

MOBILE UNITS SERVICE STANDARDS FOR THE IDENTIFICATION AND REFERRAL OF VICTIMS/POTENTIAL VICTIMS OF TRAFFICKING





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PREFACE

The Document “Mobile Units Service Standards for the Identification and Referral of Victims/Potential Victims of Trafficking” was written based on the implementation of the measures taken in compliance with the DCM No. 770, dated 26.12.2018,

The National Action Plan to Combat Human Trafficking 2018-2020 and, specifically Pillar 1.

(c) prevention:

To increase the number of initial identifications and referrals of victims / potential victims of trafficking of any form within the country, within the border, abroad, in cooperation with CPSs for mutual referral of cases of children in street situation identified or suspected as PVoT, as well as the increase of the self-identification of victims.

The document “Mobile Units Service Standards for the Identification and Referral of Victims/Potential Victims of Trafficking” for the evaluation of the efficiency of Mobile Units and their contribution supervision.

In addition to fulfilling an obligation of the Plan, the Standards are designed to be part of the package of implementation of the obligations of the Cooperation Agreement to Establish the National Referral Mechanism and Standard Operating Procedures. They are designed to assist members unify their proactive approach with regard to the identification and protection and shall facilitate the evaluation of the investments they need to make as well as the results they can expect.

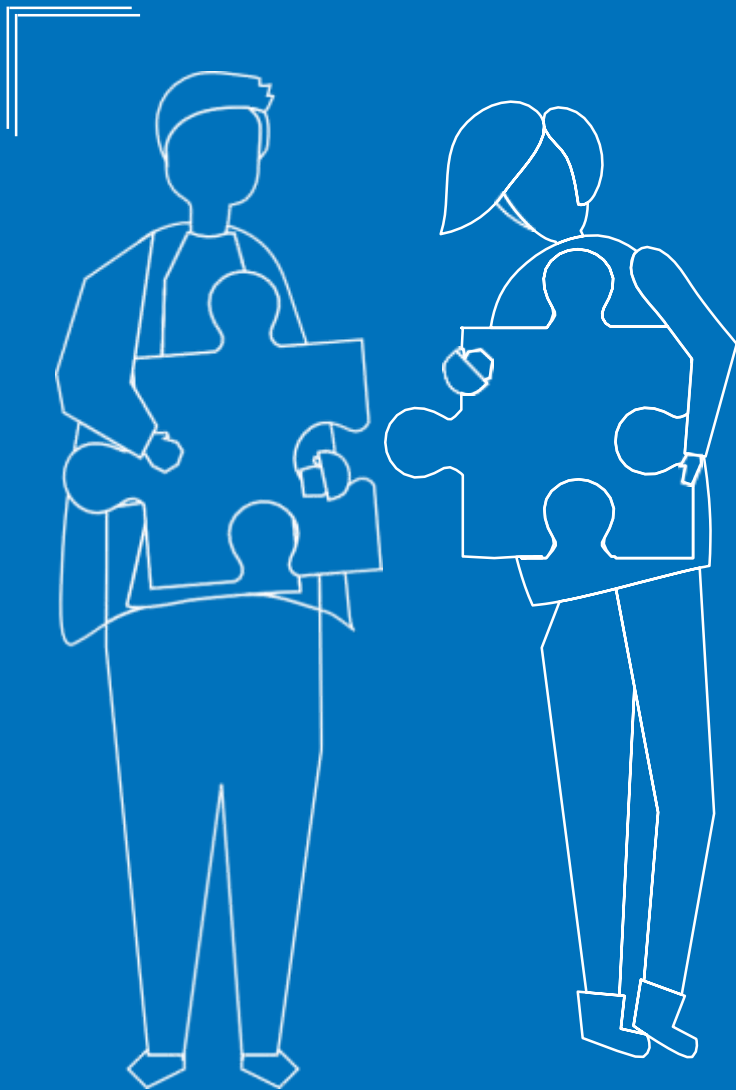
The process of drafting these standards and their form can be easily integrated into documents and processes that are planned to further develop the anti-trafficking system.

TABLE OF CONTENTS

1. Abbreviations	5
2. Introduction.....	7
3. Purpose of Standards.....	7
4. Basic principles of the Standards	8
5. Relation to other Standards in Albania.....	8
6. Concepts and definitions	8
7. Organization of Standards.	11
8. Standards.....	12
9. Appendix	29
10. List of Standards Contributors	64

ABBREVIATIONS

RA	Responsible Authority
MT	Municipality of Tirana
D&E	Different & Equal
NCATS	National Coalition of Anti-Trafficking Shelters
MoI	Ministry of Internal Affairs
NRM	National Referral Mechanism
MoHSP	Ministry of Health and Social Protection
MU	Mobile Unit
CPU	Child Protection Unit
IO	International Organization
CPW	Child Protection Worker
HS	Head of sector
NRCVT	National Reception Center for Victims of Trafficking
SCC	Community Center of Shkoza
MSC	Multidisciplinary Social Center
STCC	"Staying Together" Community Center
ATS	Anti-Trafficking Sector
SSS	State Social Service
SFAT	Sector of Fight Against Trafficking
FT	Field Teams
ATTF	Anti-Trafficking Task Force
PVoT	Potential Victim of Trafficking
VoT	Victim of Trafficking
ONAC	Office of the National Anti-Trafficking Coordinator



INTRODUCTION

The document “Mobile Units Service Standards for the Identification and Referral of Victims/Potential Victims of Trafficking” was written within the framework of the D&E project “Increase proactive identification with regards to the victims / potential victims of trafficking at the local level”. The document aims to contribute to the implementation of the Decision of the Council of Ministers no. 770, dated 26.12.2018, National Action Plan and specifically the Pillar 1. (c) of the Prevention: To increase the number of initial identifications and referrals of victims / potential victims of trafficking for all forms within the country, at the border, abroad, the cooperation with CPSs for mutual referral of cases of street children identified or suspected as PVT, as well as increasing the self-identification of such victims. The document “Mobile Units Service Standards for the Identification and Referral of Victims/Potential Victims of Trafficking” for the evaluation of the efficiency of Mobile Units/operating procedures and their continuous supervision are two important activities in achieving the given objective.¹

This document is a product of consultation and review with various stakeholders with a valuable experience and serious interest in the proactive identification of victims of trafficking in Albania, including those mentioned in the Action Plan² such as the Directorate of Anti-Trafficking and Migration in the Ministry of Internal Affairs, the Coalition of Anti-Trafficking

Shelters, Social Services of the Municipality of Tirana and the Responsible Authority. The main steps for drafting the given document were: 1) Reviewing and drafting the document framework; 2) Individual consultation meetings; 3) Drafting a first draft document; 4) Focus Groups with proactive identification practitioners - Mobile Units and On-site Inspection Team; 5) Revision of the document; 6) Review by contributors; 7) Pilot monitoring using monitoring formats.³

Mobile Units belong to the category of structures that can make the initial identification that concludes that the person is a potential victim. The main difference between a potential and a victim of trafficking currently lies not in the victim or victimization but in the identification procedure, the term trafficking victim will be widely used in these standards, and whenever deemed necessary to avoid confusion the term potential victims of trafficking shall also be used.

PURPOSE OF THE STANDARDS

Standards are in themselves statements of purpose to be achieved. They are designed to help and protect the staff engaged with the initial identification, to increase and maintain the effectiveness and quality of their work.

1 Activities and operations 1 (c) 2

2 The plan foresees it as ATTF activities of NRM, RA, VT Centers and NGOs with expertise in the field, IOs.

3 A list of the contributors to the document is provided in the Annexes.

BASIC PRINCIPLES OF STANDARDS

The principles which have guided the drafting of these standards and which should guide the action are as follows:

- Every action is planned and carried out to contribute to the protection and promotion of rights;
- Each action considers the perspective and interests of the individual victim;
- Effective use of resources;
- Maintaining privacy and confidentiality;
- Coordination;
- Maintaining the safety of Mobile Unit employees and other security personnel;
- Non-discrimination;
- Unification of practices;
- Promoting and promoting proactive identification;

RELATIONSHIP WITH OTHER STANDARDS IN ALBANIA

In the Standard Procedures document for the Protection of Victims of Trafficking, Mobile Units are considered as a separate category of Agencies/Institutions Responsible for initial identification. To the extent permitted by their purpose, the SOPs describe the mode of operation of the Unit as a whole and the specific roles of the members of the Unit.⁴ These “Standards” are in a way a kind of “microscopic view” of what is described in that section

and in other sections of the SOP that refer indirectly to the actions of Mobile Units. These standards have considered standard procedures for the protection of victims of trafficking, children and other groups in need. They refer in particular to standard procedures for the protection of victims of trafficking⁵ and procedures for economically exploited children.⁶

USED CONCEPTS AND DEFINITIONS

“Potential victim of trafficking” (PVT) is the person for whom the agencies/institutions responsible for initial identification identify him / her as such based on the indicators and the initial interview.

“Victim of Trafficking” (VT) a person who has been granted such status by the Group/Structure Responsible for Formal Identification under the SOPs, a group consisting of an Illegal Trafficking Specialist in the State Police and a Child-Protection Officer or State Social Service.

“Child in street situation” is a child who depends on the way to live and/or work alone, with peers or family.⁷ According to Commentary 21 of the Convention on the Rights of the Child, the category consists of this group of children as well as a wider population who have formed a strong connection with public spaces and for whom the road plays a vital role in identity and daily life.

4. In the Annexes section on Initial identification by Mobile Units

5. Decision of the Council of Ministers no. 129, dated 13.3.2019 “On procedures for identification, immediate assistance and referral of economically exploited children, including street children. 6 In the Annexes section on Initial Identification by Mobile Units

7. Decision of the Council of Ministers no. 129, dated 13.3.2019 “On procedures for identification, immediate assistance and referral of economically exploited children, including street children.

This population includes children who periodically but not always live and/or work on the streets, and children who do not live or work on the streets but regularly accompany their peers, siblings and family. "Being in public spaces" means spending a very long time on the streets, in street markets, in public parks, in common public spaces, squares, bus and train stations.⁸

"Violence" is any action or inaction of one person against another person, which results in violation of physical, moral, psychological, sexual, social, economic integrity.⁹

"Accessible format" is the presentation of Albanian information, written on paper or on-line in a way suitable for people with different abilities including capitalization, audio version and Braille.

