accompanied by the staff of the shelter or by themselves depending on the security issues they may have.

Apartments can be fully rented from the organization that assists the victim or the victim itself financially assisted by the shelter.

Reception Centers aim to offer first hand assistance for the victim through a basic package of services to address their immediate and basic needs, including here the need for safety. In Albania there are two reception centers: 1. *The National Reception Center for the Victims of Trafficking (NRCVT)*, which is the only state center, an institution of the National Social Service dependent by the Ministry of Labor, Social Affairs and Equal Opportunities. This center offers assistance for first reception, accommodation, rehabilitation, referral for reintegration and return to their country of origin (when the beneficiaries are foreigners) of the three targeted groups:

- Albanian women and girls that have been trafficked or are in danger of being trafficked.
- Foreign women and girls that have been trafficked.
- Unaccompanied children or in risk of being trafficked.

A special characteristic of the National Reception Center for the Victims of Trafficking is that it is highly secure in comparison to the other centers. It is protected by the Albanian police and it is a closed center, therefore it is the most appropriate center for the accommodation of the victims at high risk.

2. *The Reception Center for the Victims of Trafficking "Life and Hope"* in Gjirokastër is the first reception center bordering Greece. The cases are accommodated and assisted in the center for a period of seven to ten days. This center offers assistance for the cases referred by the police (women and children) when their first arrive at the border.

Shelters/ Long-Term Reintegration Centers are centers offering long term reintegration services for VoTs.

The Albanian Reintegration Centers are: the psycho-social center "Vatra", "Different & Equal", and the association "Another Vision". The assistance given from these centers is accomplished in three phases:

Phase I - Initial assistance (accommodation in a center or other non-residential opportunities)

Phase II - Mid-term assistance (Semi-independent life for the beneficiaries in apartment).

Phase III - Long-term assistance (Independent life for the beneficiaries).

Phase I - Initial assistance deals primarily with accommodation in a residential center in which are offered accommodation, housing, clothing, feeding, medical assistance, psychological assistance, professional trainings, protection and security 24 hours,

intermediation with the family, translation for the foreign beneficiaries, transportation for other services, referral for long-term reintegration alternatives. The initial assistance is offered by all the shelters in Albania.

Phase II - Mid-term assistance (Semi-independent life for the beneficiaries).

As mentioned above, the organizations Vatra, D&E, and Another Vision besides the support given to the VoTs in the center, offer support to them when they get out of the shelters through assistance with housing by finding rental apartments as in the case of "Vatra" and "Another Vision", or supporting the victim with subsidies for rent as in the case of "Different & Equal". The organization D&E based on a seven year experience in offering long-term reintegration assistance does not find rentals itself for the beneficiaries, but empowers them to contract apartments on their own. The staff of the organization supports the beneficiaries to find housing by evaluating prices in the market, security, and assist in making binding contracts with the owners, housekeeping, etc. Regardless of the alternatives for housing, these organizations offer a series of other supporting assistance such as employment, finding access to community resources, counseling, etc., which help the victims in leading independent lives.

Phase III - Long-term assistance (Independent life for the beneficiaries).

The last phase of the program is reached when the beneficiary is ready to live an independent life. The support given to these cases is to empower them and gradually leave the program. This support consists in:

- Offering reintegration assistance to the family and community where the beneficiary resides;
- Information on resources and services available in the community, necessary contacts and map of services;
- Assistance to the beneficiaries in strengthening relationships with the support institutions in the community in which she lives;
- Monitoring and follow - up

Non-Residential Assistance

Besides the residential assistance in Albania, a series of non-residential or communal services have been developed to assist in several aspects the reintegration process of VoTs. These services are for the most part not developed as anti-trafficking ones, but throughout their programs they do support the VoTs as well. They are offered also in the daily centers created in cities from NPOs and other state institutions. The types of services offered in the daily and communal centers are:

- Services of legal and administrative matters

- Support and ongoing monitoring
- Psychological and counseling services
- Financial assistance
- Professional training
- Support to find work
- Medical assistance
- Educational assistance
- Information campaigns
- Reenrollment in school
- Accompany the victims during their voluntary return home⁸

3.2 Efforts Undertaken by Government Institutions for the Reintegration of the Victims of Trafficking in Albania

When talking about the efforts undertaken by the Albanian government and its supporting institutions in relation to the VoTs, it is worthwhile mentioning the improvement of the legal framework, similar to other countries, in addressing immediate needs of the victims. Therefore, in chronological order three of the most strategic efforts undertaken in the fight against human trafficking has been the drafting and approval of the National Albanian Strategy in the Fight Against Human Trafficking (2001-2003), the Strategic Framework and Action Plan (2005 – 2007) as well as of the National Albanian Strategy of the Fight Against Human Trafficking (2008 – 2010) (Ministry of Interior, 2008b).

Based on the order given by the Prime Minister No. 203, on 19.12.2005, “About the Functioning of the Anti-Trafficking Entity”, this entity was created and functions. This office operates in the Ministry of Interior and its operation is directed by the National Anti-Trafficking Coordinator/Deputy Minister of Interior. In this context, the Anti-Trafficking Entity has monitored and coordinated the efforts of all the structures and other public actors (government and non-government; foreign and local), for the implementation of the National Strategy for the Fight against Human Trafficking and Plan of Action 2005-2007. Also, this entity has prepared periodical reports for the situation of trafficking in Albania and has been the Technical Secretariat of the State Committee (interministerial) for the fight against human trafficking (Ministry of Interior, 2008a).

Such new initiative is worthwhile mentioning in relation to other efforts undertaken in the framework for the reintegration of VoTs, such as the creating of a database for the VoTs

⁸ Standard 1 : The goal and types of services in Standards of Social Services for VoTs or in risk of being trafficked in residential centers, Council of Ministers Decision no. 195, date 11.4.2007

(Ministry of Interior, 2008a). This database aims to provide the analysis of the information in order to get a clear panorama of the trafficking situation in the country and to draw conclusions about the trends of this phenomenon in order for the responsible institutions to take quick and effective action.⁹ The database is very important for the information related to the assistance and reintegration process of the victims starting from identification to full reintegration. According to the Ministry of Interior, this database has become functional during March 2008. It has been created to cover a wide range of information, lying on individual cases, profiles of the VoTs and their traffickers. This database offers the possibility to include data given by other parties of the National Referral Mechanism (government and non-government), regardless of where the initial encounter with the VoTs has been made (be in at the border or shelter). The registration and analysis of the information is based on the Agreement with the National Referral Mechanism.¹⁰

When referring to the drafting and preparation for approval of policies related to VoTs in Albania, we cannot forget about the National Referral Mechanism. This initiative comes as a result of the Collaboration Agreement for the Creation of a National Referral Mechanism for the Identification and Improved Assistance for the Victims of Human Trafficking, signed on July 18, 2005. The agreement defines a clear framework of collaboration among key actors in the fight against human trafficking, as well as the responsibilities of the parties involved in the identification, referral, accommodation, and assistance for the rehabilitation of the VoTs (Ministry of Interior, 2008). This mechanism is a cooperative framework through which the state actors accomplish their obligations and push for human rights of the VoTs, coordinating their efforts by strategically partnering with civil society (OSCE/ ODIHR, 2006).

As part of the agreement of the National Referral Mechanism, the Responsible Authority was created based on a common order signed by the Minister of Interior and the Minister of Labor, Social Affairs and Equal Opportunities for the coordination and elaboration of the referral for all the VoTs and to accomplish other functions of coordination and reporting, established initially by the NRM. The responsible authority is composed of six people, two from each signing party. It's not functional fully, also because the NRM and its supporting structures are not fully competent.¹¹

⁹ Concretely, the General Directorate of the State Police has drafted a Service-Order of the General Directorate no. 865, dated 26.12.2007 "For the Data Entry in the Database of VoTs". This service order defines the procedures for data entry, tasking operators and individuals with responsibilities, deadlines, reports, etc.

¹⁰ The State of Efforts in Albania to Combat Trafficking of Persons 2007 – 2008, CAAHT (October, 2008).

At the beginning of 2007, the Ministry of Labor, Social Affairs and Equal Opportunities approved the Standards for Social Care for Victims of Trafficking or in Danger of Being Trafficked in the residential centers. The importance of this initiative is of course an essential step forward in the Balkans in the framework of offering qualitative assistance from all service providers for the VoTs in Albania. In addition, is of course an improvement in offering a proper system of inspection in providing services offered to VoTs in residential centers. The drafting for the social care services for VoTs and those in risk of being trafficked was a necessary step to offer qualitative services that fit the needs of the VoTs maximally respecting their rights as human beings. Among these standards are reflected well-known principles of equality, respect and guarantee of personal values and dignity, the right to benefit and be protected, anti-discrimination, confidentiality of private life, security, partnership, social integration and participation in the community life.¹²

At the local level, another policy that could perhaps indirectly address the needs for an effective reintegration of the victims of human trafficking is the creation of the Regional Committees against Trafficking of Human Beings.

This initiative is based on the legal order no. 139 of the prime minister dated 19.06.2006. The scope of these committees is for them to guarantee that the policies, programs and anti-trafficking assistance is implemented in their areas of operation, and the possibility of trafficking in their families and members of the community is decreased.¹³ In order to accomplish this goal, these committees must make periodic evaluations in their region and highlight their specific needs to point out their priorities and plans of action at the regional level (Ministry of Interior, 2008b). The work of these structures is far from their responsibilities, meaning that their work is minimal in comparison to the real needs for coordination at the local level.

At the micro level (under the framework of offering direct services to VoTs, in 2003 was created the National Reception Centers for VoTs (NRCVT). This is an important institution that operates under the State Social Services in the Ministry of Labor, Social Affairs and Equal Opportunities. With a capacity of 100 people this center assists in first reception, accommodation, rehabilitation, referral for reintegration and repatriation (when the beneficiaries are foreigners), of three main target groups: 1) Women and girls that have

¹¹ *ibid*

¹² Standards for Social Services for VoTs or in risk of being trafficked in residential centers, Tiranë 2008.

¹³ The State of Efforts in Albania to Combat Trafficking of Persons 2007 – 2008, CAAHT (October, 2008).

been trafficked or are at risk for being trafficked; 2) Children that have been trafficked or are at risk; and 3) illegal emigrants (Ministry of Interior, 2008a).

The center offers services in accordance with the *Standards of Social Services in Residential Centers for Trafficked Persons or at Risk of being trafficked in Residential Centers*, approved by Council of Ministers no. 195 dated 11.4.2007 “For the Approval of the Standards of Social Services in Residential Centers for Trafficked Persons or at Risk”. These standards will be used to improve the quality of social services for groups in need aiming to respect the principles of equality and non-discrimination, self-determination, rehabilitation, prevention, social integration, etc. (ibid).

3.3 Efforts Undertaken by Non-Governmental Institutions for the Reintegration of VoTs.

The contribution of the non-governmental organizations operating in the anti-trafficking field in Albania, has been and is essential in regards of the services provided for the target group of VoTs. Furthermore to better coordinate their work, the primary organizations that offer direct services for VoTs along with the state one, have created the National Coalition of the Albanian Shelters (NCASh). Members of this coalition are: “Vatra” Center, “Different & Equal” organization, “Another Vision” association, the National Reception Center for VoTs and the community center “Life and Hope”.

The members of the abovementioned coalition have been the primary actors through their contribution within the Ministry of Labor, Social Affairs and Equal Opportunities to draft the standards for social services for VoTs or at risk in residential centers. These organizations have intensively worked as part of a work group offering their expertise and practices acquired throughout the years in offering direct assistance to VoTs.

