



DIFFERENT & EQUAL  
TE NDRYSHEM & TE BARABARTE

# CASE MANAGEMENT MANUAL FOR TRAFFICKING VICTIMS IN ALBANIA

TIRANA, 2021



## **Background of this CASE MANAGEMENT MANUAL**

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Starting early, in May 2004, “Different & Equal” organization provides sustainable and comprehensive services, both residential and community based for the reintegration of victims of trafficking, exploitation and abuses. D&E has assisted Albanian and foreigner victims, minors and adults, females and males. It has provided special care for girls and women when pregnant or accompanied by their children, when victims are from minority groups such as Roma, and when they had physical and mental health problems.

In addition to providing individualized care for the victims and their children, D&E works in mainstreaming care for victims of trafficking into the national protection system for children and vulnerable groups. It consistently provided information and technical advice to develop legislation to protect victims of trafficking and domestic violence.

D&E works also for changing the context of reintegration of the victims. It conducts research to base interventions such as: community awareness raising about signs and the consequences of trafficking, public information on the rights of victims of trafficking, capacity building for strengthening systematic and appropriate approach of the NGOs, state institutions, education staff and students, businesses and religious groups; increasing opportunities that the labour market offers to victims.

Throughout the years, D&E has learned that re/integration of victims in society is a long-term process that requires and can be achieved through individualized and standardized services.

From its beginnings, D&E has practiced a case management approach to reintegration. Elements of the approach have included comprehensive assessment of challenges, development of reintegration plans and working together in implementation of plans and reaching goals, building multidisciplinary collaboration etc..

Throughout its efforts, D&E learned that victims of trafficking face issues and have different experiences that the professionals , although educated and skilled, find complicated to deal with. Documented knowledge on how to manage cases of trafficking is scattered in training materials, linked with outdated legislation and not reflecting the progress made in case management approach.

Reflections on aily work service delivery and capacity building have concluded that lack of a unified manual on case management of victims of trafficking/ potential victims

of trafficking is linked with extra unnecessary and avoidable shortcomings of professionals and has negative consequences on victims/ “ cases”

It is for this reason that D&E undertook the development of this Manual. Efforts have been made that the Manual transmits and transfers the learnings D&E has practicing a case management approach. It is expected that it will help other organizations and state institutions to reach out to more victims and to provide quality and safe services to them It is expected that investing in improving a victim’s life can have a very extensive impact in the wider family environment and community.

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**Different & Equal**

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## **GENERAL INFORMATION AND MANUAL READING FACILITATION**

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### ***Acronyms and abbreviations***

- *CPW – Child Protection Worker*
- *D&E – “Different & Equal” Organization*
- *DSSM – Directorate of Social Services in Municipality*
- *GDSP – General Directorate of State Police*
- *D/HRA – Director/ Head of Responsible Authority*
- *NRCVT – National Reception Centre for Victims of Trafficking*
- *NC – National Coordinator for the Fight against Human Trafficking*
- *NCATS – National Coalition of Anti-Trafficking Shelters*
- *NES – National Employment Service*
- *NGO – Non-governmental Organization*
- *ONAC – Office of National Coordinator for the Fight against Human Trafficking*
- *PVoT – Potential victim of trafficking*
- *RA – Responsible Authority*
- *RACT – Regional Anti-trafficking Comities*
- *RDE – Regional Directorate for Education*
- *RDSSS – Regional Directorate of State Social Service*
- *RDBM – Relevant Member of Responsible Authority*
- *RDSSS – Regional Directorate of State Social Services*
- *SOPs – Standard Operating Procedures for the Protection of Victims of Trafficking and Potential Victims of Trafficking*
- *SSS – Social State Service*
- *VoT – Victims of trafficking*

## ***Glossary and definitions***

**Case management:** Case management is defined as a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs.<sup>1</sup> The concepts of case management are closely related to different processes and principles such as “advocacy”, “assessment”, “autonomy”, “beneficence”, “care coordination”, “client”, “Care coordination”, “coordination”, “evaluation”, “fidelity”, “implementation”, “interdisciplinary”, “justice”, “monitoring” and “veracity”.<sup>2</sup>