"Identification and initial response of victims of trafficking" in this document has the same meaning as in the DCM of SOPs¹⁰ - is the set of actions taken by employees of state and non-state institutions, local and central, responsible for the protection of trafficked persons at the borders, inside and outside the territory of the Republic of Albania, which determine that a minor or adult is a potential victim of human trafficking. These actions should include: 1. Assessing the situation of persons against indicators of trafficking. 2. Assessing the potential/opportunities of the institution / organization to get the person out of the exploitation situation immediately.

3. Intervention to immediately remove the person from the situation of exploitation (himself or through state police officers). 4. Informing the person about the employee's judgment on his/her situation, the rights and assistance that the institution itself can provide to potential victims of trafficking and victims of trafficking, or the ways of accessing the assistance of victim protection institutions. 5. Notifying the relevant member of the responsible authority (RMRA) or the head/chairman of the responsible authority and communicating with the placement of the person in a safe environment that meets his/her immediate needs. 6. Supporting the placement of the person in a safe and convenient environment. 7. Assessment of the health situation and referral of health structures. 8. Completion of the initial identification documentation and sending it to RMRA. 8. Support the formal identification process. 9. Support the investigation and apprehension of traffickers. 10. Continuity of protection.

"Protection of trafficked people" according to the SOPs includes all actions performed by employees of state, central and local institutions, as well as non-state institutions - members or not of the National Referral Mechanism for reception, identification, immediate assistance and assistance in the safe rehabilitation and reintegration of trafficked persons in accordance with procedures.¹¹

"First aid" in this document refers to the

⁸ Committee on the Rights of the Child General Comment No. 21 (2017) on Children in Street Situations
⁹ Law no. 9669, Dated 18.12.2006, "On Measures against Violence in Domestic Relations", amended

¹⁰ DCM No. 499 dated 29.8.2018 "On the Approval of Standard Operating Procedures for the Protection of Victims and Potential Victims of Trafficking

¹¹ DCM No. 499 dated 29.8.2018 "On the Approval of Standard Operating Procedures for the Protection of Victims and Potential Victims of Trafficking

definition according to the Red Cross, aiding in life-threatening situations.¹²

"Prohibited/unacceptable work of a child", any work performed by a child, which is contrary to labor legislation and causes harm or endangers the health, mental, physical, social and social development of the child. This includes any compulsory work, as well as any work that does not allow or prevent the child from attending compulsory education.¹³

"Pre-social services" are services that include informing the beneficiaries of social care services by the service providers, assisting the beneficiaries in determining their needs, initial assessment, support and assistance for the choice that suits the needs of the beneficiary in the social services system.¹⁴

"Specialized services" are services provided by professionals profiled in various specialties. These services are provided at the county/regional and municipal level for children with pervasive developmental disorders, mental retardation, communication disorders, in need of physical training, sexually abused children, children in conflict with the law, as well as abused women and girls, abused or trafficked, as well as all categories in need of such services.¹⁵

"Vulnerability" refers to a condition that arises from the way individuals negatively experience the social,

cultural, economic, political, and environmental interactions that make up the context of their community. It means a situation that has a negative effect on individuals, as a result of the interaction of these factors.¹⁶

"Personal data" is any information about a natural person who is identifiable. The elements with which a person is identified, directly or indirectly, are identity numbers or other special physical, psychological, economical, social, cultural, etc.¹⁷ factors.

"Data processing" in accordance with the law on personal data¹⁸ is any action that is fully performed or not by automatic means, with personal data, such as collection, registration, storage, sorting, adaptation, correction, consulting, use, use, blocking, deleting or destroying or any other action, as well as the transmission of data.

"Marginalized/Highly Vulnerable Areas" are areas targeted by the Mobile Unit because they turn out to be places of origin of victims of trafficking, and have a high concentration of situations described as indicators in the SOP. They are: peripheral communities that have a population coming from very remote areas of Albania, rural areas with acute socio-economic problems; areas for which there is information and are known as places frequented by traffickers and users, where they carry out their criminal activities (nightclubs, selling narcotics

12. <http://ckrm.org.mk/al/ndihma-e-pare/>

13. Decision of the Council of Ministers no. 129, dated 13.3.2019 "On procedures for identification, immediate assistance and referral of economically exploited children, including "Street Children" situation" 14. Law no. 121/2016 On Social Care Services in the Republic of Albania

15. Law no. 121/2016 On Social Care Services in the Republic of Albania

16. UNODC, Introduction to Human Trafficking, https://www.unodc.org/documents/human-trafficking/Introduction_to_Human_Trafficking_-_Background_Paper.pdf

17. Law No.9887, dated 10.3.2008 on Personal Data Protection

18. Law No.9887, dated 10.3.2008 on Personal Data Protection

and stolen items, territories around various schools, etc.; areas where there is a lack of information on the benefit of community services or where the latter are missing (informal areas) and areas inhabited by the Roman and Egyptian communities, etc.

"Individuals with high vulnerability to trafficking / at risk of trafficking" are children and young people who are left home and are homeless, individuals who have been displaced due to violence or natural disasters, individuals with various disabilities, individuals who have been abused or exploited in various forms and other individuals who are found in marginalized areas.

"Criteria for determining the risk to the target individual and the Unit" are the criteria used by the Unit to decide whether a situation can be handled by the Unit itself or should prompt police intervention. They consist of: the presence of the person suspected of being a trafficker, the moment of the day, the premises to conduct an interview with the victim, the presence of a parent, the guardian of an individual child, etc.

"Unaffordable high risk by the Unit" is a situation in which the Unit has to make a request for immediate police intervention. Such a situation is considered when the person suspected of being a trafficker/user is in the vicinity of the suspected individual as a victim, when it is suspected that two or more persons are being trafficked, when the finding was made in the late hours of the night, etc.

"Low risk borne by the Unit" is a situation in which the Mobile Unit can intervene on its own, without having to seek immediate police intervention.

Such a situation is considered when the suspected victim cooperates and agrees to communicate, there are no other persons close to the individual, etc..

"Responsible Authority" (RA) is a structure set up by joint instruction no. 3799, dated 8.7.2014 "On the establishment of the Responsible Authority for the identification, referral, protection and reintegration of victims / potential victims of trafficking". The Responsible Authority consists of representatives of the ministries that signed the instruction for its establishment, as well as a representative of the National Coalition of Anti-Trafficking Shelters.

ORGANIZATION OF STANDARDS

Standards are results-oriented and each standard provides, in the form of a statement, a result that shall be achieved. They are organized in 11 main areas/issues. The Indicators/Criteria for each statement provide examples of what needs to be done to achieve the required result. This list of examples is not an exhaustive list but a mandatory minimum.

FIELDS THAT COVER THE STANDARDS ARE:

1. Purpose, Target Groups and Access of the Mobile Unit
2. Direct Services
3. Referral to services
4. Approaching, Reaching and Communicating with the target individual or group
5. Human Resources
6. Management / Direction
7. Information and information management
8. Safety
9. Impact and effectiveness
10. Work Tools and Financing
11. Cooperation

STANDARDS

1.	Purpose, Target Groups and Mobile Unit Approach
1.1	The Mobile Unit adheres to its purpose.
1.2	The Mobile Unit targets and approaches marginalized areas and groups that have limited access to information protection of the individuals who are at risk of being trafficked.
1.3	The Mobile Unit has an ethical approach that is done by maximizing access, maintaining confidentiality, cultural sensitivity, gender sensitivity, victim centering coordination, respecting professional boundaries, sensitivity to trauma.
1.4	The Mobile Unit avoids involvement in activities that may be perceived as political/partisan.

Standard 1.1 The Mobile Unit adheres to its purpose.

Indicators / Criteria

- ❖ The purpose of the Unit is expressed in the regulation of the activity of the MU;
- ❖ The unit has and uses trafficking indicators for different marginalized groups and different contexts / situations;
- ❖ Developed and used indicators have been consulted with the Responsible Authority.
- ❖ Unit staff is not engaged in long-term reintegration services;
- ❖ The identification and reference formats used are those of SOP.

Standard 1.2 The Mobile Unit targets and approaches marginalized areas and groups that have limited access to information protection of the individuals who are at risk of being trafficked.

Indicators/Criteria

- ❖ The MU has a map of marginalized areas with limited access to information and protection that is built on the basis of consultation at least with the police;
- ❖ The MU notifies the RA of the areas it targets;
- ❖ Individuals from the targeted areas report that the information and referrals provided by the Unit match the missing information and services in the area;
- ❖ Service providers, representatives, employees of institutions (state and non-state) report, inform about these areas.

Standard 1.3 The Mobile Unit has an ethical approach that is done by maximizing access, maintaining confidentiality, cultural sensitivity, gender sensitivity, victim centering coordination, respecting professional boundaries, sensitivity to trauma.

Indicators/Criteria

- ❖ The regulation has provisions on ethics and measures in case of violation;
- ❖ Each staff member of the Unit has a copy of the Regulation and Protocol of Verbal and Nonverbal Communication;
- ❖ Ethical behavior is part of the initial and ongoing staff training;
- ❖ Ethics violations are considered serious violations and form the basis for serious measures;
- ❖ The Head/Unit Manager regularly plans to monitor and instruct staff to adhere to ethics;
- ❖ Performance appraisal of Mobile Unit employees includes Ethics Assessment;
- ❖ The right to appeal, contacts and appeal procedures are part of the shared information of individuals and groups contacted;
- ❖ The exchange of information on cases identified by the On-site Inspection Team among each other is done by taking security measures (mainly for children identified in a street situation).

Standard 1.4 The Mobile Unit avoids involvement in activities that may be perceived as political/partisan

Indicators/Criteria

- ❖ Exclusion criteria in recruitment contain exclusion for individuals who are activists of different political forces;
- ❖ MU staff has signed a statement of non-involvement in political parties;
- ❖ Violation of the commitment to political impartiality is considered a serious violation and the measure taken is termination of employment;
- ❖ Field work plan - staff considers and avoids concurrence with party activities;
- ❖ The staff immediately left the premises where the political activity takes place;
- ❖ The Staff Regulations have specific clauses regarding the prohibition of direct or indirect/figurative mention of political individuals

2.	Direct Services
2.1	Distinguishing the individual victim of trafficking and getting him out of the exploitation situation as soon as possible is the main protection service provided by the Mobile Unit.
2.2	The Mobile Unit always informs about the rights and protection of groups in need of protection and creates conditions for reporting the trafficking.
2.3	The Mobile Unit facilitates or provides at least one service and direct assistance easily requested and inaccessible by the target group creates symbiosis with the required services.
2.4	The Mobile Unit provides first aid for all individuals.
2.5	The Mobile Unit calls the medical emergency and provides escort to the health centers for cases that such a service is needed.
2.6	The Mobile Unit supports the individual who turns out to be a potential victim of trafficking during the in-depth identification and evaluation process.