Offering a rehabilitative and reintegration package of services for VoTs, is of course one of the most important efforts that the NPOs can offer for this target group in Albania. This package included specialized and standardized services starting at the moment when these individuals are identified as VoTs and continues till they are ready to lead independent lives. *For a detailed description of the reintegration services offered by the shelters as well as other NPOs, please see annex one.

3.4 Best Practices Applied for the VoTs in the other countries and in Albania

Depending on the needs of each VoT case, residential and non residential services are provided. This assistance is closely linked to the real financial opportunities of the shelter (and staff) to assist the victims, the legal and institutional barriers, security

issues, longevity of the program, proper conditions, the possibility of mixing children and women who have been trafficked, etc.

Some of the programs that have functioned in the region and in Eastern Europe have been the preventative programs in Croatia, through the Ministry of Education which has distributed awareness materials in schools. In Moldavia, the programs have focused in improving economic assistance for women and girls that are in danger of being trafficked or have been trafficked, in order for them not to be trafficked again and have access to financial opportunities to start an independent life. In the case of Romania, where according to data a good part of children and girls that are trafficked come from orphanages, the shelters and NPOs have offered trainings to improve the skills of these children (teach them a marketable skill) to find a job and to lead an independent life when they leave the orphanage. In Russia, a combination of programs aiming to raise awareness, train, and offer economic opportunities for trafficked women (Best Practices in Trafficking Prevention in Europe and Eurasia, 2009).

According to the reintegration center staff “D&E”, “Vatra” and “Another Vision”, during their study visits in different countries of Western Europe, they have observed as a good and efficient practice the social inclusion of the VoTs by the part of the government, supporting them through social programs. For example, in the study visit in Belgium and in Italy was noted that the centers that assist VoTs play only an intermediary role with different institutions such as health ones, professional training and employment offices, social housing, economic assistance which are the ones that support the individual in different aspects leading to a sustainable reintegration for the VoTs.

Even during the study guide in Kosovo, were noted some good practices such as the functioning of the social services provided by the government through the Social Work Centers. These institutions provide support for all vulnerable social groups, among which also minors VoTs (in some cases even adults). Another good practice in Kosovo was the existence of the Unit for the Protection of Victims, appointed by the Ministry of Justice. This Unit has in its team the Legal Protectors for VoTs, who supports them from identification until the end of judicial process advising and supporting them in the legal aspect (legal protectors didn’t have the right to represent the victim in trial).

Further on, another positive example from Italy were the programs generating income primarily from creating social businesses.

Some of the best practices in Albania for the reintegration of VoTs are:

Improvements in the Legal Framework and Police Force

Under the framework for improving information and cooperation among all actors that deal with issues of trafficking, it has raised the National Referral Mechanism for the Identification and Improved Assistance for the Victims of Human Trafficking in July 2005. This document has made possible the drafting of a series of guidelines that are useful for the police (border) to include advice for the interviewing of the VoTs. At the regional level, the Anti-Trafficking Entity coordinates the National Implementation Group to adjust and implement the Transnational Referral Mechanism (TRM) document for VoTs in Southeastern Europe. Also, a series of operating regional committees to fight against trafficking of human beings have been developed in 2006.

The Ministry of Interior (where the Anti-Trafficking Entity operates) has been monitoring the implementation of the National Strategy against Trafficking of Human Beings for the period 2005-2007 and some of the conclusions taken out of it have to do precisely with the consolidation of the implementing mechanism, improving their capacity, coordinating their activities and cooperating among one another. This ministry has also pointed out that the “witness protection law” has been ineffective in protecting the VoT for only one of them has benefited from it in the 2005-2007 period. As a consequence, another law would be more applicable for VoTs.

The Responsible Authority is the structure that coordinates the identification, return, welcoming, referral and reintegration of the victims and those at risk of being trafficked by serving as a liaison for all actors within and outside the country. According to the report of the Ministry of Interior, this structure hasn’t been efficient in coordinating her work especially in the case of the police force, social services representatives, diplomatic authorities, etc.

Also, the improvement in the leading role of the local officials is a positive development in the framework of the decentralization process. However, unfortunately their role is peripheral focusing only in memberships to the anti-trafficking regional committees (CAAHT Report, 2008: 34). Practical contributions that are worthwhile noting are the cases when applying for birth certificates in municipality offices or when housing costs are covered by the municipality.

During the past few years, NPOs that operate in the field have had close relationships with the Ministry of Interior for the security and protection of VoTs. The existence of the National Anti-Trafficking Coordination Office has made it easier for the NPOs and all other state institutions to connect on this subject matter and facilitate the process of

creating cooperative protocols (memorandums of understanding) among themselves. This mechanism was created precisely based on these needs and it is a relationship that clearly defines the roles of each actor in the fight against the trafficking of human beings.

The proper functioning of the System of Total Information Management (TIM) with the support of US/EU has helped the access of information as well as the progress of the legal cases connected to VoTs. This has been one of the best practices up to this day for it guarantees access to information for all the parties involved, while at the same time protecting the privacy of the victims.

The National Strategy against Human Trafficking 2008-2010 was drafted from a group of actors included in issues of trafficking and being based on the barriers that impeded the implementation of a series of issues mentioned above in the prior strategy. This means that the National Coordinator's office and NPOs operating in the field have the desire and will power to work on improving previous practices.

On the other hand, the international organizations continue to offer an essential contribution in the anti-trafficking field in Albania as well as in the ongoing financial support for the organizations that offer reintegration assistance for VoTs (without their support, the work of these organizations would have been blocked), as well as in implementing partner programs with different institutions of the Albanian government. Quite useful has been the contribution of these organizations when it comes to giving expertise in drafting programs, policies, respective strategies, upon which the anti-trafficking work has been based in Albania.

Based on the work conducted by the CAAHT program under the auspices of cooperation, the five shelters, mentioned several times in this study, which administer services under the National Referral Mechanism decided to create a coalition on July 2007 under a Memorandum of Understanding. The scope of this agreement was the functioning of the coalition and definition of procedures, responsibilities and duties of the parties involved. While the objective of this agreement was to improve collaboration and coordination of work from the members of the coalition as well as the improvement of the assistance such as protection, support, rehabilitation and reintegration of VoTs.

Reintegration Services

An important achievement pertaining to the reintegration of VoTs is the completion of the collaboration agreement between the Government Centers for Professional Training (part of the MLSAEO) and the organizations that offer reintegrating services for VoTs.

Due to these agreements, there has been a positive atmosphere facilitating the registration process and enrollment in different professional courses for the beneficiaries of the reintegration center D&E, Vatra, etc. some of the courses offered are tailoring, hair dressing, cooking, etc., providing VoTs with good professional skills.

An important criterion to benefit from these professional courses is the registration in the Employment Offices as unemployed job seekers. Also, this problem is being overcome gradually (initially the VoTs didn't want to be identified as such due to fear of discrimination, lack of confidentiality on their ID, etc.) due to the increased sensitivity of the administrative staff to protect the data gathered from VoTs when they apply for these courses.

Something new and meaningful has been the creation of a new institution named The Commission for Data Protection, when talking about citizens rights especially VoTs. This office collects petitions from citizens when their rights are being violated (for example if an administrative staff abuses with the data given by a VoT, she can petition to the abovementioned institution and ask to file a case against the individual that has broken the right to her privacy.¹⁴ It is advised that this information should be passed on to the VoTs to guarantee them that the private information given in the Employment Office will remain confidential.

Another positive example of collaboration with state institutions is the relationship between NPOs that provide direct assistance to VoTs and the Municipality of Tirana. Based on the initiative of D&E, several employees of the municipality were trained on different issues on trafficking, VoT profiles, main issues which they have to deal with during reintegration, etc. The scope of this training was to increase sensitivity of the municipality staff towards VoTs and their needs. On the other hand, the Municipality of Tirana has taken upon itself to facilitate the process of children registration for VoTs in preschool, kindergarten, etc., as well as provide support during the application for housing at the municipality.

The MLSAEO also under the project guidelines of the International Labor Organization aims to offer micro-loans for the enterprises of the women and girls that have been trafficked offering in this way economic independence and reducing the possibility of being re trafficked. Up to now such thing has been accomplished in different projects (mentioned above, OSCE-ILO) and the results have been quite positive. The VoTs selected to be part of these projects have shown dedication and skills in opening their small businesses and in expanding them by making them sustainable.

¹⁴ Information received from the interview with the Specialist of MLSAEO.

Another practice leading towards a sustainable reintegration process of VoTs that are minors in our society, are the so called foster families. By carefully examining the needs of the underage VoTs, it has been concluded that the establishment in a family environment is no doubt their best chance to reintegrate. An issue is of course trying to find foster families for these individuals, a responsibility that belongs to the Social Support and Services Section at the Municipality.

Legally there is criteria sanctioned upon which the foster families are chosen. Here we can mention: 1. Evaluation of the foster family; 2. Age of parents; 3. Legal background; 4. Financial standing; 5. Motivation to be foster parents; 6. Parenting abilities; 7. Education; 8. Health; 9. Housing; 10. Non-discriminatory approach; 11. Community infrastructure; 12. Involvement of members of the foster family; 13. Relationship with other institutions involved with VoT assistance; 14. Relationship of the foster family with the family of origin.¹⁵ Up to this day, the service providers have aimed to select families that meet the above criteria for the underage VoTs, by trying to screen the VoTs circle of relatives.

The approval of the standards for the Social Care Services for VoTs and at risk are another good practice undertaken in Albania under the framework of improving qualitative reintegration services. The implementation of such services will serve as a basis for the welcoming and rehabilitation of women and girls that have been VoTs and for the accomplishment of initial procedures for child care, and to foster a proper environment for abused, maltreated, and trafficked children.¹⁶

¹⁵ MLSAEO. Sectorial Strategy for Social Protection 2007-2013, Tiranë 2007.

¹⁶ MLSAEO. Standards for Social Services for the VoTs or Persons in Risk of Being Trafficked in Residential Centers, Tiranë 2008.

CHAPTER FOUR

4.1 Profile of the Victims of Trafficking - Data Collected from Interviews and Literature Review

When we look at the profile of the VoTs in Albania, we must keep in mind the fact that the information gathered from this study, be it from primary or secondary data, has been collected for VoTs that have been identified and assisted in reintegration programs. However, we haven't had opportunities to analyze the information for the VoTs that haven't been identified and treated as such.

Age Group

Based on the interviews accomplished with the VoTs, results that their age varies from 15 to 35 years old. Out of them, the largest number (41%) belongs to the 20-25 years old age group. Meanwhile, approximately 19% of them belongs to the 15-20 year old age group, and the same percentage to the 25-30 years old; 30-35 years old; and to the above 35 years old age group. It remains concerning the fact that the youngest age groups compose the largest part of VoTs. Such conclusion lies not only in their age during the interview, but also on the understanding that these victims have been assisted with different programs for several years, therefore, they have been even younger at the time the trafficking occurred. Such evidence leads us to believe that this category continues to remain the most preferred from the traffickers for this group is the easiest to be recruited due to the limited information, low educational level, are highly influenced by other individuals, etc.¹⁷

The same thing can be noted in several different studies from the secondary sources used in this research. Besides, in their study, Ekonomi, et al found out that the average age group for interviewed VoTs (n= 10), was 23 years old (2006: 46). Furthermore, in a

¹⁷ Organization "Different & Equal", Annual Report, 2007.

study of the CAAHT program in 2008, results that out of the 114 interviewed VoTs from the four centers of the coalition,¹⁸ 17% of them are under 18 years of age and the largest part of them (68%) belongs to the 18-30 year old age group. A similar finding results from the data collected from the shelters “Different & Equal” and “Vatra”. 18% of VoTs included in the study are under 18 years of age (Vatra, 2006); and 20% of the VoTs of “Different & Equal” belong to the same age segment (2006).