The definition of case management is relatively new in Albanian legislation. Law on social care<sup>3</sup> defines it as the provision and coordination of referral of individuals in need of social care throughout the service delivery process, whenever necessary, until their full integration. Later on, the law on the rights and protection of children stipulated in its article 54, the compilation of a specific DCM of the procedures of the referral and case management, development and content of the Individual Protection Plans<sup>4</sup>. Indeed, DCM No. 578 of March 2018 describes case management as a step by step methodology that ensures the continuous and effective provision of assistance to a child in need of protection and which aims to promote and further up the protection of the child's rights and well-being<sup>5</sup>. Article 5 of the same DCM gives the steps of the case management in case of children in need for protection: 1. Identification; 2. Reporting; 3. Initial Evaluation; 5. Development of the Individual Protection Plan 6. Implementation, follow-up and monitoring of the IPP (Individual Protection Plan); 7. Case Closure. Consideration of the case management as a way the case manager organizes his/ her work can be found elsewhere.<sup>6</sup>

**Case manager :** DCM No. 499 of August 2018 on “Standard operating procedures for the protection of victims of trafficking and potential victims of trafficking”, gives a definition of the case manager. In this document, “case manager” is a social worker, psychologist or trained staff assigned to provide assistance to trafficked persons. The case manager operates within an advisory group with other professionals when decisions are to be taken on the care plan for each individual. Depending on the age of the person and the setting the trafficked person is being taken care of, a case manager might be a child

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<sup>1</sup> Commission for case manager certification, <https://ccmcertification.org/>

<sup>2</sup> Code of conduct for professional case managers, available at [https://ccmcertification.org/sites/default/files/docs/2018/ccmc-18-code-of-conduct\\_1.pdf](https://ccmcertification.org/sites/default/files/docs/2018/ccmc-18-code-of-conduct_1.pdf)

<sup>3</sup> Law 121/2016 “On the Social Care Services in the Republic of Albania”, Article 3, paragraph 25

<sup>4</sup> Law 18/2017 On the Rights and Protection of Child

<sup>5</sup> DCM No. 578, date 3.10.2018 “ On the procedures of the referral and management of the case , development and content of the Individual Protection Plan financing of the expenses for its implementation as well as implementation of the measures for the protection of children, article 4, paragraph 11.

<sup>6</sup> <https://www.cmsa.org.au/about-us/definitions-of-case-management>

protection worker of the administrative unit or a social worker of a reception or rehabilitation center for victims of trafficking.

**Multidisciplinary team:** The concept of multidisciplinary teams and multidisciplinary treatment is strongly related to case management. Law No.44/2012 on mental health gives the concept of the multidisciplinary team in the mental health realm. In here, it is team composed of specialists from several fields, such as doctors, nurses, psychologists, social workers, occupational therapists, speech therapists, development therapists or other specialists, who act in a coordinated manner, according to the respective protocols for maintaining and improving mental health.<sup>7</sup>

DCM of 2018 on rules of collaboration for child protection policies and child protection services<sup>8</sup> provides that a multi-sector technical group conducts case management, including assessment, development and implementation of the individual protection plan.

**Social care services:** The social care services in Albania are referred to as e an integrated and organized system of benefits and facilities provided by professionals of related fields of public or non-public entities to ensure well-being, independence and social inclusion of individuals and families in need of social care<sup>9</sup>. The DCM no. 518, date 4.9.2018, on social care services and admission criteria, divides the social care services into: a) pre-social services- information and counseling, early intervention, online counseling; b) community services- home service, alternative services, multifunctional services full and half day, 72 hours emergency, protected shelter for homeless and c) long term residential services and specialized services.