Standard 2.1 Distinguishing the individual victim of trafficking and getting him out of the exploitation situation as soon as possible is the main protection service provided by the Mobile Unit.

Indicators/Criteria

- ❖ The staff of the Mobile Unit organizes activities which result in the identification and rescue of victims;
- ❖ Victims of trafficking who receive services refer to the Unit as their “rescuers”;
- ❖ The Mobile Unit has established and continuously a stable and trusted network of informants and helpers in rescuing victims;
- ❖ The Mobile Unit has an adaptation plan of work tools for rescuing victims.

Standard 2.2 The Mobile Unit always informs about the rights and protection of groups in need of protection and creates conditions for reporting the trafficking.

Indicators/Criteria

- ❖ Unit members are trained on the rights of individuals;
- ❖ The unit has written materials (posters, brochures) related to the rights of victims and vulnerable groups;
- ❖ Public or non-public agencies or institutions contacted by the Unit have information on the rights of victims and vulnerable groups made available by the Unit;
- ❖ The unit has reference descriptions for the development of activities in the community; (agenda)
- ❖ Individuals identified and referred by the Unit are able to articulate their rights and confirm that the source of the information was the MU;
- ❖ The Communication Protocol contains details on rights information.

Standard 2.3 The Mobile Unit facilitates or provides at least one service and direct assistance easily requested and inaccessible by the target group creates symbiosis with the required services.

Indicators/Criteria

- ❖ Prior to field planning, the MU conducted an analysis of the required and missing services of the target group;
- ❖ The unit is equipped with the necessary tools for service delivery or identifies agencies or institutions with which it can cooperate in cost sharing and service delivery;
- ❖ Unit staff has received appropriate training to provide the required service;
- ❖ MU informs, guides the individual to receive a certain service (based on his needs);
- ❖ In case of need, the MU accompanies the individual to receive the necessary service.

Standard 2.4 The Mobile Unit provides first aid for all individuals.

Indicators/Criteria

- ❖ The Mobile Unit has first aid kits;
- ❖ Staff recruitment requirements include knowledge of first aid;
- ❖ Staff training includes first aid training;
- ❖ There are first aid training certificates in the staff file.

Standard 2.5 The Mobile Unit calls the medical emergency and provides escort to the health centers for cases that such a service is needed.

Indicators/Criteria

- ❖ The mobile unit has a transport vehicle available;
- ❖ The unit has a map of accessible health centers;
- ❖ The unit has the Emergency contact number;
- ❖ Mobile Unit staff is available to provide information and support to emergency staff.

Standard 2.6 The Mobile Unit supports the individual who turns out to be a potential victim of trafficking during the in-depth identification and evaluation process.

Indicators/Criteria

- ❖ The Mobile Unit has the documentation provided by the SOPs for formal identification;
- ❖ The Mobile Unit has the contacts of the Group / Structure Responsible for the formal identification;
- ❖ The Mobile Unit participates in the formal identification together with the CPU and ATS (for minors) and adults (SSS and ATS) according to the provisions of the SOPs;
- ❖ The Mobile Unit actions related to formal identification are displayed in the formal identification documentation.

3.	Referral service
3.1	The Mobile Unit has updated contacts and information for existing services and facilitates the contact with the service providers.
3.2	The Mobile Unit refers to your standard / individual needs.
3.3	The Mobile Unit contributes to the use of the services of agencies/institutions with a focus on victims of trafficking.
3.4	The Mobile Unit contributes to the use of the services of agencies/institutions with a focus on the vulnerable group in risk to trafficking.

Standard 3.1 The Mobile Unit has updated contacts and information for existing services and facilitates the contact with the service providers.

Indicators/Criteria

- ❖ The Mobile Unit has assigned an individual/member of the MU to create and update a database with data on service providers;
- ❖ The Mobile Unit has constantly updated the contacts of: CPW; Police officers focused on children; Anti-trafficking Police Officers;
- ❖ Information shared with individuals contains correct information about services provided by others;
- ❖ In case of need, when the person does not know how to orient himself / herself, a MU staff accompanies the individual to the place of referral;
- ❖ The Mobile Unit has cooperation agreements with service providers to facilitate access to the necessary services;

Standard 3.2 The Mobile Unit refers based on the situation and individual needs and will.

Indicators/Criteria

- ❖ The Mobile Unit develops and updates an effective graph that reflects the reference to different situations;
- ❖ Prior to referral, the Mobile Unit consults with the individual to obtain his / her approval regarding the information to be shared;
- ❖ The Mobile Unit does not refer the individual to services that the individual has tried and have resulted ineffective.

Standard 3.3 The Mobile Unit contributes to the use of the services of agencies/institutions with a focus on victims of trafficking.

Indicators/Criteria

- ❖ Mobile Unit staff keeps records and reports any opinions received from individuals with whom they have contact regarding the quality and accessibility of services provided from the service-providers for victims of trafficking;
- ❖ The Agency/Institution has established a system for the transfer of information in a safe and secure manner to the Mobile Unit.

Standard 3.4 The Mobile Unit contributes to the use of the services of agencies/institutions with a focus on the vulnerable group in risk to trafficking.

Indicators/Criteria

- ❖ Mobile Unit staff have records of any opinions received from individuals with whom they have contact regarding the quality and accessibility of services received from the service-providers for other vulnerable groups;
- ❖ The Agency/Institution has established a system for the transfer of information in a safe and secure manner to the Mobile Unit.

4.	Approaching, Reaching and Communicating with the target individual or group
4.1	The Mobile Unit decides on the level and quality of approach and contact based on a standard of communication and prior information gathered on the individual on the level of risk, without harming themselves and the individual.
4.2	The Mobile Unit adapts tactics and interventions according to the age, gender, and specific situation of the targeted individual.
4.3	The staff of Mobile Unit presents themselves, the institution and the partners in a correct and safe way.
4.4	The staff of Mobile Unit uses an understandable, appropriate, respectful and professional language with the individuals.
4.5	The Mobile Unit conducts the initial interview in a secure and private environment.

Standard 4.1 The Mobile Unit decides on the level and quality of approach and contact based on a standard of communication and prior information gathered on the individual on the level of risk, without harming themselves and the individual.

Indicators/Criteria

- ❖ The Mobile Unit has developed a “Communication Protocol” which includes observation to decide on contact;
- ❖ The Mobile Unit holds consultation meetings and gathers risk measurement information before reaching the individual;
- ❖ The MU uses risk assessment criteria for children and has developed specific risk measurement criteria;
- ❖ The MU has developed and uses a measuring instrument to measure the level of risk to adult individuals;
- ❖ The MU has a safe “withdrawal, consultation, decision-making” place;
- ❖ MU members consulted the individual rescue intervention between themselves and their partners;
- ❖ The adult, child or individual, and the caregiver/trustee have agreed on the risk assessment and “rescue” plan;
- ❖ The MU has performance measurement criteria for “Rescue”;
- ❖ The MU has the means to ask the Police to intervene.

Standard 4.2 The Mobile Unit adapts tactics and interventions according to the age, gender, and specific situation of the targeted individual.

Indicators/Criteria

- ❖ The Communication Protocol has provisions for different ages and genders.
- ❖ The Communication Protocol contains the Mobile Unit's approach to the individuals he contacts with.
- ❖ The intervention of the Mobile Unit is based on previous observations or information received from other institutions.
- ❖ The protocol contains the procedure to be followed by the Mobile Unit in cases and dilemmas of intervention.

Standard 4.3 The staff of Mobile Unit presents themselves, the institution and the partners in a correct and safe way.

Indicators/Criteria

- ❖ Each staff of Mobile Unit is provided with an identification card and an information and authorization document which he/she keeps with him/her;
- ❖ The employee's verbal presentation is in accordance with the written material he/she has with him/her;
- ❖ The staff of MU introduces himself/herself as a support employee of the organization / institution that represents and can accurately describe the activity of the organization;
- ❖ The MU staff never presents that the sole purpose of his/her job is identification.

Standard 4.4 The staff of Mobile Unit uses an understandable, appropriate, respectful and professional language with the individuals.

Indicators/Criteria

- ❖ Leaflets, materials have a simple and understandable language;
- ❖ The communication of the employees of the Mobile Unit is based on ethical principles;
- ❖ Information materials contain explanations of trafficking, and information about services provided in the Community.
- ❖ The Mobile Unit has information on services provided in the community and is trained in trafficking and other related issues

Standard 4.5 The Mobile Unit conducts the initial interview in a secure and private environment.

Indicators/Criteria

- ❖ The MU arranges for the individual to be provided with transportation to a safe environment
- ❖ The MU uses a convenient interview office that ensures friendly, private and secure communication.

5.	Human Resources
5.1	The Agency/Institution has safe and effective procedures for recruitment and preparation of Mobile Unit staff.
5.2	The Mobile Unit staff has a suitable composition for the targeted balanced gender and multidisciplinary groups.
5.3	The Mobile Unit staff is supported and supervised to perform its duties.
5.4	The Mobile Unit staff is treated in accordance with the nature and working conditions.

Standard 5.1 The Agency/Institution has safe and effective procedures for the recruitment and training of Mobile Unit staff.

Indicators/Criteria

- ❖ Recruitment requirements include: at least 3 years of working experience, Submission of CV, submission of three references one of which must be from the supervisor/superior, Penalty Certificate, Registration in the bodies of professionals (Order of Social Workers, Order of Psychologists, Order of Nurses) in accordance with legal requirements;
- ❖ Requirement for work experience for at least 3 years includes: Work in heterogeneous communities-with different cultural groups/Work in community centers;
- ❖ References are verified by written communication with issuers before staff starts working;
- ❖ Each new staff member is guided/trained before going on site through a one-week program that includes knowledge of trafficking, the situation of victims of trafficking, legal provisions, and these standards. At the end of the training the staff undergoes a short test;
- ❖ Upon completion of training and testing, staff undergoes a three-month on-the-job training and probationary period divided into: first month of observation and assignments given by the Mobile Unit manager and a further two months full-time work. Performance is measured by the Head/Supervisor of the Mobile Unit;
- ❖ Staff has copies of job descriptions and contract in accordance with legal requirements;
- ❖ The staff file contains information and documentation on the recruitment process.

Standard 5.2 The Mobile Unit staff has a suitable composition for the targeted gender balanced and multi disciplinary groups.