Educational Level

The average education level of the VoTs results to be the eight-nine year basic education whereas 67% of them result to have completed it. Meanwhile, 11% of the victims have not completed basic mandatory education, interrupting it in sixth or seventh grade. A small number of the victims (7.4%) pose a higher educational level beyond the mandatory years of schooling. On the other hand, there are cases when victims have completed secondary education after having completed the mandatory basic education (14.6% of them).

When it comes to the educational level, again data from the interviews collected from VoTs for the purpose of this study (n=27), are similar to other studies on the reintegration process of VoTs. In the Annual Report of the psycho-social center “Vatra”, it is said that

“only 40% of VoTs (n=70) have completed the basic mandatory education. Meanwhile, the rest of the beneficiaries’ posses anywhere from 0 to 13 years of schooling (19). The same finding can be observed in the 2007 Annual Report of “Different & Equal” where 63% of VoTs assisted during this year have completed the basic mandatory education. Meanwhile, according to CAAHT, 51% of all VoTs (n=114) have completed mandatory basic education, ending their schooling experience at the age of 14 years old.

Birthplace and Origin

The birthplace of the victims varies with a relatively wide distribution range. In order to ease interpretation, it has been grouped in three different regions: north (northeastern concentration), middle country (concentrated in Tirana), and south (concentrated south-east and west of the country). More concretely, 48% of the victims come from the southern part of Albania, 37% come from the middle part of the country and only 15% come from the northern areas of Albania.

¹⁸ “Life and Hope” Gjirokastër, Psycho-Social Center “Vatra”, Vlorë, “Different & Equal”, Tiranë and “Another Vizion”, Elbasan.

Besides, based on literature review, results that the place of origin of VoTs is distributed differently, dependent on the geographical location of the shelter itself. So, based on the CAAHT report in 2008, results that out of the 114 VoTs assisted 50% of them come from the city of Fier, Berat and Vlora (13). Meanwhile, the D&E report points out that the largest number of beneficiaries come from the cities of Shkodra, Tirana, and Lezha during the timeframe this report was made.

Legal Status

From the interview conducted, we find out that the legal status of most of the beneficiaries is "single" (81%). A small percentage 11% and 7.4% of VoTs is respectively or married.

The same finding results based on literature review. In the CAAHT study, 59% of the VoTs are single (2008: 11).

Children

In relation to children, the majority of the interviewees (70%) don't have any children, while 30% of them have one to three children. More concretely, seven of the victims have one or two children equally while one of the victims has three children. In the majority of the cases (37.5%) children live with the victim, while there is a case where two of the children live with the father and another child lives in an orphanage. In another case, the child lives again with the father. Again, there is one case where the child lives with the victim and her husband while only one of the victims has no idea where her children may be.

Referring again to the CAAHT study, we see that 16% of the VoTs are divorced with children, 8% of them are divorced, 6% are single with children, 6% are married with children, and 5% are married without children (2008: 11).

CHAPTER FIVE

5.1 The Factors Influencing a Successful Reintegration for VoTs – the Perspective of Service Providers

The long meaningful experience in the anti-trafficking field has made the service providers capable to identify the determining criteria and factors that contribute to a successful reintegration process for VoTs. As mentioned above to highlight the most important factors for the reintegration of VoTs in Albania, several professionals and anti-trafficking key actors have been interviewed combining therefore the information provided from secondary sources in this area. The most important factors for a successful reintegration of the VoTs in Albania, mentioned by the professionals interviewed are: reintegration services (a full package according to VoTs needs; network collaboration between anti –trafficking actors, family and community environment; education; professional courses and employment; legal assistance; sustainability in the financial support for the organization offering direct assistance for VoTs, etc.

Family and Community Environment

According to the researcher Rebecca Surtees, one of the reintegration aspects that must be taken into account is of course the family environment, which must be carefully analyzed by the service providers during reintegration.

There are cases when the family may have been the direct or indirect actor leading for the girl to be trafficked (cases when girls are pushed from their families to leave or are trying to get away from a violent and conflicting situation) and in this case, the VoTs refuse (show resistance) in reestablishing relationships with them. In these cases the decision ask for help from the family during reintegration is rather difficult regardless of the fact that often families are a lot more understanding and supporting then the surrounding community (Surtees, 2008: 17).

Also, something to be taken into account are the emotions that the girls experience

facing their families (shame, discontent, anger, etc.) for a healthy family plays an important role in the reintegration process of their daughters. But not in all cases when the victim has made an attempt to connect to her family, a healthy relationship has been established (ibid). In the case when the victims return home, in their community behaving normally (without attitudes linked to the trafficking experience), they tend to be more accepted from the community in which they live.

“As long as the Albanian government will not implement social policies for this group, the shelters will face difficulties in implementing full reintegration programs for VoTs. Due to this, a better coordination from local authorities offering social services, employment office, medical care, etc., is required.

One of the primary challenges in this respect is to fight stigma from the family and society for VoTs. The problems connected to social prejudice vary. And although the family is supposed to play the role of the intermediary between the victim and the community, this is often cases difficult. Here we can mention, rejection, abuse and isolation from the family and community where she resides, making it therefore even more difficult finding employment and friends. *“In the family, the brothers are usually the ones that behave the worst with their sisters who have been victims of trafficking”.*

Collaboration Between Institutions Offering Reintegration Services for VoTs

When we talk about the technical part of the reintegration programs offered by the coalition shelters¹⁹ all of the parties interviewed agree that the package of services offered is complete, although part of the services may depend from factors that are not the domain of the shelters. Regardless of the fact that services are offered in the format of packages, the state does not provide support to facilitate a qualitative and long term reintegration process for when the girls do not receive complete assistance, they are faced with the possibility of being recycled again in the trafficking ring. The majority of the social workers of the shelters are strong supporters of the fact that although the shelters should provide initial assistance, the state should continue its support in other phases of the reintegration process.

¹⁹ According to a regional conference, Albania was listed as one of the countries ranked above average in the Balkans pertaining to the assistance provided for VoTs. The services provided by the shelters were defined to be as some of the most qualitative and complete ones. The service providers interviewed here to provide a more complete view on the reintegration assistance offered to VoTs, have had a mixed background, varying from social workers of the shelters, foreign donors, national coordinators for the fights against human trafficking, etc.

The national referral mechanism has been functional up to a point but many problems have been pointed out especially in the identification of the victims from the police. The lack of responsibility, organization, or clarity from state institutions to support the proper mechanism during the reintegration process, has made the efforts of the shelters even more difficult in the reintegration of their victims.

The scope is to strengthen and consolidate the principles of the social welfare state in Albania as well, so that the state institutions take upon themselves to offer primary services for Vots, starting with medical assistance, professional trainings, employment, legal protection, etc. Only in this way, these services will be more sustainable, like the reintegration process for this vulnerable and need-specific group.

Handling Difficult Cases

During the reintegration process, it is often observed that the shelters are faced with difficult cases which often vary from 40 to 70% of the total (Surtees, 2008: 7). The aid organizations identify difficult cases the ones that include: VoTs with dependent children or other family members dependent upon them, VoTs with physical and mental problems, VoTs that are substance dependent, underage VoTs, high risk VoTs (security), VoTs that have no family support, VoTs without any paperwork (unregistered in the civil registry), etc.²⁰ The job for the reintegration of these VoTs is even more difficult and complex, keeping in mind the demands made to the service providers.

Matching Services with VoTs Needs

During the interviews, we have seen a division in the opinions given whether the services provided were enough for the VoTs. In the low risk cases, most individuals agree that the assistance given is more than enough, while in the high risk cases, the services are not sufficient for VoTs. They must of course offer more employment opportunities, safety, access to the legal system and better lawyers in the market. In the social aspect, the shelters must prepare the girls to be more independent (ability to find work, friends, etc.) and teach them to lead independent and active lives. At the beginning of the reintegration program, it is necessary for the shelters to offer to the girls a caring model which in most cases has been lacking in their families, but afterwards they ought to be empowered to live on their own. A fundamental aspect of a successful reintegration is the empowerment of VoTs, the support that must be offered to them to develop personal

²⁰ Surtees. Rebecca., 2008. Re/integration of trafficked persons – handling “difficult” cases. NEXUS Institute.

skills towards an independent life as well as their active involvement in each of the steps for the reintegration (Surtees, 2008).

In the case when the interviewees were asked whether the assistance given fits the needs of the victims, the part of the individuals that have responded no, has referred to the lack of the support from the state as the primary service provider.

The Lack of Information on Reintegration Services

Delivering the proper information about the existence of reintegration services is considered a primary issue mentioned by the professional interviewed. In the border police offices which are the first points of contacts with the VoTs, it is noticed that there is a lack of information to refer the victims in the appropriate direction or even to identify them as such. This comes from the need to have more coordination and cooperation with the state structures.

Financial Sustainability for Shelters of VoTs

This factor is considered an important one by the individuals interviewed and they gave a few recommendations in this direction. Such thing can be done well through the process decentralization of power, responsibilities, and budget to have better local services that are efficient and easily manageable. They need to maximize their services in the most efficient way possible for they are faced with issues of financial sustainability, being dependent from their donors' funds which are often not enough for the expenses they must make. At the time when their financial situation is stable, it becomes a lot easier for them to concentrate on improving the quantity and quality of the reintegration programs for VoTs.

Education, Professional Training and Employment of VoTs

A significant part of the trafficked girls have very little education and as a consequence is very difficult for them to find and keep a job. This leads toward the need for more professional training and resulting in greater chances of employment. When referring to the education system, the victims are offered an extensive support to reenroll in schooling for the Educational Directorate of Tirana has shown support in this direction showing a positive collaboration example. But however, the main problems are faced when the cases live in rural areas and when access to a qualitative education system is limited.

Regarding the professional training and the employment of VoTs, what has been observed till now is that the employment program for VoTs is sporadic and disconnected.

It is primarily organized by the NPOs which work with trafficking issues and it doesn't have any strong support from the state. For example in Tirana, the collaboration with the state employment office has been ineffective, while reports from Vatra center, tell us that VoTs are usually directed to the employment offices and that they have been very efficient in their work, employing therefore many VoTs. So we can see a difference in the approach taken from these offices in different areas of Albania. Also it is necessary for the girls to find jobs on their own in order to be more active. The biggest problems are faced when the girls and women must find jobs through newspapers, jobs that pay very little and cannot be accommodating to their needs. Linked to the professional training it is very important for the girls to be trained on other skills besides tailoring, cooking, hair dressing, etc., so that they can look for jobs that are not women-specific and are more marketable.

VoTs face problems not only with finding a job, but also in the income generated from them. Besides the difficulties for adjusting with a new environment and life style, the girls usually are faced with the lack of reasonable income to earn a living, differently from their lifestyle in their countries of destination (Surtees).

In Albania, the staff of NPOs states that the government has offered to this day only professional training courses for free. Meanwhile, representatives of state institutions note that policies have been drafted aiming to ease the tax burden of businesses that employ VoTs. Such need is observed also from the municipality workers that offer assistance for vulnerable groups. Regardless of the fact that employment policies have been designed for this target group, the results has not been positive, for the victims do not wish to be identified as such in the Employment Offices. In order to guarantee services from the state, the government must take full responsibility and implement such policies in all of its responsible institutions. So, the state must not only draft social policies, but also find the resources to implement them. The donor programs linked to microloans have given positive results not only in Albania, but also other countries of the region. It is seen as a good alternative when there is a lack of employment opportunities.