Indicators/Criteria

- ❖ The Agency/Institution has planned that in each outreach work, the Mobile Unit shall have a minimum of 2 individuals;
- ❖ The Mobile Unit consists of individuals of different genders;
- ❖ One of the individuals of the Mobile Unit is a physical health specialist;
- ❖ One of the individuals of the Mobile Unit is a psychological or social health specialist;
- ❖ The Agency/Institution has a staff retention strategy, to ensure the necessary number of professionals in the Mobile Unit and to avoid the dependence or temporary use of other staff of the agency/institution;
- ❖ At least one of the outreach work professionals has experience in child protection.

Standard 5.3 Staff are supported and supervised to perform their duties.

Indicators/Criteria

- ❖ The job descriptions of the staff contain definitions regarding support, supervision, and reporting and accountability hierarchy;
- ❖ The staff is trained on any development that affects the policies of the institution, the way the Unit proceeds and performance measurement;
- ❖ The staff of the MU understands its role and responsibilities, has clear lines of accountability and reporting and is clear about the policies and procedures to be followed;
- ❖ Mobile Unit staff is given the opportunity to develop and to attend appropriate training for the role it has;
- ❖ The performance of each individual of the Unit is officially evaluated by the Institution, at least once in 6 months;
- ❖ Any performance measurement or action in support of staff is recorded in writing and a copy of the record, signed by the supervisor and the employee/member of the Unit is given to the employee/member of the Mobile Unit;
- ❖ The staff is specifically evaluated for professional consumption and the Agency/Institution takes

Standard 5.4 Staff is treated in accordance with the nature and working conditions.

Indicators/Criteria

- ❖ The movement of staff of MU at night for distances longer than 2 km, or in rainy weather, is always by agency transport or by taxi and never by bus or other means of mass public transport;
- ❖ The Agency/Institution has a special commission for reviewing property damage and physical integrity of the staff at work, which reviews and proposes claims for compensation from the Mobile Unit Staff;
- ❖ The staff of Mobile Unit may file a claim for property compensation with this Commission.

6.	Management /Leadership
6.1	The Mobile Unit has a structure with clear lines of direction and accountability that matches the characteristics of the work and situations faced by the Mobile Unit.
6.2	The Mobile Unit has a competent manager with sufficient skills and practical experience to manage the activity of the MU

Standard 6.1 The Mobile Unit has a structure with clear lines of direction and accountability that matches the work characteristics and situations faced by the Mobile Unit.

Indicators/Criteria

- ❖ The MU has a clear scheme of roles (organograms) with a head of the MU, and a member of the experienced team;
- ❖ The job description of the MU clearly describes its roles and responsibilities;
- ❖ The MU staff is not engaged in the long-term reintegration service;
- ❖ The MU is trained and developed according to its roles.

Standard 6.2 The unit has a competent manager with practical skills and experience sufficient to manage the activity of the Unit.

Indicators/Criteria

- ❖ The head of the MU is selected by the experienced staff of the MU;
- ❖ The head of the MU monitors and manages the work of the MU;
- ❖ The MU reports to its Manager on any information and steps to be taken;
- ❖ The head of the MU is available whenever requested and contacted by the MU.

7.	Information and data management
7.1	The MU collects and stores the collected data in accordance with legislation.
7.2	The MU educates its affiliates and individuals about their rights and obligations regarding information.
7.3	The MU shall ensure that the RA is informed of its activities.

Standard 7.1 The Mobile Unit collects and stores the accumulated information in accordance with legislation.

Indicators/Criteria

- ❖ The MU has a clear procedure for collecting and storing information;
- ❖ The MU has a place to store information (computer, printed documents);
- ❖ Mobile Unit staff receives special training in information management, confidentiality and personal data protection according to applicable standards and legislation.

Standard 7.2 The Mobile Unit educates its affiliates and individuals about their rights and obligations regarding information.

Indicators/Criteria

- ❖ The MU is guided by the principle of protection of the contacted individual and informs him/her about the sharing of information to third parties;
- ❖ The MU documents the informed permission through a record/statement of the individual who has agreed to share his data with other institutions;
- ❖ The MU exchanges (sends and receives) information with codes.

Standard 7.3 The Mobile Unit shall ensure that the RA is informed of its activities.

Indicators/Criteria

- ❖ The MU informs the RA about the identification and referral of individuals who need protection;
- ❖ The MU uses standard formats for informing and communicating with the RA.

8.	Security
8.1	Priority is given to the Security of the Mobile Unit by the Agency/Institution and the Police.
8.2	The Mobile Unit avoids any unnecessary media exposure

Standard 8.1 Priority is given to the Security of the Mobile Unit by the Agency/Institution and the Police.

Indicators/Criteria

- ❖ Before starting the work of the Mobile Unit, the Agency/Institution and the Local Police have drafted a detailed plan for police intervention for staff protection;
- ❖ Any need for change is immediately notified to the parties;
- ❖ The staff of the Mobile Unit receives special training for the management of situations where their safety and that of the beneficiaries are endangered.

Standard 8.2 The Mobile Unit avoids any unnecessary media exposure.

Indicators/Criteria

- ❖ The Institution of the Mobile Unit has a communication policy regarding the media that also anticipates the reaction of the Unit;
- ❖ The staff of the Mobile Unit recognizes and implements the policies of the Institution it represents regarding communication with the media.

9	Impact & Effectiveness
9.1	The Mobile Unit has a measurable impact on the protection of victims of trafficking.
9.2	The Mobile Unit works to increase the impact on the protection of victims of trafficking.

Standard 9.1 The Mobile Unit has a measurable impact on the protection of victims of trafficking.

Indicators/Criteria

- ❖ The Mobile Unit operates in those areas where there is “high vulnerability”;
- ❖ The Mobile Unit analyzes and reports objectively the causes of rejection and avoidance of contact by the targeted individuals.

Standard 9.2 The Mobile Unit works to increase the impact on the protection of victims of trafficking.

Indicators/Criteria

- ❖ The Mobile Unit organizes awareness activities/information sessions in different environments, related to trafficking issues;
- ❖ The Mobile Unit promotes services in various institutions/agencies.

10.	Work Tools and Financing
10.1	The Mobile Unit has at its disposal a convenient means of transport to ensure maximum safe access and mobility.
10.2	The Mobile Unit discourages the use of private cars and monetary means of the staff

Standard 10.1 The Mobile Unit has at its disposal a convenient means of transport to ensure maximum safe access and mobility.

Indicators/Criteria

- ❖ The Mobile Unit has and uses a safe means of transport for mostly long distances and difficult terrains (distances over 3 km);
- ❖ Public transport from the Mobile Unit is used only for nearby areas and for various activities of the Mobile Unit such as (information sessions in schools, forums and focus groups with community residents).

Standard 10.2 The Mobile Unit discourages the use of personal vehicles and monetary means of the staff.

Indicators/Criteria

- ❖ The Mobile Unit takes measures to have available the necessary monetary means from the Organization/Institution;
- ❖ The Mobile Unit has food and hygiene kits available for distribution.

11.	Cooperation
11.1	The Mobile Unit cooperates with members of the NRM, Municipalities, Community Organizations working for vulnerable groups and helps to integrate anti-trafficking efforts for social security and protection.
11.2	The Mobile Unit cooperates with the State Labor Inspectorate

Standard 11.1 The Mobile Unit cooperates with members of the NRM, Municipalities, Community Organizations working for vulnerable groups and helps to integrate anti-trafficking efforts for social security and protection.

Indicators/Criteria

- ❖ The institution under the auspices of the MU drafts and signs cooperation agreements with the Municipalities, Labor Offices, organizations operating in the community;
- ❖ The institution under the auspices of the MU organizes participation in common activities with the Municipalities, organizations operating in the community to help identify: forums, information sessions, focus groups, etc.
- ❖ The institution under the auspices of the Facilitates the participation of the MU in activities with organizations operating in the community to help identify vulnerable groups such as CTG (Cross-cutting Technical Group), the local mechanism against violence, etc.;
- ❖ The institution under the auspices of the MU organizes training for identification, referral and assistance to victims.

Standard 11.2 The Mobile Unit cooperates with the Labor Inspectorate.

Indicators/Criteria

- ❖ The Agency/Institution of the Unit has cooperation relations and agreements with the State Labor Inspectorate;
- ❖ The contact person from the State Labor Inspectorate is defined in the agreement;
- ❖ The Mobile Unit gives the State Labor Inspectorate indications for inspections.



ANNEXES

1. UNIT REGULATIONS

REGULATIONS FOR THE ORGANIZATION AND OPERATION OF THE MOBILE UNIT

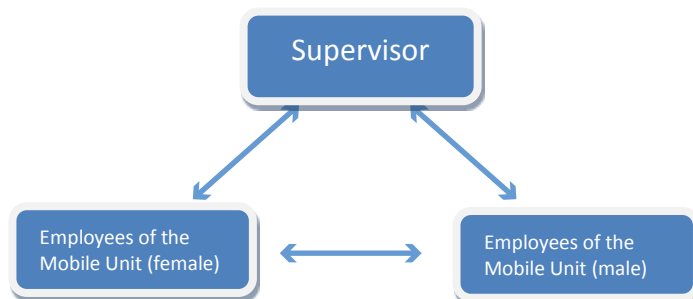
I. PURPOSE

The purpose of establishing a Mobile Unit for Victims of Trafficking is to proactively identify victims of trafficking and vulnerable (easily vulnerable) people to trafficking and refer them as soon as possible to assistance in accordance with the provisions of the Standard Operating Procedures.¹⁹

II. ORGANIZATION AND STRUCTURE OF THE MOBILE UNIT

1. Composition and recruitment of the Mobile Unit

- a. The unit consists of 2 individuals of different genders and professions in the field of protection of victims of trafficking and has a leader in the role of supervisor;



- b. The persons who will be part of the Mobile Units shall be selected based on a selection procedure based on professional and ethical criteria;
- c. Recruitment requirements include: Requirement of work experience of at least 3 years; Submission of CV, submission of three references, one of which must be from the supervisor/superior; Proof of Criminal Procedure; Registration in the bodies of professionals (Order of Social Workers, Order of Psychologists, and Order of Nurses) in accordance with legal requirements;
- d. Requirement of at least 3 years of experience includes: Work in heterogeneous communities- with different cultural groups/Work in community centers;
- e. One of the individuals in the Mobile Unit is a physical health specialist;
- f. One of the individuals of the Mobile Unit is a specialist in the field of psychological or social health;

¹⁹ Decision of the Council of Ministers no. 499, dated 29.8.2018 "On the Approval of Standard Operating Procedures for the Protection of Victims and Potential Victims of Trafficking"

- g. In each Mobile Unit one individual should have experience in protecting street children;
- h. The Agency/Institution has a strategy for retaining staff and to ensure the necessary number of professionals in the Mobile Unit and to avoid the dependence or temporary use of other staff of the Agency/ Institution;
- i. Each new staff member is guided/trained through a one-week program that includes knowledge of trafficking, situations of victims of trafficking and legal provisions before going onsite. At the end of the training the staff undergoes a short test;
- j. Upon completion of the training and testing, the staff undergoes a three-month on-the-job training and probationary period divided into: the first month of observation and tasks assigned by the head of the MU and the other two months of full-time work.

2. Transportation of the Mobile Unit

- a. The movement of members/staff of the Unit at night, for distances longer than 2 km, or in rainy weather, is always by Agency transport or by taxi and never by bus or other means of mass public transport;
- b. The Agency/Institution has a special commission to review the property damage and physical integrity of the staff at work, which reviews and proposes claims for compensation by the staff of the Unit;
- c. Employees of the Unit may file a claim for property compensation with this Commission;
- d. The Mobile Unit discourages the use of personal vehicles and monetary means of the staff.

III. Supervision

- a. Mobile Unit staff are supported and supervised to perform their duties;
- b. The Mobile Unit has a competent manager with sufficient skills and practical experience to manage the activity of the Unit;
- c. Staff job descriptions contain definitions regarding support, supervision, and reporting and accountability hierarchy;
- d. The staff is trained on any development that affects the policies of the institution, the way the Mobile Unit proceeds and performance measurement;
- e. The staff of the Mobile Unit understands its role and responsibilities, has clear lines of accountability and reporting and is clear about the policies and procedures to be followed;
- f. The staff of the Mobile Unit is given the opportunity to develop, and attend appropriate trainings for their roles;
- g. The performance of each individual of the Mobile Unit is officially evaluated by the Institution, at least once in 6 months;

- h. Every performance measurement or action in support of staff is recorded in writing and a copy of the record signed by the supervisor and the employee/member of the Unit is given to the employee/member of the Unit;
- i. The staff is specifically evaluated for professional consumption and the Agency/Institution takes the recommended measures for the treatment of professional consumption;
- j. Performance measurement during the probationary period is performed by the Supervisor of the Mobile Unit;
- k. Staff has copies of job descriptions and copies of the contract in accordance with legal requirements.

IV. ETHICAL PRINCIPLES OF MOBILE UNIT

1. The Mobile Unit has an ethical approach that consists of maximizing access, maintaining confidentiality, cultural sensitivity, gender sensitivity, victim centering, coordination, respect for professional boundaries, sensitivity to trauma.
2. Violations of ethics are considered as serious violations and constitute the basis for serious measures until dismissal. Disciplinary measures are taken according to the rules and procedures provided in the internal regulations of the Agency / Organization that administers the Mobile Unit.
3. The staff of the Mobile Unit is dedicated only to the activity of the MU and is not engaged in long-term reintegration services. Cases identified as VT or PVT are referred for services to other Agencies or Institutions according to the needs of the case itself and after the referral the procedures are followed depending on the determination of the status of the referred case.
4. The employees of the Mobile Unit use with the individual an understandable, appropriate, safe and respectful language.
5. The staff of the Mobile Unit avoids any unnecessary exposure to the media. In any case, communication with the media should be carried out by the supervisor in coordination with the head of the Agency / Organization that administers the Mobile Unit.
6. The safety of the staff is guaranteed and is based on a plan of measures taken before the start of the work of the Mobile Unit. Security measures are taken in cooperation and guaranteed by the Agency/Institution and the Local Police based on a detailed plan for police intervention to protect the staff.
7. The Mobile Unit avoids involvement in activities that may be perceived as partial/political/partisan. The staff of the MU signed a statement on political impartiality (Annex no. 7), as part of the recruitment procedure.
8. During the exercise of the activity of the Mobile Unit or in contact with the beneficiaries or other persons, in order to exercise the activity of the MU, the direct or indirect mention of individuals, groups or organizations with a prominent political profile is categorically prohibited.

V. ACTIVITY OF MOBILE UNIT

1. Type of activity

The activity of the Mobile Units is related to the Initial identification of the victims or potential victims of trafficking as defined in the SOP, in the part that describes the Initial Identification by the Joint Coordination Units (Mobile Unit, Field Team, Task Force, Institutions of Residential and Day Care, National and International Institutions of non-NRMs with/without programs for victims/potential victims of trafficking).

2. Measures taken by the Mobile Unit before outreach work

- a. Prior to the onsite inspection planning, the MU conducted an analysis of the required and missing services of the target group (Map of services/missing access);
- b. The MU is equipped with the necessary tools to provide the service or identifies the Agencies or Institutions with which it can cooperate in cost sharing and service delivery (Service cooperation agreement);
- c. Mobile Unit staff has received appropriate training to provide the required service;
- d. The Mobile Unit has means of transport available;
- e. The MU has written materials (posters, brochures) related to the rights of victims and vulnerable groups;
- f. The MU has identified a safe place for "retreat/consultation/decision-making" (Meeting/Consultation checklist);
- g. The members of the MU have consulted the intervention for the rescue of the individual with the supervisor and with the partners according to the needs of the identified case;
- h. The MU has up-to-date contacts and information on existing services and facilitates the individual's contact with the required service providers (The unit is constantly updating contacts with CPS worker; Child-focused Police Officers; Trafficking Police Officers; agencies and NGOs - providing services for different categories);
- i. The MU has performance measurement criteria for the "Rescue" of the identified person in danger;
- j. In case of assessment of the dangerous situation, the MU informs and reports to the Police to intervene (ways of reporting, information through telephone contact, email, etc);
- k. The unit has the documentation provided by the SOPs for identification and reflects in the formats defined in the SOP any action performed on the case as part of the formal identification procedure;
- l. The MU has an ambulance box (Contents of the ambulance box according to certified standards);
- m. The unit has a map of accessible and emergency health centers (Map with addresses and contacts in written form);
- n. Mobile Unit staff is available to provide information and support to emergency staff;

3. Actions that can be performed by the Mobile Unit

- a. Based on his needs, the MU informs, refers, assists and guides the individual to receive a certain service;
- b. In case of need, the MU accompanies the individual to receive the necessary service;
- c. The MU develops and updates an effective spreadsheet that reflects reference to different

situations;

- d. Prior to referral, the Mobile Unit consults with the individual to obtain his/her approval regarding the information to be shared;
 - e. The MU does not refer the individual to services which he/she has tried and were ineffective;
 - f. Employees of the Mobile Unit keep a record and report any opinion received from the individuals with whom they have contact regarding the quality and accessibility of services received from the service providers for victims of trafficking (Daily Reporting/Service Forms);
 - g. The Mobile Unit collects and stores information collected in accordance with legislation;
 - h. The Mobile Unit targets marginalized areas and groups that have limited access to information and protection;
-

2. TRAFFICKING INDICATORS FOR DIFFERENT MARGINALIZED GROUPS AND DIFFERENT CONTEXTS/SITUATIONS

Reorganization of SOPs indicators as follows:

Children

- The minor is often seen on the street, unaccompanied;
- The minor attends nightclubs, in the company of older people;
- The minor consumes narcotics, and in some cases is involved in their distribution;
- The minor has been caught stealing several times;
- The minor leaves the house for days; the family has reported this several times;
- The minor is seen begging;
- The minor is seen selling on the street in the late hours of the night;
- The minor declares that he/she cohabits with an adult;
- The minor has dropped out of school/does not attend regularly;
- The minor is accompanied by older persons;
- The minor is accompanied by people known or suspected of engaging in criminal activities;
- The minor declares that he/she works as a waitress in a bar or club;
- The minor is often seen in the company of different people (moving in expensive cars);
- The minor has a troubled family relationship;
- The minor has a history of family trafficking;
- The minor and his/her family move from one place to another to work, to earn income.

Adults

- The person declares that he has been abused/exploited and asks for help;
 - The person is involved in criminal behavior (theft, sale of narcotics);
 - The person works illegally (employment contract, conditions are not in accordance with them);
 - The person has contacts with individuals or groups suspected of illegal activities;
 - The person has no control over his/her life: movement or accommodation is controlled by other persons;
 - The person has come from a situation of exploitation through threatening;
 - The person was not allowed to choose accommodation;
 - The person moves from one place to another with fake documents;
 - The movement and transport of the person is regulated by other individuals;
-

3.JOB DESCRIPTION

JOB DESCRIPTION

Job title: **Employee of the Mobile Unit**

Organization:

Location:

Under the supervision and in accordance with the advice received from the Director / Supervisor, the MU Employee shall be responsible for the initial identification and referral of victims / potential victims of trafficking through onsite inspection.

Main duties and responsibilities

- To work actively in certain (targeted) communities;
- Contact directly with persons at risk of being trafficked or exploited;
- Individual meetings with family members who are exposed to trafficking;
- Close cooperation with the Anti-Trafficking Unit in the State Police and Police Departments;
- Develop a plan for weekly onsite inspection;
- Organizing various community forums and focus groups in order to inform the population about trafficking and how they can seek support;
- Provide first aid, complete the rapid observation and assessment form;
- Facilitate the access of victims/potential victims of trafficking to various services based on their needs;
- Prepare a daily report on identified cases;
- Preparation of periodic reports;
- Maintain a database with data on identified cases;
- To cooperate with other structures such as CPS, school psychologist, other service providers, etc.;
- Other tasks that can be defined by the supervisor in function of the activity of the MU.

General expectations:

- Taking responsibilities;
- Being supportive and cooperative towards the team;
- Maintaining standards and good performance when working under pressure;
- Handling emergency situations;
- Maintaining a careful and educational attitude;
- Maintaining communication, negotiation and interviewing skills;

- To be discreet, result-oriented, respecting the procedures for maintaining confidentiality and security rules;
- Seeking support to meet the emotional and mental challenges posed by working with victims of trafficking;

Model Agreement with the Police

Memorandum of Understanding

Between

Regional Police Directorate of.....

and

Non-Governmental organization

Purpose of the Memorandum

The purpose of this Memorandum of Understanding is to determine how to cooperate and exchange the information of the parties for the identification and referral of victims or victims of possible trafficking by the organization's Mobile Unit (MU)

..... for the best functioning of the National Mechanism of Referral and increase proactive identification, in order to increase efforts to combat Trafficking of Humans.