A successful program has been the one designed from OSCE –ILO offering microloan for the trafficked girls to ease the experience of opening a small business in Albania. The microloans opportunities were analyzed case by case to look at all the elements needed that contribute to the success of the beneficiary. Normally it is important to analyze their entrepreneurship skills, desire and support from their family to assist, as well as help from the banks and other institutions to subvention interest or part of the capital. Even in the case when the victims can have access to a loan, or just try to find employment, it is seen as a necessity to collaborate with the unemployment office and NPOs to use all the state services intended for VoTs.

Psycho –Social Counseling

The psycho –social assistance offered to VoTs as part of the program is also a crucial component of a successful reintegration process. This fact was confirmed also by the professionals interviewed who underlined that this service should professionally offered in based of the individual and specific needs of the VoT and based on the phase of the reintegration process of the beneficiary. On the other hand, counseling and the psychological assistance is also highly appreciated from the beneficiaries. All of them requests and considers counseling as important to their general wellbeing.²¹

Financial Support for VoT

In the framework of the efforts made by the Albanian Government for the reintegration of VoTs (even it isn't approved yet and as a result its implementation hasn't started) is the draft law "For some changes in the law no. 9355 dated 10.03.2005 "for social services and assistance". Through it VoTs will be assisted with financial support after they have left the institutions of social care. The assistance offered to VoTs will be approximately 3.000 lek per month. This is considered as a small amount by the professional interviewed, thinking it should help VoTs during the reintegration process. Normally, the state assistance must be greater and extra to the wages when the victim has had the opportunity to find a job.

Medical services

Often a great number of VoTs in need, must receive support from the government and NPOs that assist in making these services accessible (Surtees, 2008: 17). There is a lack of qualified social services that fit the VoTs specific needs especially the ones linked to the psychotherapeutic counseling instead of giving sedatives to the victims as the easiest way to deal with the situation. Ongoing counseling is a lot more efficient in spite of its high costs. Healthcare and dental services is even more expensive due to the great needs of the victims and the limited financial means of the shelters. On the other hand, VoTs cannot receive healthcare services in the state clinics for they are not insured, even when they are employed.

²¹ Qendra "Të ndryshëm & Të barabartë". *shtator 2006. Procesi i Riintegrimit... (Studim mbi procesin e riintegrimit të ish viktimave të trafikimit njerëzor): Tiranë.*

Legal assistance for VoTs

The possibilities to benefit from the witness protection programs in Southeastern Europe are limited according to the researcher Surtees. A part of the victims benefit from these programs during trial and not before or after it, and in some cases the issues is not seen as important enough as to seek a protection order for the victim from the judge. The cases when the victims can be accommodated in other countries of the region for example, are also limited for a great part of the victims are at high risk and are required to stay in their own country. The psychological effect of such limitations, of the need to be protected and its lack, leads to the prolongation of the reintegration process.

Some of the difficulties faced in Albania by the victims when they try to access the legal system for help are exactly the lack of information about their rights and the collaboration with NPOs that work on trafficking issues. Outside of the Ministry of Interior, the largest part of the entities don't have any idea of their responsibilities to identify and protect VoTs. A lot of them try to dispose of them and point fingers at other actors. Security issues are precisely linked to these problems.

Furthermore, the lawyer hired from the shelters must be more "aggressive" and fight strongly for the rights of the victims for the lawyers hired from the traffickers are such. Also, the prosecutors are not proactive for they do not deal with upcoming problems when they can and when they see repeated cases. In the judicial system, we see the big problem of corruption and lack of independence of the courts from different outside pressure.

As mentioned above, we continue to face problems with the identification of the victims and their referral to the proper services. In many cases, the solution to these problems is based on personal connections and not institutional ones. Regardless that such laws and practices exist, their implementation is dependent upon people's will to solve that problem.

The prolongation of the trials and limited protection of the victims lead that many of them loose their faith in the state institutions. When there have been extreme security issues, the state normally should intervene to rehabilitate the victims and take immediate measures.

5.2 Factors Influencing a Successful Reintegration for VoTs - the Perspective of the Beneficiaries

Based on the interviews conducted with VoTs as well as literature review of studies focused on the same issue, it has been assessed that it is important to present the primary components of reintegration, including here the main challenges face by the VoTs during this process:

1. Proper and safe housing;
2. Professional training and employment;
3. Education and professional development;
4. Financial situation;
5. Psychological and physical wellbeing;
6. Security;
7. Social context (family and social relationships);
8. Access to services and opportunities;
9. Perception for a successful reintegration and motivation for a better future.

1) Appropriate and Safe Housing

Housing is one of the primary components of the reintegration process for VoTs. It is considered so because it is closely related to the issue of security and her sustainability towards independent life. Having proper and safe accommodation is positively correlated with the feelings of the victim about herself (self-worth), and with the perception she has about her future. In the cases when the VoT is lacking this aspect, the chances that she is recycled again are higher in comparison to the victims who have a sense of self-worth.

From the interviews conducted, we see that safe housing and financial support for housing are dy of the primary services that the beneficiaries have taken advantage respectively 90 and 40 percent of the time. In all of the cases the beneficiaries have expressed that he services offered by the shelters fit their needs. Most of them state that they have felt safer after they have benefited from the services and as a consequence more capable to face life on their own. One of the victims states that *“without the services received, I have no idea where I would have ended up”*.

2) Professional Training and Employment

While the VoTs interviewed declare that they have received employment assistance directly from the shelters (56% of them), we note that there is not a big difference in the percentage for the victims that work and the ones that do not work. Therefore, 47% of them are actually working, while 42% of them don't work and 11% have not answered this question. From those that work, the majority of them are content with their work (93%) for reasons that vary dependent upon good working conditions (30%), good pay (25%), other reasons including opening a small business on their own or with their family (25%), and not being discriminated against in the workplace (20%). Out of the primary sectors where the VoTs have been employed we can note: hair dresser, house keeper, bartender, cook, tailor, salesperson in different stores. On the other hand, one of the reasons given from the unemployed VoTs we can mention: caring for small children, tiring previous work, security issue due to the trial process, feel at risk (11.1%), pregnancy, lack of employment and plans to be employed after the completion of professional training courses.

In a study of D&E in 2006²², out of the 70 VoTs interviewed, 44.4% of them have been employed after leaving the shelter. 50% of them, have had only one job, 25% of them have had two jobs (in different locations), and 15% of them have had three jobs. The primary reason to cease working or change employment has been the conflict with the employer. Nonetheless other important factors are considered the inappropriate working conditions or contracts (ibid).

3) Education and Professional Development

As resulted from the interviews conducted with the service providers, the courses or trainings offered for the VoT are complementary of their reproductive role, giving them a strong gender based character. Although the shelters, donor organizations and local NPOS have greatly contributed in this direction, courses in these sectors such as tailoring, hair dressing, cooking, childcare, etc., do not provide enough income in Albania being categorized as some of the most underpaid sectors in the economy (Ekonomi, et al, 2006). This fact influences meaningfully their daily life and what can guarantee them a better future would be the reenrollment in schooling, which is not always possible for it is connected to a series of factors (primary individual ones such as age, years of schooling, desire and will power to return to school, etc.)

²² Organizata "Të ndryshëm & Të barabartë". *shtator 2006. Procesi i Riintegrimit... (Studim mbi procesin e riintegrimit të ish viktimave të trafikimit njerëzor): Tiranë.*

4) Financial Situation

When talking about the primary challenges and difficulties, with which the VoTs are faced during reintegration, the financial problems have been identified from 40% of the interviewees, the difficulties in finding employment (56%), ongoing discrimination (11.1%) and at last the security issues are still a challenge for some of the victims (11.1%). Another challenge that is observed from the victims is the lack of financial and emotional support from their families of origin, especially the male members. Besides, the lack of financial support from the state (aside from social assistance of 3000 lekë per month), is another challenge for VoTs. As mentioned from the interviews conducted with service providers, the VoTs are hesitant to register themselves with the employment offices as unemployed for they do not wish to be identified as VoTs keeping in mind the discrimination they face.

5) Psychological and Physical Wellbeing

The VoTs that were interviewed have benefited from services such as medical assistance and psycho-social counseling equally (85.1%). It seems that besides their health, the emotional and mental wellbeing is quite important in the successful reintegration of the VoTs. In this framework, previous studies point out that approximately 5% of Albanian VoTs returned to the country and assisted from the shelters have attempted to commit suicide during the reintegration process, while some of them have attempted suicide before even coming to the shelter (IOM, 2001: 50). The same source, states that 7% of VoTs mentioned above have been diagnosed and treated for Post Traumatic Stress Disorder (51).

Different studies show that trafficking often has a great impact in the health and emotional wellbeing of VoTs. Different forms of abuse and danger faced by women and girls include physical abuse, sexual, psychological, forced substance abuse including alcohol, social restrictions, financial exploitation, legal risks, work and family conditions, as well as the risk of being an illegal migrant (Zimmerman et al., 2003). Health complications are observed in any of the phases of the trafficking experience, before, during, or after during the reintegration period (ibid). Besides, VoTs are confronted with many difficult situations which have a negative impact on their mental health. Trauma, guilt, anxiety, physical and sexual violence, unwanted pregnancies, psychological and emotional manipulations, are only part of their traumatic experiences (ibid). On the other hand, many VoTs choose to use drugs, alcohol or smoking to cope with their situation (Raymond dhe Hughes, 2001; Zimmerman et al., 2003). Based on a study in 2001, the largest part of VoTs (87%) used drugs and alcohol to help themselves while they were being trafficked (Raymond dhe Hughes, 2001).

It is of course known that a part of VoTs have been exposed to unprotected sex besides many other things (D&E, 2006: 15), and this is not something observed only with the Albanian VoTs. Therefore, based on the 2007 U.S. Department of State report, human trafficking is accompanied with the spread of the HIV/AIDS epidemic. The same report states that the epidemic in Asia is fatal while is combined with abuse and drugs. The spreading of such deadly virus in women and girls that have been trafficked in Nepal and India is considerable (38%).

6) Security

Based on the interviews with VoTs results that 49% of them have received legal assistance from the shelters and 52% of them have been monitored in an ongoing basis. When focusing on the perceived risk to be re trafficked, 26% of them state that they feel endangered, 63% of them feel safe and 11% of them don't know whether they are in danger or not. Among the victims that feel in danger some of the reasons are: traffickers are free or they note that they do not have any protection from the state. Among the victims that feel safe about their life, they state having enough information, knowing where to go to ask for help and feeling empowered by the services received.

7) Social Context (family and social relationships)

11.1% of the cases interviewed do not have relationships with their families. Based on the analysis, we note the high percentage of victims that state that their relationships to their families are very good and good, respectively 33.3%. On the other hand, 11.1% of the victims report to have conflicting relationships with their families. Meanwhile, 12.5% of them have selected option 'other'. Among them, although the relationships to their families are considered good with some of the members of the family (parents), with the brothers this relationship is more complex or does not exist due to the stigma and discrimination they give to their sisters. There are cases of physical abuse from the father reported by one of the victims. Based on the interviews results that 81% of the VoTs are included in social activities in the shelter and 52% of them have received intermediation between themselves and their families (52%). As noted in other studies with the same focus, "the factor that influences the most during reintegration, is the level of support received from the family. A peaceful family offers more reintegration opportunities than a conflictual one. The conflict within families doubles the chances of being re trafficked " (D&E, 2006: 36).

Although this study is not focused in the analysis of the situation of VoTs before being trafficked, some studies show important facts to be taken into account while analyzing the elements that compose a successful reintegration process. For example, the study

for the VoTs assisted in the Balkans points out that 70% of VoTs used to live with their families before they were recruited (IOM, 2001: 50). The same source states that 18% of VoTs assisted have had bad relationships, even abusive, with the male members of their families (ibid). In this context, based in the interviews conducted for this research study, the authors deduct that this sort of relationships is “inherited” even upon the return home of the victims and as a consequence making the reintegration process even more difficult.

8) Access to Services and Opportunities

Based on the interviews with VoTs (part of the quality-control group), resulted that the primary reason for not being able to benefit from the reintegration programs is the lack of information about their existence. There are still issues in providing information to VoTs from the structures tasked to identify them and direct them to the proper reintegration services in Albania. Such services can be offered to VoTs even in the cases when they decide to return to their families of origin immediately (without being accommodated beforehand in the shelters). Such decision can be made from VoTs also due to the sole reason that they cannot afford to stay in the shelter from a long period of time, but they have to work to support their families (Brunovskis & Surtees 2007: 91, cf. Surtees 2008d).

Meanwhile, the assistance organizations take upon themselves to assist VoTs with reintegration services also when they reside with their families (enroll them in courses and trainings). Another problem is the access VoTs have to reintegration services in the urban areas. The lack of benefiting from these services is directly linked to the limited abilities to be better reintegrated in their family and community of origin, in regards to their needs.

9) The Perception for a Successful Reintegration and Motivation for a Better Future

To the question whether they feel reintegrated into society, the victims have responded narrowly. So the information received pertaining to the dangers faced every day by the victims (trafficking, recycling) as well as services offered from the shelters, states that most of victims (58%) feel safe and sure of a complete reintegration. This percentage does not include the quality control group victims, for this questions was not asked to them. The most important factors that have helped the victims in their reintegration process, most of them note the importance of the assisting organization (shelter) at 63%. A good part of the victims have mentioned the combination of family support

(37%) with the assistance services received by the organization. Meanwhile, 26% of the victims have stated that finding proper employment is an important factor helping them during reintegration. The believe in creating a new family and religion are other influencing factors for the victims. One of the most interesting aspects from studies linked to reintegration, is that this process is seen as successful when the VoTs believe that they are living qualitative lives (D&E, 2006: 36).

The Perspective of the Quality-Control Group

As mentioned in the methodology, three interviews with VoTs have been conducted. They have not been part of any reintegration program, or this service/assistance has not been given to them immediately after the trafficking experience (regardless of whether they have been trafficked within or outside Albania). They have remained for a long period of time without any assistance trying to reintegrate on their own. Although this number is not representative, the analysis below shows issues that must be taken into account in this qualitative research.

Two out of the tree VoTs of this group have benefited from one reintegration program. Having two children may have pushed them to seek assistance further. However, it has taken anywhere between one to three years for the VoTs to benefit from reintegration assistance while the girl that has not benefited from it states that she had no information about the existence of such programs. Meanwhile, the VoTs whom have benefited from reintegration programs report to have benefited assistance varying from medical services, housing and accommodation, financial support, psychiatric services, as well as other community services (local NPOs). One of the difficulties faced during reintegration has been financial difficulties and hardship in finding employment, while security issues have not been a problem. While talking about employment, only one of them is employed as salesperson in a furniture store.

When it comes to the contacts with their families, the three of them report that they have a relationship with them which is rather good with their mother and conflicting with their male members. Meanwhile, when it comes to their perception on safety, two of them state that they do not feel in danger of being trafficked again, while the other one feels threatened without giving any specific reason. On the other hand, trust in themselves and certainty of not making mistakes (also due to being older and more experienced) are reasons why they believe and feel that they are not in danger any longer.

If we would compare the VoTs that have benefited from reintegration services immediately after being trafficked, to the victims that have benefited from them at a later time (or may have never done so), it is important to note that the difficulties of the second

group are greater. This is due to the fact that they have been forced to face everything on their own without any professional support which is needed after a trafficking experience, however brief that may be. And in these conditions, not being able to receive counseling, it has been difficult to psychologically cope even with daily issues.

The inability to find proper employment (low educational level, not having a marketable skill) and descent wages is a challenge in itself. Knowing the Albanian job market, trying to cover all daily expenses as well as renting, this is a large undertaking for a single person. Meanwhile this individual is identified as VoT becomes part of a reintegration program that fits her specific needs and is finely helped to live an independent life.

How so? This can be done with the psycho-social support towards the VoT, in order for her to surpass the trauma caused by being offered health assistance according to personal needs (for VoTs display various complex health problems due to the abuse experienced and the lack of any service during the time when she was trafficked). She is offered the possibility to be enrolled in a professional course based on her desire and skills, is assisted in finding a safe and proper job, is supported financially to pay for housing, etc. all of these services have been assessed as vital to the VoTs to successfully face the reintegration process and be given a second chance to anyone who desires to make a better future for herself.

CHAPTER SIX

6.1 *Reintegration Costs*

To achieve a successful reintegration of VoTs in social life, a series of services must be provided, which of course are associated with specific costs. This is the reason why reintegration programs offered for VoTs are considered to be considerably expensive, adding here the fact that they are stretched in time for long periods (from months to years).

The reintegration assistance can include initial intervention (accommodation, medical care, psychological assistance, financial support) as well as long term services such as trainings, education, employment, counseling, medical care, intermediation with the family, etc. The assistance provided for VoTs is individual and depends upon a series of factors including here the trafficking experience in itself, the victim's safety to return home or in the community in which she initially resided, the danger of being re trafficked, assessment of potential skills that would be useful during reintegration (Surtees, 2006c).

Direct Costs are intended for the support of a case dealing with individual expenses such as food, medical care, trainings, etc.

Indirect Costs are the ones made for the reintegration program in general but from which all the beneficiaries can benefit although not directly and individually. Here we can include payment for staff, transportation, depreciation, etc.

The table below shows a detailed description of the direct and indirect costs for specific services during the reintegration process of a VoT.

No.	Services	Direct Costs	Indirect costs
1	Accommodation	Food, shelter	Bed, closet, nightstand
2.	Security		Guards, guards company
3.	Medical Services	Routine analysis Dental assistance Visits (eco, scanner etc) Test on SST	Nurses Doctor on call Psychiatrist Transport
4.	Psycho – social counseling		Social worker
5.	Trainings for life long skills Trainings for employment , professional courses	Training and educational sessions for different aspects Payment for the professional courses Training and technical assistance for opening a business	Teacher Social workers Nurses Transport
6.	Social – cultural activity out of shelter (twice in month)	Transport, food, refreshments, different materials	Staff, driver, private guards
7.	Transport	Oil –Fuel	Staff, driver, amortization, taxes, obligate technical services, accountant
8.	Clothes	Clothes value	The employee appointed to buy the clothes, storekeeper, accountant
9.	Hygienic utensils	The value of hygienic utensils per week (head shampoo, body shampoo, soap, clothes soap, clothes washing detergent, toothpaste, toothbrush, anti-perspirant, pads, hygienic paper, etc.)	Storekeeper, transport, driver, accountant House cleaning detergents, bleach, dish soap, acid, wiper, broom, etc.
10.	Communication costs	The value of the calls made with the family members of the beneficiary	Telephone cost, taxes
11.	Employment	Newspaper Çelësi, Internet etc.	Job coordinator, telephone, the car for accompanying the VoT in potential work place.
12.	Indoor activities	Different tools used for the activities such as books, videos, CD,DVD, fitness tools.Refreshments, food for the cooking workshop (once a month).	Staff
13.	Opening a private business	Basic tools for hair – dressing and aesthetics profession	Social worker, job coordinator, telephone contacts.
14.	Apartment	Rent for 16 months (10 000 lekë per month)	Amortization costs, etc.
15	Pocket money	500 lekë per week for 9 months and a half	

In order to better understand the reintegration process and its costs, below we have presented an Individual Reintegration Plan for one of the beneficiaries of D&E. This individual is now completely reintegrated into society (successfully).

Individual Reintegration Plan²³

A brief description of the history

A. after the divorce of her parents went to live with her grandparents whom cared for her until she was 16 years old. Later on, she established a relationship with her father; meanwhile she had no contact with her mother. Aiming for a better life, she decided to go on and live with her uncle in the city of Durres. She started working in a factory that produced paper bags, while trying to help out as much as she could her uncle's family.

Casually she meets a person (male) who knew all of her story, while A. had no idea who he was. He asks whether she would go out with her, and she decides not to. He threatens to hurt her. Scared, A. decides to meet and talk it over with the male. He grabs her and puts her in the car where were two other males, and puts a bag over her had. They took her to a room without any light (she could not recognize where she was) and started raping her brutally. Afterwards, they took her to a hotel and started bringing in several clients during the day. Meanwhile the girl had no contact with anyone and was threatened daily with her life and her uncle's family.

By accident, she finds out that the traffickers were trying to get fake paperwork for her and take her to Italy. One day, when she was by herself, she found an escape route (taking advantage of the lack of attention from one of her traffickers) and .went directly to the police where she files a report immediately. The Police refer her to the D&E Reintegration Center.

FIRST PHASE

THE OVERALL GOAL

Providing accommodation, psychosocial support, temporary protection, medical and legal, counseling sessions, vocational training and employment opportunities.

²³ Individual Reintegration Plan of D&E is adapted with the Assistance Plan – Guidelines of the Standards for services of Social Care for VoTs or in risk of being trafficked in Residential Centers

Accommodation

Objective	Actions/ Activities	Responsible person	Results
Offering a quiet and secure environment.	<ul style="list-style-type: none"> - Accommodation in shelter - Evaluation of shelter security - Knowing and respecting the shelter rules by the staff and the beneficiaries 	<ul style="list-style-type: none"> - Staff- Guards, private company 	<ul style="list-style-type: none"> - A secure and quite environment for the beneficiary

Health

Objective	Actions/ Activities	Responsible person	Results
Reducing emotional difficulties	<ul style="list-style-type: none"> - Individual counseling 	<ul style="list-style-type: none"> - Social worker 	<ul style="list-style-type: none"> - Improvement of the emotional state 95%
Improving the psychological well-being	<ul style="list-style-type: none"> - Individual counseling 	<ul style="list-style-type: none"> - Social worker 	<ul style="list-style-type: none"> - Improvement of the psychological well being 90%
Diagnosing general health condition	<ul style="list-style-type: none"> - Routine analysis - Medical visits - HIV/AIDS test (voluntary basis) 	<ul style="list-style-type: none"> - Social worker - Nurses 	<ul style="list-style-type: none"> - Good health condition
Stability of allergy problems	<ul style="list-style-type: none"> - Medical visits - Analysis - Proper medication 	<ul style="list-style-type: none"> - Nurses - Social worker 	<ul style="list-style-type: none"> - Stability of allergy problems
Teeth and molar medication	<ul style="list-style-type: none"> - Dental visits - Follow - up therapy 	<ul style="list-style-type: none"> - Social worker 	<ul style="list-style-type: none"> - Stability of problems

Employment

Objective	Actions/ Activities	Responsible person	Results
Taking a profession	<ul style="list-style-type: none"> - Following professional courses: Pizzas, tailoring 	<ul style="list-style-type: none"> - Job coordinator - Social worker 	<ul style="list-style-type: none"> - Progress and good results - Certificate for cooking and tailoring course
Preparation for starting a new job	<ul style="list-style-type: none"> - Activities in shelter, kitchen workshop - Cooker position for two months (in shelter) 	<ul style="list-style-type: none"> - Job coordinator - Social worker - Shelter staff 	<ul style="list-style-type: none"> - Active participation in activates (mainly as a leader) - Absorption, increased skills
Starting a new job	<ul style="list-style-type: none"> - Individual counseling - Cooking assistant in a pizzeria 	<ul style="list-style-type: none"> - Job coordinator - Social worker 	<ul style="list-style-type: none"> - Punctuality and responsibility in job performance.