Mobile Unit Operating Framework

The Mobile Unit is created and operates The Mobile Unit has started work in and consists of two social workers who work in field to identify and refer cases of trafficking victims in accordance with the NRM and Standard Operating Procedures. MU works with people and vulnerable families in order to identify victims or potential victims as soon as possible and identifies agencies and organizations that contribute to help victims of trafficking or potential victims, aiding these persons.

Duties of the parties of Memorandum

Regional Police Directorate of

1. Act in accordance with Standard Operating Procedures for responding to referral of victims of trafficking by the agencies responsible for initial identification.
2. Shall designate as the contact point of this Memorandum between the Regional Police Directorate and the Organization employee (name) with degree from the Sector for the Fight against Drugs and Illegal Trafficking with contact number
The assigned police officer shall be engaged in this task 24 hours a day, 7 days a week (In case the employee is not on duty at the time of referral then he/she is obliged to facilitate communication with another police officer from the same sector);
3. Provide guidance and instructions to its rapid intervention structures to respond promptly and appropriately to contact point requests for intervention in the event of a victim of trafficking being identified. Orientations and instructions shall be given based on the intervention strategy established in the meetings of the employees of the MU with the contact point of the Directorate;
4. Shall include the information collected by the MU and the monthly reports of the MU in the risk analysis conducted by the Police Directorate;
5. Shall share with the MU information on the outcome of the interventions made in response to the identification and referral made by the MU;
6. Share with the MU information on areas or places that the police identify as areas or places where victims of trafficking/potential victims of trafficking can be exploited;

Organization

1. Shall identify and refer victims/potential victims of trafficking in accordance with Standard Operating Procedures for the Protection of Victims/Potential Victims of Trafficking as the Responsible Agency for Initial Identification;
2. Shall designate as the contact point of this Memorandum between the Regional Directorate of Police and Organization employees of MU (names) with contact number
Assigned employees shall be engaged in this task 24 hours a day, 7 days a week (If the employee is not on duty at the time of contact by the Police then he/she is obliged to facilitate communication with another employee MU that is in the onsite inspection);
3. Ensure that in any case in which immediate police intervention is required, MU staff share with the contact point complete information to draft the intervention strategy;
4. Ensure that the contact point is provided by the Police Directorate with the necessary information for risk analysis in the form of monthly reports of field observations of the MU;

5. Support the employees of the MU to support the actions of the police in case-by-case interventions and in accordance with the strategy set up by the MU and the contact point of the directorate;
6. The organization may be present during the formal interview conducted only in the presence of the state social worker and only if the alleged victim individual wishes to give a formal interview.

Security and communication between the parties

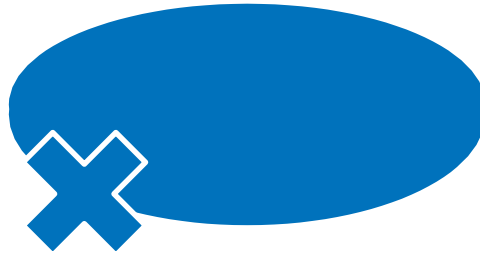
- The Parties undertake that in each case the members of the MU shall be introduced as support staff of the organization and in no case as staff working to identify victims/potential victims of trafficking. The drafting of a police intervention strategy for each case shall include an agreement on the role of MU employees and specific measures to maintain the safety of MU members;
- The MU and the contact point meet on a regular basis, on a monthly basis and whenever necessary to determine intervention in specific cases or to exchange necessary information with the parties;

Deadline and Review of the Agreement

This agreement is binding immediately upon its signing. The agreement has an indefinite term. The agreement is reviewed by the parties at any time and if necessary amended in writing and the agreement of both parties.

4. MAP OF MARGINALIZED AREAS WITH LIMITED ACCESS TO INFORMATION, PROTECTION AND A CONSULTATION PLAN FOR THEIR IDENTIFICATION

Restricted Access Map/Interference Map



The list of attendance

□ No CPW

= There are no roadways

5. VERBAL AND NON-VERBAL COMMUNICATION PROTOCOL

- Dress code: The employee should pay attention to the way they dress in the workplace. The employee's clothing and appearance should be serious and appropriate to the job position and the type of the tasks assigned to the employee.
- Identification tool: Mobile Unit staff must be provided with a Badge (identification tool) that must contain the title and role of Mobile Unit staff.

Communication order:

1. Observation: it is carefully seen which persons are close, who is monitoring the environment, where are the family members, if there are other people who are being used, if they have used alcohol, if they are in conflict, etc.
2. Consultation: after the observation is made, the members of the Mobile Unit consult with each other regarding the next step. The consultation includes: consultation with the supervisor or service providers who may be aware of the case (CPSs, for example). The police is notified if there are dangerous elements. If there are no risky elements they shall move on to the next step, presentation.
3. Presentation: Introducing you, the role and purpose of the meeting. Comprehensible speech and professionalism are required.
4. Collection of information by the individual.
5. Rescue/referral plan.

6. MU PERFORMANCE INDICATORS AND MEASUREMENT METHOD

Measuring the Purpose, and Access of the Mobile Unit

Measured Criterion	Result		
	Completely done	Partially done	Undone
1.1 The Mobile Unit adheres to its purpose.			
<p>The purpose of the Mobile Unit is expressed in the regulation of the activity of the MU;</p> <p>The MU has and uses indicators of trafficking for different groups marginalized and different contexts / situations; developed and used Indicators</p> <p>Have consulted with the responsible Authority;</p> <p>Mobile Unit staff is not engaged with long-term reintegration services; Identification formats used and referrals are those of SOPs..</p>			
1.2 The Mobile Unit aims to access marginalized areas and groups that have limited access to information and protection and individuals who are at risk of being trafficked.			
<p>MU has a map of areas marginalized with limited access to the information and protection that is built on the basis of consultations at least with the police;</p> <p>The MU notifies the PA of the areas that targets;</p> <p>Individuals from targeted areas report that information and the references provided by the Unit match with information and services e missing in the area;</p> <p>Service providers, representatives, employees of institutions (state and non-state) report, inform about these areas.</p>			

1.3 The Mobile Unit has an ethical approach that consists of maximizing access, maintaining confidentiality, cultural sensitivity, gender sensitivity, victim centering, coordination, respect for professional boundaries, sensitivity to trauma.

The regulation has provisions on ethics and measures in case of violation;

Every staff member of the MU has one copy of the Regulation and Protocol of Verbal and Nonverbal Communication;

Ethical behavior is part of the training initial and ongoing staffing;

Violations of ethics are considered as serious violations and constitute grounds for heavy measures;

Head of Mobile Unit plans regularly monitoring and instructing staff to adhere to ethics;

Evaluate the performance of employees of the Mobile Unit, includes Ethics Assessment;

The right to appeal, contacts and grievance procedures are part of information shared by individuals and contacted groups;

Exchange of information about cases identified by the Teams of The terrain between each other is made running take security measures (mainly for children identified in street situation).

1.4 The Mobile Unit avoids engaging in activities that may be perceived as party / political / partisan.

Exclusion criteria in recruitment contain the exception for individuals who are activists of the forces of various policies;

MU staff has signed a statement of non-involvement in political parties;

<p>Violation of the commitment to impartiality political is considered a violation of severe and the measure taken is rest of labor relations;</p> <p>The field work plan of the staff has consider and avoid concurrence with party activities;</p> <p>The staff was immediately dismissed from premises where political activity takes place;</p> <p>The Staff Regulations have specific clauses regarding the prohibition of direct mention or indirectly/figuratively of political individuals</p>			
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Measured Criterion	Result		
	Completely done	Partially done	Undone
2.1 Distinguishing the individual victim of trafficking and getting him out of the exploitation situation as soon as possible is the main protection service provided by the Mobile Unit.			
<p>Mobile Unit Staff organizes activities which result in distinguishing and rescuing victims;</p> <p>Victims of trafficking they receive services refer to the Unit as Their "saviors";</p> <p>The Mobile Unit has created and forms continuously a stable and trusted network informants and helpers in rescue of victims;</p> <p>The Mobile Unit has a plan adaptation of work tools for rescue of victims;</p>			
2.2 The Mobile Unit always informs about the rights and protection of groups in need of protection and creates conditions for reporting trafficking.			
<p>Mobile Unit members are trained for the rights of individuals;</p>			

The MU has written materials (posters, brochures) related to the rights of victims and vulnerable groups;

Public or non-public Agencies/Institutions contacted by The MU has information about the rights of victims and vulnerable groups, available from the Unit;

The MU has reference descriptions for development of activities in the community (agenda, topics);

Individuals identified and referred from the Unit are able to articulate their rights and confirm that the source of the information has been MU;

The Communication Protocol contains details on informing about its rights;

2.3 The Mobile Unit facilitates / provides at least one service and direct assistance requested by the target group - creates symbiosis with required services.

Before planning the exit to terrain, the MU has conducted an analysis of services required and absent to the target group;

The unit is equipped with the necessary tools for service delivery or identifies agencies or institutions which can cooperate and help with the costs and service delivery;

Mobile Unit staff has received proper training to provide the service of looking;

MU informs, orients the individual to receive a certain service (based on his needs);

In case of need, the MU accompanies the individual to receive the necessary service.

2.4 The Mobile Unit provides first aid for individuals in need.

The mobile unit has first aid kits;
Requirements for staff recruitment include knowledge of first aid;
Staff training includes first aid training;
There are first aid training certificates in the staff file.

2.5 The Mobile Unit calls the medical emergency and provides escort to the health centers for cases that need such a service.

The mobile unit has a transport vehicle in working condition;
The MU has a map of accessible health centers;
The MU has the Emergency contact number;
Mobile Unit staff is available to provide information and support to emergency staff.

2.6 The Mobile Unit guides and supports the individual who is a potential victim of trafficking during the in-depth identification and evaluation process.

The MU has the documentation provided by the SOPs for formal identification;
The MU has the contacts of the Group / Structure Responsible for the formal identification;
Mobile Unit participates in formal identification together with CPS and ATS (for minors) and adults (SSS and ATS) according to the provisions of the SOPs;
The entity's actions regarding formal identification are displayed in the formal identification documentation.