Psycho – social support

Objective	Actions/ Activities	Responsible person	Results
Stabilization of sleep and emotional problems	<ul style="list-style-type: none"> - Individual counseling sessions - Group discussion - Establishing a relationship with her family - Involvement in different activities inside and outside the shelter 	<ul style="list-style-type: none"> - Social worker - Shelter staff 	<ul style="list-style-type: none"> - Stability of sleep and emotional problems (90 %)
Increasing self –esteem	<ul style="list-style-type: none"> - Individual counseling - Group discussion 	<ul style="list-style-type: none"> - Social worker - Shelter staff 	<ul style="list-style-type: none"> - Increased self – esteem and appreciate her individual values
Increasing motivation in job performance	<ul style="list-style-type: none"> - Individual counseling - Group counseling - Indoor and outdoor activities 	<ul style="list-style-type: none"> - Social worker - Shelter staff 	<ul style="list-style-type: none"> - Motivation in job performance (100%)

Family relationship

Objective	Actions/ Activities	Responsible perso-	Results
Establishment of contacts and improvement of the relationship with her father's family	<ul style="list-style-type: none"> - Counseling sessions - Telephone calls - Mediation by the social worker with the family members - Direct meetings 	<ul style="list-style-type: none"> Social worker - Shelter staff 	<ul style="list-style-type: none"> - Improvement of the family relationship (100%)
Establishment of contacts and improvement of the relationship with her mothers family	<ul style="list-style-type: none"> - Counseling sessions -Telephone calls - Direct meeting with family members of the beneficiary - Mediation to improve the relationship with the family members 	<ul style="list-style-type: none"> - Social worker - Shelter 	<ul style="list-style-type: none"> - Improvement of the relationship (90 %)

Life long skills

Objective	Actions/ Activities	Responsible person	Results
Improvement of expressive skills	<ul style="list-style-type: none"> - Reading books and magazines - Comments - Group discussion - Stimulation of the creative work (poetry, short stories) 	<ul style="list-style-type: none"> -Teachers -Social workers -Shelter staff 	<ul style="list-style-type: none"> - Good expressive and communication skills (90%).
Improvement of mathematical skills	<ul style="list-style-type: none"> - Solution on mathematical exercises and problems - Taking part actively in shelter shopping 	<ul style="list-style-type: none"> - Teachers -Shelter staff 	<ul style="list-style-type: none"> - Increased skills in mathematical exercises (80 %).

SECOND PHASE

THE OVERALL GOAL

Identifying the individual’s strong and weak points to confront independent life outside the shelter and improving the level of functioning in her line of work, through the reintegration program services and community recourses.

Period until 1 year

Long – term accommodation

Objective	Actions/ Activities	Responsible person	Results
Preparation of the beneficiary of the independent life.	<ul style="list-style-type: none"> - Individual counseling 	<ul style="list-style-type: none"> - Case worker 	<ul style="list-style-type: none"> - Prepared to move in the second phase.
Preparation of the beneficiary to life in a half way apartment (rented).	<ul style="list-style-type: none"> - Individual counseling 	<ul style="list-style-type: none"> - Social worker 	<ul style="list-style-type: none"> - Prepared to life in a half way apartment (rented).

Employment

Objective	Actions/ Activities	Responsible person	Results
Taking another profession	- Attendance the hairdresser course	- Job coordinator - Case worker	- Taking the hairdresser certificate
Starting the job in a hairdresser shop	- Hairdresser assistant	- Job coordinator - Case worker	- Responsibility and competence in the hairdresser profession

Psycho – social support

Objective	Actions/ Activities	Responsible person	Results
Preparation for living semi independent live	- Individual counseling	- Social worker	- Started to live in a semi independent apartment
Permanency of job, relationship with the employer	- Individual counseling	- Social worker	- Keeping the job placement for a long period
Increasing the life skills in financial and time management	- Individual counseling	- Social worker	- Improvement f the skills in financial and time management (95 %).

Interpersonal relationship

Objective	Actions/ Activities	Responsible person	Results
Improvement of the relationship with the fathers' family	- Individual counseling - Regular telephone contacts	- Social worker	- Very good relationship with her fathers' family.
Improvement of interpersonal relationship	- Direct meetings - Individual counseling	- Social worker	- She has a stable partner.

THIRD PHASE

THE OVERALL GOAL

Confront the totally independent life by empowerment and capacity rising of the individual through the offered reintegration services.

Period 3 months

Employment

Objective	Actions/ Activities	Responsible person	Results
Qualifications in hair-dressing profession	<ul style="list-style-type: none"> - Following a manicure -pedicure - Following the course how to start a private business 	<ul style="list-style-type: none"> - Job coordinator - Social worker 	<ul style="list-style-type: none"> - Receive certificates of completion
Stability at work	<ul style="list-style-type: none"> - Opening a hair-dresser shop, private business - Filling a micro-loan form Fondi Besa (ILO/OSCE) 	<ul style="list-style-type: none"> - Job coordinator - Social worker 	<ul style="list-style-type: none"> - Responsibility and competence in hair – dresser profession

Psycho –social support

Objective	Actions/ Activities	Responsible person	Results
Preparation for the totally independent life.	<ul style="list-style-type: none"> -Individual counseling 	<ul style="list-style-type: none"> - Social worker 	<ul style="list-style-type: none"> - She started to live in a rented apartment with her partner.
Keeping a job placement connected to the hair-dresser profession.	<ul style="list-style-type: none"> - Professional courses (hair-dresser, aesthetic) - Individual counseling 	<ul style="list-style-type: none"> - Social worker - Job coordinator 	<ul style="list-style-type: none"> - She works as an assistant in a hair-dresser shop.
Plans to open a hair dresser shop.	<ul style="list-style-type: none"> -Individual counseling. 	<ul style="list-style-type: none"> - Social worker - Job coordinator 	<ul style="list-style-type: none"> -Successfully completing the initiative to open her own hair-dresser shop.

Interpersonal relationship

Objective	Actions/ Activities	Responsible person	Results
Stabilization of the relationship with her partner.	- Individual counseling	- Social worker	- Decision to get married and have children.
Improvement of the relationship with her husband family.	- Individual counseling	- Social worker	- Improvement of the relationship with her husband's family (95%).

Health

Objective	Actions/ Activities	Responsible	Results
Stabilization of the relationship with her partner.	- Individual counseling	- Social worker	- Decision to get married and have children.
Improvement of the relationship with her husband family.	- Individual counseling	- Social worker	- Improvement of the relationship with her husband's family (95%).

The table below presents the financial costs for the realization of the reintegration plan of the above case:

No.	Services	Direct Cost	Indirect cost
1	Accommodation	Food, shelter rent	104,400 L Bed, closet, nightstand 53,000 L
2	Security		Guards, guards company 20,700 L
3	Medical Services	Routine analysis	22,500 L Nurses 5,516 L Doctor on call 337.5 L Psychiatrist 13,500 L Transport (Look the transportation cost in the end of the table)
		Dental assistance	
		Dermatologist visit	
		Allergic analysis	
		Viruses	
4	Psycho – social counseling	Medication	Social workers 154,865 L
5	Trainings for employment , professional courses	1. Hair – dresser course	90,000L Teachers 4,894 L
		2. Manicure-pedicure course	20,000L Social workers (the payment in calculated in total, activity 3)
		3. Business course at Don Bosko	20,000L Nurses (calculated at activity 3)
6	Trainings for life long skills	4. Pizza- cookies course at Maria Moxarela	30000L Transport (Look the transportation cost in the end of the table)

		5. Embroidery course at Maria Moxarela			
		6. English course at Maria Moxarela			
7	Social – cultural activity out of shelter (twice in month)	Transport, food, refreshments	8,000 L	Staff, driver, private guards	
8	Transport	Oil –fuel	8,500 L	Staff, driver, amortization, taxes, obligate technical services	11214 L
9	Clothes	Clothes value	27,000 L	The employee appointed to buy clothes, storekeeper	6,210 L
	Hygienic utensils	The value of hygienic utensils per week (head shampoo, body shampoo, soap, clothes soap, clothes detergent, toothpaste, toothbrush, razor, anti-perspirant, pads, hygienic paper, etc.) Different cleaning items, bleach, sgrasatore, dishes solution, acid, wiper, broom etc.			
10	Communication costs	The value of the calls made with the family members of the beneficiary	13,146 L		
11	Employment	Newspaper Çelësi, internet, etc.	5,040 L	Job Coordinator	
12	Indoor activities	Different tools used for the activities like books, videos, CD.	14,000 L	Staff	
		DVD, fitness tools			
		Refreshments, food cooking workshop (once a month).			
13	Opening a private business	Basic tools for hair – dressing and aesthetics profession (hair dryer, spline, tongs, scissors, nails gel etc).		Social worker Job coordinator Telephone contacts	
14	Apartment	Rent for 16 months (10 000 lekë per month)	160,000 L	Amortization etc.	8,000 L
15	Pocket money	500 lekë in week for 9 months and a half	19,000 L		
Administrative cost linked to each case like expenses for the office, staff salary, transportation costs, electrical energy etc. (are calculated approximately for 40 cases per year)				Office costs	9,900 L
				Personal costs (Director, accountant)	41,850 L
				Transport cost	6,074 L
				Expenses for Reintegration Center – electrical energy, water, heating, gas etc.	11,582 L
			Direct		Indirect
Total Kosto			541,586 L		347,642L
Total cost for the case			889,228 L		

As can be seen from the reintegration plan and also by the respective costs, we prove once more that reintegration and especially the successful reintegration is a long process, that demands a careful assessment of the individual situation and then a good planning of the future steps of reintegration. From the above data we come to the conclusion that reintegration is also a costly process because it asks for intervention in many aspects until the beneficiary is empowered and able to live an independent life. However, we should always take into consideration that each case is unique and the cost may vary from one person to another.

CHAPTER SEVEN

7.1 Conclusions

This study made a detailed presentation of the primary components of the reintegration process as well as the numerous challenges that VoTs have to face during this long, complex, and costly process. For the first time, this study concretely presented the cost of the reintegration process in itself, by elaborating the case of a VoT that has undergone the three phases of such process.

One of its fundamental findings is that the shelters in Albania offer full reintegration assistance packages for short and long-term assistance. Briefly stating, the assistance package provided for VoTs in Albania contains services such as:

- a) Accommodation, Shelter, Clothing, Feeding
- b) Medical Assistance
- c) Psycho-Social Services
- d) Legal Assistance
- e) Protection and Physical Security 24/7
- f) Professional Courses
- g) Employment Support
- h) Intermediation with the family, periodical call on the phone and direct contact
- i) Reenroll in school
- j) Income generation programs
- k) Assistance and support for the children of VoTs
- l) Translation for foreign beneficiaries
- m) Information on existing services in community and necessary contacts/ the map of services
- n) Etc.

In this context, important are considered the immediate assistance (accommodation, medical assistance, etc.) offered to VoTs as well as other assistance aiming to empower them throughout their reintegration process and in social life.

Other very important services that have been appreciated pertain to the assistance given in the professional area of VoTs, keeping in mind their limited education. The completion of a professional course that fits the needs of the victims can be used as a guarantee for a sustainable job in the future. Meanwhile, it is important in this context to tailor such courses to the desires and individual capabilities of the assisted victims.

Going back to the VoTs education, it has been noted that the ones that have completed more years of schooling (here are included the VoTs that have invested in their schooling, reenrolling themselves in the same classes (or higher) they had left) are capable to adapt better to the phases of the reintegration process.

Meanwhile, after the completion of the professional course (mentioned above), another determining factor of a successful reintegration of VoTs is being capable to hold the job. Being employed is a meaningful indicator of the VoTs individual sustainability. However, employment for VoTs remains a real challenge in the reintegration process because finding appropriate and safe employment is not always possible while we have to keep in mind that wages offered by the Albanian job market are significantly low.

On the other hand, besides the support that the VoTs receive from the assistance organization through the reintegration assistance, it is quite important to consider the relationship of VoTs with their family of origin. The more positive and friendly these relationship may be, the smoother is the reintegration process. A good relationship with the family often serves for VoTs as a motive to go on, regardless of how their relationship may have been before the victims were trafficked. There are exclusions in the cases when the family of origin has been involved in the trafficking of the victim, and usually such cases refuse to reestablish the relationship with their family.

Further, the establishment of healthy social and personal relationships is used as indicators to a successful reintegration process for VoTs. If the victims during this process have achieved to create social and personal relationships with credible individuals, the possibility to be recycled again in the trafficking ring diminished greatly.

In order to evaluate properly the success during the reintegration process, we should note the importance of individual characteristics of each victim. Although a VoT can have access to great reintegration assistance, if she lacks will power to benefit from them, then their result will be minimal. It has been evaluated that in cases when VoTs have been successfully reintegrated in society, they have had strong will power and a great desire to change the course of their life, while having strong supporting elements to achieve this goal.

Meanwhile, another challenge has to do with the reintegration of the VoTs which have been exploited within Albania. In many cases they have been exploited in bigger cities of Albania (for the demand for prostitution services is greater) where the assistance offered from different institutions for their reintegration is more possible in comparison to other cities. The major problem is that they are acquainted by many people in these cities who label them as “prostitutes” and such thing makes undoubtedly their social efforts to reintegrate and start a new life, very difficult.

In our country, there are no comparative research studies to analyze the effect that the reintegration assistance has had in victims of trafficking versus the individuals that have not received such assistance. Such research attempted to make such thing (by having a quality control group), however limited access towards these individuals limited the conclusions, although they must be understood and appreciated for what they are.

At the same time, the lack of independence of the legal system from outside influence makes possible for the traffickers to recycle the girls again. Therefore, the lack of a fight against organized crime from Albanian institutions, leads to a bigger number of difficulties faced by VoTs during the reintegration process because they feel threatened by their traffickers and as a result they lose faith in government institution and in themselves to live a free and independent life.

7.2 Recommendations

Recommendations are usually a result of the analysis of the situation when identifying existing problems. As a consequence, the recommendations below reflect the findings of the study.

- In order for the shelters to have better and more qualitative services and assistance, it is necessary that they have the possibility to be supported from foreign donors as well as the state. This would mean that government can support the shelters when its existing institutions are not capable to offer such qualitative assistance for all the victims. Therefore, in a sense, the government “purchases” the assistance provided from the shelters. At the same time, it needs to be always present in the network of information and exchange of best practices among the shelters and support them individually or as a coalition. Financial sustainability of the programs that assist the reintegration process of the VoTs is very important. It is recommended at least that a basic fund must be guaranteed for the continuation of the services provided by specialized shelters dealing with these victims. Besides state support which could be an ongoing financial resources, other alterna-

tives could be explored in generating income, such as the collaboration with the private sector.

- Normally, in order to start successfully the reintegration process, measures must be taken to justly punish the traffickers and organized crime. It is very important for the laws to be applied, along with the national strategy against trafficking of human beings, as well as facilitate trials, along with the professional and counseling sessions for the victims. Furthermore, the reintegration process would be a lot easier if the victims could be reimbursed financially for the damage caused in order for them to start a normal life. Such thing could be done by confiscating the wealth of traffickers as well as making available a special national fund to improve the reintegration process of the victims. The compensation of the VoTs could greatly help their reintegration process not only by offering financial support, but also by having their rights respected and putting justice in place.
- Collaboration is essential between the state and the NPOs in order to improve the legislation, the implementation mechanisms, financial resources and assistance provided. Full decentralization of authority and financial resources would lead toward improving assistance for the NPOs could have the opportunity to negotiate and develop relationships with local institutions. As a consequence, the victims can receive health, dental, professional assistance as well as shelter, etc., in the community in which they reside.
- Responsibility must be taken from the Educational Directorates in different areas in order to create opportunities for the education of this group. In order to do, we must improve the education schemes for secondary education (both quantitative and qualitative).
- Further on, since employment is considered one of the primary factors in a successful reintegration process, it is important for the victims to have the opportunity to get the skills of a profession that is marketable in the job market and that gives them the means to an independent life. The possibility for micro loans is an alternative to employment that must be explored further for employment in the job market is limited and wages are very low. At the donor level, the assistance received from the state is seen as facilitating when associated with the tax reduction for the small businesses created by VoTs or through the subventions for loans (interest or part of the capital). Also, it is important to conduct inspections in the workplace to see if private business tries to exploit the work of children and women.

The development of small social enterprises is another great possibility that must be developed to offer safe work environments for the VoTs. This would help a lot especially in employing victims with special needs, as in the case when they have

mental health or physical issues, for it is impossible for them to be employed elsewhere due to their condition.

- The central or local government must help shelter the victims and their children (by reducing the cost of the house or offer that for free). In this way, the victims can share housing costs and they could afford more easily independent life. Having access to qualitative social and health services which fit the needs of the victims, it can facilitate the completion of the reintegration process.
- Besides the integration of such subjects in the school curricula, it is necessary for the teachers to be trained on this subject matter and be able to identify the possible victims of trafficking when faced with such issue. Regardless of the awareness initiatives undertaken by the shelters the state must be further engaged in the attempts to enlarge public knowledge on this matter. This can be done through different activities in schools and media.
- A very important recommendation for assistance development for the reintegration of the VoTs in Albania has to do with the possibility to assist male victims of trafficking whom may have been exploited not only for prostitution reasons but also for forced labor, forced participation in conducting crimes, etc.
- Health services provided for VoTs must be offered for free. It is also very important to have free medication for this target group for purchasing them is a large cost for all the shelters that assist VoTs, keeping in mind the complex situation of this group such as mental health issues, STDs, pregnancies, physical damage, HIV/AIDS, etc.
- The law for the protection of witnesses and collaborators of justice does not favor the VoTs for as we have mentioned above in this study, in many cases the VoTs that have been testimonies in trial cannot be reintegrated in Albania. Alternatives for long-term solutions of witnesses must be explored and developed through the cooperation with other countries.
- The state social services as well as the sector of social services in the municipalities must be proactive in regards to the proper management of cases of VoTs. These offices must identify well and cooperate with all the government and non-government institutions to address the needs of the VoTs in their respective areas of residence.
- For a successful and sustainable reintegration process of the VoTs, the organizations that provide assistance must focus their work also in monitoring and follow-up for these cases during the reintegration process. A valid recommendation for all assistance providers is the assistance they offer must be tailored to the individuals' needs. At the same time, the beneficiaries with special needs must be addressed professionally.

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APPENDIXES

Appendix 1

OVERVIEW OF REINTEGRATION SERVICES OFFERED FOR VICTIMS OF TRAFFICKING BY DIFFERENT NGOS

Psycho-social Center “Vatra” has twelve years of experience and an important role in offering direct assistance for victims of trafficking in Albania. The services provided by the center are: accommodation in shelter, medical assistance, legal counseling and assistance, psycho-social counseling and counseling in the family, vocational training and professional courses, school reinsertion, mediation for employment, housing in the rent apartments, etc. The beneficiaries of “Vatra” center are trafficked women and girls, in risk of being trafficked and illegal immigrants.

Since at 2004, **“Different & Equal” organization** provides qualified psychological and social services for protection and reintegration of victims of trafficking. The main services provided by D&E organization are: accommodation, security and reintegration plan; medical assistance; psycho-social counseling; negotiation/mediation with family; legal support and assistance; assistance for registration and reenrollment in school; professional and vocational training; employment; monitoring and follow up of the beneficiaries; support for reintegration in the social life; alternative housing and financial support for housing. The beneficiaries of D&E organization are trafficked women and girls and in risk of being trafficked.

“Another Vision” association manages the shelter of domestic violence and trafficked women and girls. The main services offered by the center are: medical assistance; psycho-social counseling; support in mother-children relationship; strengthening the family relationship; social-economic reintegration; etc.

During 2007 the beneficiaries of “Different & Equal” organization, Psycho-social Center “Vatra” and “Another Vision” association have been involved in an important project

implemented in collaboration with OSCE, ILO and Besa Foundation. For the beneficiaries of those centers, victims of trafficking that had been passed the first phase of the program of assistance was offered the possibility of being involved in the micro-loan scheme for opening their own business. Three of the D&E beneficiaries have opened their hairdresser shop in different cities of Albania where they are living together with their origin families or and with families created by themselves, one beneficiary has opened a boutique, one other a shop for selling second hand cloths and the last has opened a small tailoring preparing and selling different cloths.

There are three beneficiaries from “Vatra” center who have profited by micro-loan scheme and are opened a hairdresser salon; a shop for vending meat, milk and their products and a small tailoring. During implementation of the main project, Vatra center has provided in 2008 five other grants for victims of trafficking for opening their micro businesses. These projects have a positive impact in increasing the incomes of VoT and also increasing their self-esteem.

AAGW (Association of Albanian Girls and Women) through its projects has the aim to support empowerment of victims of trafficking who are beneficiaries of the program of Different & Equal organization and they are also the members of AAGW. This association has offered continuously for VoT handicrafts, professional courses like computer, English, hairdresser, etc. With the aim to empower the former victims of trafficking who have opened their own business (hairdresser shop), AAGW has contracted them in order to offer courses for other VoT who like the hairdresser profession. An interesting initiative realized lastly by AAGW is exchanging of experiences between the members of association who are actually in the second and third phase of the reintegration program and beneficiaries who are accommodated in D&E Reintegration Center (first phase of reintegration program). For increasing the incomes of VoT, AAGW participates in different bazaars exposing and selling handicrafts produced by members of association. The incomes by sold products go direct to beneficiaries and also for sustainability of AAGW.

Different non governmental organizations that are not focused in working with VoT have offered services for this target group in different phases. **Center for Citizen Legal Initiative** has implemented lately the project “Legal education and rights protection. Access in the justice system of VoT and other vulnerable groups.” During the implementation of the project **Center for Citizen Legal Initiative** has organized informative meetings with the beneficiaries of “Different & Equal”, with the final aim to increase the skills and the awareness of this target group for using the legislation as a tool for the protection of their rights. The center has offered also legal services free of charge.

“**Professional Alternative**” is a center for professional development, integration and

rehabilitation of neglected children and adolescents in difficulty. The project is pursuant to FERILASSESES, started since at 1997 up to now. Parallel with the professional knowledge taken in courses like cosmetic, tailoring, kitchen, computer the children take general knowledge also in Math, foreign language. During implementation of this project have been attended professional courses free of charge minors victims of trafficking.

YWCA (Young Women Christian Association) is another association that has offered continuously professional courses like babysitter, cleaning house and different entertainment activities for beneficiaries of Different & Equal organization. It is important to emphasize the collaboration of non profit organization that offer reintegration services for victims of trafficking with religious institutions as **Mother Teresa Nuns** in referring the cases victims of trafficking or in risk of being trafficked who need reintegration services, housing the cases with special needs, cases with mental health problems because their reintegration in society is very difficult.

Papa Giovanni XXIII is another association that offers accommodation and support for vulnerable adolescents and in risk of being trafficked. Owing to the structure in which is built up this institution creates an environment for the young people in order for them to feel that they are part of a big family. Meanwhile the services offered are: possibility for reenrollment into the school system and attendance of different professional courses in accord with their interests and desires.

“Aulona” Center in Vlora is implemented actually the project: “Center of integrated services” in the framework of the program for offering the social services financed by World Bank in collaboration with local government for a duration of two years and a half. This center offers for free the Pap tests for victims of trafficking of “Vatra” Center.