Measured Criterion	Result		
	Completely done	Partially done	Undone
3.1 The Mobile Unit has up-to-date contacts and information on existing services and facilitates the individual's contact with the required service providers.			
<p>The MU has assigned an individual / member of the MU to create and update a database with data on service providers;</p> <p>The MU has constantly updated the contacts of: CPS; Children-focused Police Officers;</p> <p>Traffic Police Officers;</p> <p>Information shared with individuals contains correct information about services provided by others;</p> <p>In case of need, when the person does not know what to do, a MU staff accompanies the individual to the place of reference;</p> <p>The MU has cooperation agreements with service providers to facilitate access to the necessary services.</p>			
3.2 The Mobile Unit refers according to the situation and individual needs and will.			
<p>The MU develops and updates an effective graph that reflects the reference to different situations;</p> <p>Prior to referral, the MU consults with the individual to obtain his/her approval regarding the information to be shared;</p> <p>The item does not refer the individual to services that the individual has tried and found to be ineffective.</p>			
3.3 The Mobile Unit contributes to improve the service of Agencies / Institutions with a focus on victims of trafficking.			
<p>Employees of the MU keep a record and report any opinion received from individuals with whom they have contact regarding the quality and accessibility of services received to service providers for victims of trafficking;</p>			

The Agency / Institution has set up a system for the transfer of information in a safe and secure manner for the Mobile Unit.			
3.4 The Mobile Unit contributes to improving the service of Agencies / Institutions with a focus on vulnerable groups to trafficking.			
The employees of the MU have in records any opinion received from the individuals with whom they have contact regarding the quality and accessibility of the services received to the service providers for other vulnerable groups; The Agency/Institution has set up a system for the transfer of information in a safe and secure manner to the Mobile Unit.			

Measured Criterion	Result		
	Completely done	Partially done	Undone
4.1 The Mobile Unit decides on the level and quality of approach and contact based on a standard of communication and prior information gathered on the individual's level of risk, without putting themselves and the individual in danger.			
The MU has developed a "Communication Protocol" which also includes observation to decide on contact; The MU holds consultation meetings and gathers risk measurement information before reaching the individual; The MU uses risk assessment criteria for children and has developed specific risk measurement criteria; The MU has developed and uses a measuring instrument to measure the level of risk to adult individuals; The MU has a safe "withdrawal/consultation /decision-making" place;			

MU members have consulted the intervention within partners to save the individual;
 The adult/child, and the caregiver/trustee have agreed on the risk assessment and the "rescue" plan;
 The MU has performance measurement criteria for "Rescue";
 The MU has the means to ask the Police to intervene.

4.2 The Mobile Unit adapts tactics and interventions according to the age, gender, and specific situation of the targeted individual.

The Communication Protocol has predictions for different ages and genders;
 The Communication Protocol contains the approach of the MU to individuals with whom he comes into contact;
 The intervention of the MU is based on previous observations or information received from other institutions;
 The protocol contains the procedure to be followed by the MU in cases and dilemmas of intervention.

4.3 The employees of the Mobile Unit present themselves, the institution and the partners in a correct and safe way.

Each employee of the MU is provided with an identification card and one authorization document which he keeps with him;
 The employee's verbal presentation is in accordance with the written material he / she has with him / her;
 The Employee of the MU introduces himself/herself as a support employee of the Organization/Institution he/she represents and can accurately describe the activity of the Organization;
 The Mobile Unit employee never presents that the sole purpose of his/her job is identification.

4.4 The employees of the Mobile Unit use with the individual an understandable, appropriate, respectful and professional language with the individuals.

Leaflets, materials have a simple and understandable language;
The communication of the employees of the MU is based on ethical principles;
Information materials contain explanations on trafficking, and information on services provided in the Community;
The Mobile Unit has information on services provided in the community and is trained in trafficking and other related issues

4.5 The Mobile Unit conducts the initial interview in a secure and private environment.

The Mobile Unit arranges for the individual to be provided transport to a safe environment;
The MU uses a convenient interview office that provides friendly, private and secure communication.

Measured Criterion	Result		
	Completely done	Partially done	Undone
5.1 The Agency /Institution has safe and effective procedures for the recruitment and training of Mobile Unit staff.			
Requirements for recruitment include the following: Work experience of at least 3 years, submission of CV, three references, one of which must be from the Supervisor/ Superior, Proof of Penalty, Registration in the Professional Social bodies (Order of Employee), Order of Psychologists, Order of Nurses) in accordance with legal requirements;			

Requirement for work experience includes: Work in heterogeneous communities-with different cultural groups /Work in community centers;

References are verified by written communication with issuers before staff begins work;

Each new staff member is guided / trained through a one-week program that includes knowledge of trafficking, the situation of victims of trafficking, legal provisions, and these standards before going to the field. At the end of the training the staff undergoes a short test;

Upon completion of training and testing, staff undergoes one On-the-job training and probationary period of three months divided into: the first month of observation and tasks assigned by the head of the unit and another two months of full-time work. Performance measurement during the probationary period is performed by the Head / Supervisor of the Mobile Unit;

Staff have copies of job descriptions and the contract at compliance with legal requirements;

The staff file contains information and documentation on the recruitment process.

5.2 The staff of the Mobile Unit has a suitable composition for targeted and balanced gender and multidisciplinary groups.

The Agency / Institution has planned that in each onsite inspection, the Unit shall have a minimum of 2 individuals;

The MU is made of individuals of different genders;

One of the individuals in the MU is a physical health specialist;

One of the individuals in the MU is a specialist in the field of psychological or social health;

The Agency/Institution has a strategy to retain staff and to provide the necessary number of professionals in the Unit and to avoid dependence or temporary use of other staff of the Agency/Institution;

At least one of the field professionals has experience in child protection.

5.3 The staff of the Mobile Unit is supported and supervised to perform its duties.

Staff job descriptions contain related definitions with support, supervision and reporting hierarchy and accountability;

The staff is trained for any development that affects the policies of the institution, the manner of processing the Mobile Unit and measuring performance;

The staff of the MU understands its role and responsibilities, is clear about reporting and is clear about policies and procedures to follow;

The staff of the MU is given the opportunity to develop, to attend appropriate trainings for the role it has;

The performance of each individual of the MU is formally assessed by Institution, at least once in 6 months;

Any performance measurement or action in support of staff is registered in writing and a copy of the registration signed by the supervisor and the employee, is given to the employee of the Unit;

Staff is assessed specifically for professional consumption and The Agency/Institution takes the recommended measures for the treatment of professional consumption.

5.4 Staff is treated in accordance with the nature of the job and working conditions.

The movement of members / staff of the Mobile Unit at night, for distances longer than 2 km, or in rainy weather, is always by Agency transport or by taxi and never by bus or other means of mass public transport;

The Agency / Institution has a special commission for review of property damage and physical integrity of the staff at work, which reviews and proposes claims for compensation from the staff of the MU;

Employees of the MU may file a claim for property compensation with this Commission.

Measured Criterion

Result

Completely done

Partially done

Undone

6.1 The Mobile Unit has a structure with clear lines of direction and accountability that matches the characteristics of the work and situations faced by the Mobile Unit.

The MU has a clear scheme of roles (organograms) with a MU leader, and an experienced team member;

The job description of the MU describes its roles and responsibilities;

MU staff is not engaged in long-term reintegration service;

The MU is trained and developed according to its roles.

6.2 The Mobile Unit has a competent manager with sufficient skills and practical experience to manage the activity of the Unit.

The head of the MU is selected by the experienced staff of the MU;

The head of the MU monitors and manages the work;

The MU reports to its Manager on any information and steps to be taken;

The MU manager is available whenever requested and contacted by the MU.

Measured Criterion	Result		
	Completely done	Partially done	Undone
7.1 The Mobile Unit collects and stores information collected in accordance with legislation.			
<p>The MU has a clear procedure for collecting and storing information;</p> <p>The MU has a place to store information (computer, printed documents);</p> <p>Mobile Unit staff receives special training in information management, confidentiality and personal data protection according to standards and legislation in power.</p>			
7.2 The Mobile Unit educates the collaborators and individuals that are focused on their rights and obligations regarding information.			
<p>The MU is guided by the principle of protection of the contacted individual and informs him about the sharing of information with third parties;</p> <p>The MU documents the informed permission through a record / statement of the individual who has agreed to share his data with other institutions;</p> <p>The MU exchanges (sends and receives) code information.</p>			
7.3 The Mobile Unit shall ensure that the PA is informed of its activities.			
<p>The MU informs the RA about the identification and referral of individuals who need protection;</p> <p>The MU uses standard formats for informing the RA and communicating with the RA.</p>			

Measured Criterion	Result		
	Completely done	Partially done	Undone
9.1 The Mobile Unit has a measurable impact on the protection of victims of trafficking.			
<p>The Mobile Unit operates in those areas where there is “high vulnerability;</p> <p>The MU analyzes and reports objectively the reasons for the rejection and avoiding contact by targeted individuals.</p>			
9.2 The Mobile Unit works to increase the impact on the protection of victims of trafficking.			
<p>The Mobile Unit organizes awareness activities / information sessions in different environments regarding trafficking issues;</p> <p>The Mobile Unit promotes services in various institutions / agencies.</p>			

Measured Criterion	Result		
	Completely done	Partially done	Undone
10.1 The Mobile Unit has at its disposal a convenient means of transport to ensure maximum safe access and mobility.			
<p>The Mobile Unit has safe means of transport for mostly long distances and difficult terrains (distances over 3 km);</p> <p>Public transport from the Mobile Unit is used only for nearby areas and for various activities of the Mobile Unit such as (information sessions in schools, forums and focus groups with community residents).</p>			

10.2 The Mobile Unit discourages the use of staff personal, material and monetary means.

<p>The Mobile Unit secures the appropriate material and monetary means from the Organization/ Institution;</p> <p>The Mobile Unit has food and hygiene kits available for distribution.</p>			
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Measured Criterion	Result		
	Completely done	Partially done	Undone
11.1 The Mobile Unit cooperates with NRM members, Municipalities, Community-based Organizations, working for vulnerable groups and helps integrate anti-trafficking efforts for social security and protection.			
<p>The institution under the auspices of the MU signs agreements with the Municipalities, organizations operating in community;</p> <p>The institution under the auspices of the MU organizes activities of jointly with the Municipalities, organizations operating in the community to help identify such as: forums, information sessions, focus groups;</p> <p>The institution under the auspices of the MU facilitates the participation of the MU in joint activities with the Municipalities, organizations operating in the community to help identify vulnerable groups such as GTNs, the local mechanism against violence, etc.</p> <p>The institution under the auspices of the MU organizes trainings for the identification, referral and assistance to victims.</p>			

11.2 The Mobile Unit cooperates with the Labor Inspectorate.

<p>The Agency / Institution of the MU has cooperation relations and agreement with the Labor Inspectorate;</p> <p>The contact person from the Labor Inspectorate is defined in the agreement;</p> <p>The MU gives the Labor Inspectorate indications for inspections.</p>			
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7. STATEMENT OF POLITICAL IMPARTIALITY

Declaration

- I staff of the Mobile Unit declare that I don't have an active role or leadership function in political parties and I do not participate in political activities.