Youth Center “Murialdo” has ten years of experience and its activities aim to prevent trafficking of women and girls, exploitation and maltreatment through combining the programs of professional trainings with cultural and sportive activities. The projects implemented by Murialdo Center have been focused on increasing the capacity of Educational Institutions in Fier on anti- trafficking issues, as well as identification and assistance of vulnerable target group. “Murialdo” Center has often collaborated with Reintegration Centers to monitor the cases assisted by them who have decided to return in Fier (their hometown). Monitoring and follow up assistance of the cases passes in the second phase of the reintegration is basic for the successful reintegration of VoT. And from her part Murialdo has shown devotion in completing this duty, presented as a serious partner for the organizations that offer direct assistance for VoT. Sometimes Murialdo has even offered material and financial support with the main aim, a more sustainable reintegration of this target –group.

APPENDIX 2

INTERVIEW WITH VICTIMS OF TRAFFICKING

Information about the questionnaire and its completion:

This questionnaire pertains to a national study related to the social and economic reintegration process of the victims of trafficking in Albania. The main goal of the study is to review and analyze the reintegration process of the victims of human trafficking, as well as the factors impeding the successful reintegration of this target group in Albania.

The interview is half structured and contains open-ended and closed questions. It is required that the answer given is circled in the case where there are multi choice answers already provided. In other cases (to open-ended questions) the answers should be given based to the context.

The interviews will be conducted with VoT assisted in the Reintegration Centers of “Different & Equal” - Tirana; “Vatra” – Vlora; and “Another Vision” – Elbasan. During the interviews the VoT should be assisted and they shouldn’t be influenced in the answers given. The information provided in this interview is absolutely confidential and will be used only for the purpose of this study.

Time to be completed: 30 minutes

Name of the shelter: _____

Name of the interviewer: _____

Profession of the Interviewer: _____

Date of interview: _____

I. GENERAL DATES

1. Age (circle)

under 15 years of age

15-20

20-25

25-30

30-35

over 35 (specify) _____

2. Education level

primary

secondary

high school

university

illiterate

other (specify) _____

3. Place of birth (Specify city/ village): _____

4. Civil status (circle the answer)

single

married

divorced

separated

widow

5. Do you have children? (circle the answer). If not, pass in question 9.

Yes

No

6. Number of children (circle the answer)

1

2

3

4 or more (specify) _____

7. Where is/ are the child/ children now? (Circle the answer).

with you

with the father
 with your family of origin
 with the father’s family
 don’t know
 other _____

Dates about the reintegration process

8. Where do you live?

shelter
 half way apartment
 alone (independent)
 with my family
 other (specify) _____

9. From how long you are part of reintegration program of “D&E”/ “Vatra”/ “Another Vision”?

less than one year (specify) _____
 more than one year (specify) _____

10. What services you have received from this program?

Accommodation
 (specify) _____
 Medial assistance (specify) _____
 Psycho-social counseling(specify) _____
 Family mediation(specify) _____
 Support and legal assistance (specify) _____
 Social activities (specify) _____
 Assistance for reenrollment in school (specify) _____
 Vocational training (specify) _____
 Employment (specify) _____
 Subsidized houses (specify) _____
 Information on existing services in community (specify) _____
 Income generation programs (specify) _____
 Assistance and support for the children of VoT (specify) _____
 Monitoring and follow up of the beneficiaries (specify) _____
 Other (specify) _____

1. Are the offered services in accordance with your needs?

yes

no

If yes, why?

If not, why? What should be different?

12. How these services will help you in the future? (for the VoT who are still receiving reintegration services)

13. How helpful have been these services? (for VoT who have passed the first phase of help)

14. Are you actually working? If no, pass to the question no. 18.

yes (specify the sector) _____

no

15. Are you satisfied with your job? If no, pass to question no.20.

yes

no

16. Which are the reasons that make you satisfied with the job placement?

satisfying salary

good work conditions

feeling non- discriminated

other (specify) _____

17. Which are the reasons for not working?

can't find a job

don't have the needed skills

feel unsafe
 feel discriminated
 other (specify) _____

18. Why are unsatisfied with your job?

low salary
 unpaid social and health insurance
 feel discriminated
 feel unsafe
 all above
 other (specify) _____

19. Do you have contacts with your family? If no, pass to the question no. 22.

yes (specify how often) _____
 no

20. If, yes how is your relationship?

very good
 good
 conflicting
 other _____

21. Why you don't have contacts with your family?

family reject
 feel insecure
 is your solution (specify) _____
 don't know

22. Do you think you can be again in risk to be trafficked? *If no, pass to the question no. 25*

yes
 no
 don't know

23. Why do you think so?

feel insecure (the traffickers are still free)

don't have the need support from your family, society

both above

other (specify) _____

24. If no, why?

I have the needed information

I know where to ask for help

I feel empowered by the services taken

other (specify) _____

25. Do you feel totally integrated in society? (question for successful cases)

yes

no

26. Which have been the main factors that helped you during the reintegration process?

family support

the support from the organization of help (the services offered and social workers assistance)

finding a good job

other (specify) _____

27. What have been the main challenges you have faced during the reintegration process?

continued discrimination (specify) _____

difficulties to find a job

economical difficulties

security (feeling at risk)

other (specify) _____

Thank you for your collaboration!

APPENDIX 3

INTERVIEW WITH VICTIMS OF TRAFFICKING THAT DIDN'T RECEIVE REINTEGRATION ASSISTANCE

Information about the questionnaire and its completion:

This questionnaire pertains to a national study related to the social and economic reintegration process of the victims of trafficking in Albania. The main goal of the study is to review and analyze the reintegration process of the victims of human trafficking, as well as the factors impeding the successful reintegration of this target group in Albania.

The interview is half structured and contains open-ended and closed questions. It is required that the answer given is circled in the case where there are multi choice answers already provided. In other cases (to open-ended questions) the answers should be given based to the context. The interviews will be conducted with VoT assisted in the Reintegration Centers of "Different & Equal" - Tirana; "Vatra" – Vlora; and "Another Vision" – Elbasan. During the interviews the VoT should be assisted and they shouldn't be influenced in the answers given. The information provided in this interview is absolutely confidential and will be used only for the purpose of this study.

Time to be completed: 30 minutes

Name of the interviewer: _____

Profession of the Interviewer: _____

Date of the interview: _____

I. GENERAL INFORMATION

1. Age (circle)

under 15 years

15-20

20-25

25-30

30-35

up 35 (specify) _____

2. Education level

primary

secondary

high school

university

illiterate

Other (specify) _____

3. Place of birth (Specify city/ village): _____

4. Civil status (circle the answer)

single

married

divorced

separated

widow

5. Do you have children? (circle the answer). If not, pass in question 9.

yes

no

6. Number of children (circle the answer)

1

2

3

4 or more (specify) _____

7. Where is/ are the child/ children now? (Circle the answer).

with you

with the father

with your family of origin
 with the father's family
 don't know
 other _____

8. Where do you live now?

alone (independent)
 with my family
 other (specify) _____

9. Have you ever been e beneficiary of a reintegration program?

Yes
 no

10. If yes, what services you have benefit from this helping program?

a) _____
 b) _____
 c) _____
 d) _____

11. If no, why?

a) didn't have information about the existence of these programs
 b) you decided like this
 c) you were forbidden by the family
 d) other (specify) _____

12. When you were involved in a reintegration program, after you were rescued from trafficking? _____

1. What have been the main difficulties you have faced during this period?

continued discrimination (specify) _____
 difficulties to find a job
 economical difficulties
 security (feeling at risk)
 other (specify) _____

14. In what aspects you needed more help?

psycho-social counseling
 professional course
 help to find a job
 financial support
 medical services
 legal assistance
 other (specify) _____

15. Are you actually working? If no, pass to the question no. 18.

yes (specify the sector) _____
 no

16. Are you satisfied with your job? If no, pass to question no.20.

yes
 no

17. Which are the reasons that make you satisfied with the job placement?

satisfying salary
 good work conditions
 feeling non- discriminated
 other (specify) _____

18. Which are the reasons for not working?

can't find a job
 don't have the needed skills
 feeling unsafe
 feeling discriminated
 other (specify) _____

19. Why are unsatisfied with your job?

low salary
 unpaid social and health insurance
 feeling discriminated

feeling unsafe

all above

other (specify) _____

20. Do you have contacts with your family? If no, pass to the question no. 22.

yes (specify how often) _____

no

21. If, yes how is your relationship?

very good

good

conflicting

other _____

22. Why you don't have contacts with your family?

family rejected

feeling insecure

you decided like this (specify) _____

don't know

23. Do you think you can be again in risk to be trafficked? If no, pass to the question no. 25

yes

no

don't know

24. Why do you think so?

feel insecure (the traffickers are still free)

don't have the need support from your family, society

both above

other (specify) _____

25. If no, why?

I have the needed information
I know where to ask for help
I feel empowered by the services taken
other (specify) _____

Thank you for your collaboration!

APPENDIX 4

INTERVIEW WITH THE SERVICE PROVIDERS FOR VICTIMS OF TRAFFICKING IN ALBANIA

Information about the questionnaire and its completion:

This questionnaire pertains to a national study related to the social and economic reintegration process of the victims of trafficking in Albania. The main goal of the study is to review and analyze the reintegration process of the victims of human trafficking, as well as the factors impeding the successful reintegration of this target group in Albania.

The interview is half structured and contains primarily open-ended questions. It is required that the answer given is circled in the case where there are multi choice answers already provided. In regards to open-ended questions, the answers should pertain to the Albanian context and be as detailed as possible by listing arguments supported by facts and concrete examples. The interviews will take place with representatives of the Ministry of Interior; Ministry of Labor, Social Affairs and Equal Opportunities; USAID; OSCE; CAAHT; IOM; Municipality of Tirana; Directorate of Education; Directorate of Organized Crime; Institute of Public Health; "Different & Equal" organization; Psycho-Social Center "Vatra"; "Another Vision" association; Albanian Association for Women and Girls; Center for Citizen Legal Initiative. In order to be as neutral as possible, the service providers will be interviewed from individuals that don't work as such. The information provided in this interview will be used only for the purpose of this study.

Time to be completed: 30 minutes

Name and Title: _____

Date: _____

I. GENERAL INFORMATION

1. First and Last Name of the Person Interviewed

2. Workplace

3. Profession

a) Social Worker

b) Psychologist

c) Lawyer

e) Doctor

f) Other (specify) _____

II. DATA ON THE REINTEGRATING SERVICES OFFERED TO THE VICTIMS OF TRAFFICKING (VOT)

4. In what aspects is your institution involved in the fight against anti-trafficking in Albania?

5. What do you think about the reintegration program that is currently offered to the VoTs in Albania?

6. Do you think that the current services provided in Albania for the VoTs are actually in proportion to their needs? *If no, please go to question number 8.*

Yes

No

7. If yes, please explain.

8. If no, please explain.

9. What do you think are some of the barriers that impede the VoTs to access such services?

- a) _____
- b) _____
- c) _____
- d) _____

10. Please mention some socio-economic factors that you consider important in the succession of the reintegration process for the VoT in Albania. Please be as detailed as possible.

- a) _____
- b) _____
- c) _____
- d) _____

11. Please mention some of the most difficult challenges faced by the VOTs throughout the reintegration process.

- a) _____
- b) _____
- c) _____
- d) _____

12. What can be done to minimize such challenges?

13. What do you think about the measures taken by the state institutions for the reintegration of VoTs?

14. Would you consider them effective? *If yes, please go to question 16.*

a) Yes

b) No

15. If no, where have problems been encountered?

16. What recommendations can you make to improve the services provided to the VoTs in Albania?

a) _____

b) _____

c) _____

d) _____

Thank you for your collaboration!