I declare:

- Shall not provide concrete materials or financial support from political organizations by using the position in communications with beneficiaries or with other agencies;
- I shall not allow family, social, political or other relationships to affect my behavior while exercising functions in the Mobile Unit;
- I shall not join organizations that hold extreme positions uncertain problems, organizations that have a hostile or humiliating attitude towards victims of trafficking and institutions, which require time commitment and prevent me from performing my duty normally, or in organizations which can utilize my position as Mobile Unit staff for it obtained;
- I am not a member and shall never become a member of a discriminatory organization on grounds of race, sex, religion or national origin or any other kind of discrimination.

8. CONTENTS OF THE FIRST/FIRST AID

Drugs	Amount
Afebril 5 mg	5Bottles
Nixar 20 mg	5Tablets
Xyzalgotce	1Bottle
Nifedipine 10 mg	10Tablets
Trinitrine 0.5 mg	5Tablets
Buscopan 10mg	20Tablets
Loperamid 2mg	20Tablets
Rapidol S 400 mg	20 capsules
Paracetamol 500 mg	60Tablets
Betadine 100ml	4Bottles
Alkool 90 grade	4Bottles
Cans ankerplasttevogla	50 pieces
Coton - pambuk 50 gr	4 pieces
Termometertethjeshte	4 pieces
Connettiva plus 0.2+1 gr cream	1 Tube
Dorezarifuxho	100pieces
Ancerplast classic art 19x72x20	1 Box
Fleksaelast 7cmx4.5m	5 pieces
Ankerplast 6cmx1m	2 pieces
Nurofen 100mg/5ml	3Bottles
Perossido di idrogeno 200ml	3Bottles
Ranital 150 mg	20Tablets
Tylohot pediatric	12Packets
Tylohot adult	12Packets
Isomar	6Bottles
Bisolvon	2Bottles
Aparattensioni	

9. CONTENTS/CURRICULUM OF INITIAL TRAINING

- Information on trafficking
- Legal and Institutional Framework in the Fight Against Human Trafficking
- Ethical principles in working with victims of trafficking;
- Issues of confidentiality and protection of personal data;
- Security issues;
- Knowledge of existing services;
- Familiarity with the regulation;
- Standard Operating Procedures for the Protection of Victims/Potential Victims of Trafficking;

10. INSTRUMENT FOR MEASURING THE RISK FOR THE INTERVENTION OF THE UNIT IN THE CASE OF A MINOR

Situation	Danger – MU shall call the police	No Danger- MU shall intervene
The child refuses to communicate.	Yes	No
The finding was made in the late Hours of night.	Yes	No
The trafficker is nearby.	Yes	No
The environment is monitored by a dangerous person.	Yes	No
The unit is informed that a family member or relative is involved.	Yes	No
It is suspected that there is more than one child being trafficked.	Yes	No
The child and the people around are being physically conflicted.	Yes	No
The child and the people around are under the influence of alcohol and drugs.	Yes	No

11. INSTRUMENT FOR MEASURING THE RISK FOR THE INTERVENTION OF THE MOBILE UNIT IN THE CASE OF AN ADULT

Situation	Danger – MU shall call the police	No Danger- MU shall intervene
The adult refuses to communicate.	Yes	No
The finding was made in the late hours.	Yes	No
The adult is always accompanied by suspicious people.	Yes	No
The environment is monitored by dangerous persons.	Yes	No
It is obvious that the adult has a physical or mental disability and is controlled by a family member or relative who is involved.	Yes	No
It is suspected that there is more than one adult being trafficked.	Yes	No
The person is involved in a physical conflict.	Yes	No
The adult and the people around him are under the influence of alcohol and drugs.	Yes	No

12. CHECKLIST FOR THE INITIAL INTERVIEW ENVIRONMENT BY THE MOBILE UNIT

- The interview is conducted in an environment that is safe and secure for the person to be interviewed and others who shall participate in the interview, away from those suspected of being involved in trafficking;
- All interviewees should be clear about their role;
- The interview should not be conducted without first meeting the immediate and basic needs of the interviewee (food, or other personal and hygiene needs);
- The person to be interviewed should not be allowed to wait long;
- Persons who may be victims of trafficking are not interviewed in groups;
- The person is not interviewed if there are signs that they are not feeling well physically or emotionally;
- The person is given immediate medical and psychological assistance if he/she needs it;
- Whenever possible the victim is interviewed by a person of the same sex;
- The room where the interview shall take place is kept closed throughout the interview to maintain the confidentiality and consistency of the interview;
- The interview is conducted in facilities / rooms that are quite far from the room where detainees are held;
- It is clearly explained to the interviewee that he or she has the right to interrupt the interview when he or she feels pressured;
- In no way is the interview interrupted due to other tasks that arise during the interview time;
- Cell phones are kept silent by all persons present during the interview;
- The person being interviewed and the guardian or parent in the case of a minor are explained why notes are kept during the interview, the purposes are to understand the information and to store it;
- The interviewee and the guardian or parent in the case of a minor are clearly explained the procedure and purpose of the interview, the duration of the interview and assured that he/she is free to terminate the interview at any time.

For interviewing minors

- The minors are interviewed in a child-friendly environment;
- The minor interview begins after the parent or legal guardian has been notified in advance;

- The minor is interviewed in the presence of a parent or legal guardian if there is no suspicion of their involvement in trafficking;
- No more than three adults should participate in the interview of a minor;

In communicating with a minor, interviewers shall:

- Start the conversation with simple questions to break the ice and gain the child's trust;
- Be gentle and calm but avoid touching;
- Ask the minor if he or she understands why the interview is being conducted;
- Ask the minor if he or she feels comfortable talking about delicate things in front of others;
- Not to promise anything to the minor in exchange or at the end of the interview;
- Do not interrupt the minor when he or she speaks only when it is not clear what he/she is saying;

Before concluding the interview, explain to the minor what will happen to him/her next, what will be the protective measures against him/her.

13. DATABASE FORMATS FOR SERVICE PROVIDERS

The Mobile Unit should have information on the actors and partners operating in each of its targeted areas.

- Information on centers that assist with direct services VOT and PVoT;
- National Coalition of Anti-Trafficking Shelters: QKPVT, D&E, Vatra, Tjetër Vizion;
- International Organizations (IOM, World Vision, etc.).
- Also, the list of relevant state and non-state institutions (NGOs) that operate and provide various services to vulnerable groups such as adults and minors.

For minors:

- CPU and PMF according to Administrative Units;
- The Anti-Trafficking Sector of the State Police and the Sector Against Minor Violence. (Tel: 116-006 and 112);
- School Psycho-Social Service (9-year and high school);
- Primary Health Care Centers;
- Centers for kindergartens, nurseries and school education;
- Various organizations operating in the area, focusing on working with children, protecting and respecting their rights;
- Centers for various professional and entertainment courses and trainings;
- Center for providing services for children with disabilities (day center and social center).

For adults

- Social service of the Administrative Unit;
- The Anti-Trafficking Sector of the State Police and the Sector Against Domestic Violence (Tel: 116-006 and 112);
- Primary Health Care Centers;
- Various organizations operating in the area, with a focus on working with young people, protecting and respecting their rights;
- Centers for various professional and entertainment courses and trainings;
- Employment and Economic Assistance Offices;
- Various organizations in the area that provide Free Legal Services;
- Labor Inspectorate;
- Vocational Training Units etc.

Note: The Mobile Unit must also have information on missing services in each of the targeted areas, to refer the case elsewhere where it can receive these services.

14. DAILY REPORTING FORMS

Name of the Mobile Unit preparing the report:

Date:

Case Code Status:

Birthday:

Birthplace:

Residence:

First contact with the person (details of the meeting place, description of the situation in which the MU has come in contact, verbal / non-verbal communication with other persons (CPU/PMF/Teacher/Psychologist, etc.) Actions taken by the Mobile Unit:

SOP SECTION ON MOBILE UNITS²⁰

In case of minors

Tasks/steps of employees	Documentation by the employee	Tasks / steps of the RA Secretariat and deadlines
If the employee suspects a possible trafficking case, based on the initial identification indicators, he / she immediately notifies the RA secretariat. Also, contact the CPS of the area together with the head of the institution.	E-mail to the address: autoriteti.pergjegjes@mb.gov.al	Orients the employee regarding case referral.
They ensure immediate fulfillment of the basic needs of the minor. In case the minor needs health assistance, the health service is notified immediately.	The step is documented in A.5 format	The nearest health center treats the minor without delay
After addressing the basic needs, the employee conducts the interview with the minor with the approach to risk assessment if any, from his/her family or other persons; Deadline/Duration: As necessary, judging on the age and condition of the minor.	The step is documented in form A.2	

In case of adults

Tasks / steps of employees	Documentation by the employee	Tasks / steps of the RA Secretariat and deadlines	Support actions of other actors (outside the main responsibility), including the RA and deadlines)
If the employee has suspicions, based on the initial identification indicators, he / she immediately notify the PA secretariat of a possible trafficking case.	E-mail to: address. responsible @ mb.gov.al		

²⁰ Initial Identification From Joint Coordinated Units (Mobile Units, Field Squad, Task Force); Residential and Day Care Institutions, National and International Non-NRM Institutions With/Without Victims/Potential Victims of Trafficking Programs

If the coordinated unit does not have specialized / professional staff for interviewing adult victims of trafficking, the unit shall request from the RA a suitable person for interview.			
If the person does not want to or cannot, and if the Unit does not have police officers, then the unit member immediately notifies the police or reports to the telephone no. 116006	Forms A.1	Forms A4 initial interview for adults	
The unit member together with the expert sent by the RA develop The interview.			
The employee informs the person about the possibilities of assistance and takes steps according to the decision taken: - In case of need for accommodation in a shelter, the RA is notified and the sending of the shelter staff is requested, and the meeting is facilitated; - In case of need to stay in the family or independently, the person is informed about the possibilities and the way of contacting the help.			
The employee also consults with the RA secretariat and refers the case for assistance according to the will of the potential victim of human trafficking.	The RA secretariat is notified by e-mail about the steps taken for the case.	Upon receipt of the information, if necessary arrange the meeting of the RA. Throws data into the database.	

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MOBILE UNITS SERVICE STANDARDS FOR THE IDENTIFICATION AND REFERRAL OF VICTIMS/POTENTIAL VICTIMS OF TRAFFICKI