**Planning of the assistance: Planning of the assistance is one important element of case management.** Development and implementation of Individual plans has been foreseen in the standards of assistance for residential care. It is related to the concept of the **Individual Protection Plan**, defined as a plan with certain actions aimed at protecting the child and preventing the violation of integrity, guaranteeing the rights, welfare, health and development by supporting the family of the child in the realization of this plan, when this is in the best interest of the child.<sup>10</sup>

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<sup>7</sup> Law 44/2012 On mental health , article 3, paragraph 4

<sup>8</sup> DCM No. 148 date 13 March 2018 on the determination of the rules of collaboration between institutional consultative and coordinative mechanisms , child protection structures and not for profit organizations for the implementation of the national and local policies and the necessary services for child protection

<sup>9</sup>According to paragraph 1, Article 3, of Law No. 121/2016, “On social care services in the Republic of Albania”

<sup>10</sup>DCM No. 578, date 3.10.2018 “ On the procedures of the referral and management of the case, development and content of the Individual Protection Plan financing of the expenses for its implementation as well as implementation of the measures for the protection of children,

**Rehabilitation:** Rehabilitation is considered as the end of case management process. Law on mental health provides that “rehabilitation” is the efforts to restore the social functioning skills of a mentally disordered person.<sup>11</sup>

**Reintegration:** Reintegration refers to the process of recovery and economic and social inclusion following a trafficking experience. It includes settlement in a stable and safe environment, access to a reasonable standard of living, mental and physical well-being; opportunities for personal, social and economic development and access to social and emotional support. It may involve returning to one’s family and/or community of origin. It may also involve integration in a new community and even in a new country. A central aspect of successful re/integration is that of empowerment, supporting victims to develop skills toward independence and self-sufficiency and to be actively involved in their recovery and re/integration<sup>12</sup>.

Meaningful re/integration is a complex and costly undertaking, requiring a full and diverse set of services for victims (and sometimes their families), who themselves have widely differing short- and long-term physical, psychological and social needs. For example, a victim of extreme sexual exploitation may have physical injuries; complications related to untreated STIs, psychological issues such as PTSD and, in addition, require family mediation before being able to return home. Victims are trafficked for a wide range of purposes (for sexual exploitation, labour and so on) and the nature and impact of exploitation is often context specific and highly individual. Critically, re/integration services must take account of victim’s own needs and conform to legal and administrative frameworks as well as being available geographically to all victims.

**Safe and affordable accommodation:** An outcome of reintegration that refers to victims having access to a safe, secure and affordable place to live, whether provided by an organization, institution or privately arranged.<sup>13</sup>

**Legal status:** An outcome of reintegration that refers to the victim’s regularized legal status – is registered in civil registry has access to her/his identity documents or, in the case of foreign victims, holds temporary or permanent residency.<sup>14</sup>

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<sup>11</sup> Article 3 of Law on Mental Health

<sup>12</sup>This definition was developed in the framework of KBF’s TVRP programme. Please see Surtees, R. (2006b) Re/integration programmes in SE Europe—a background paper for the King Baudouin Foundation. Brussels: KBF. This definition is also part of <https://mb.gov.al/wp-content/uploads/2019/12/PROCEDURAT-STANDARDE-T%C3%8B-VEPRIMIT-PER-MBROJTJEN-E-VIKTIMAVE-TE-TRAFIKIMIT.pdf>

<sup>13</sup> This definition was developed in the framework of KBF’s TVRP programme. Please see Surtees, R. (2006b) Re/integration programmes in SE Europe—a background paper for the King Baudouin Foundation. Brussels: KBF. This definition is also part of <https://mb.gov.al/wp-content/uploads/2019/12/PROCEDURAT-STANDARDE-T%C3%8B-VEPRIMIT-PER-MBROJTJEN-E-VIKTIMAVE-TE-TRAFIKIMIT.pdf>

<sup>14</sup> *ibid*

**Professional /employment opportunities:** An outcome of reintegration that refers to the victims having access to professional formation and employment opportunities, which might include employment or income generation activities.<sup>15</sup>

**Education and training opportunities:** An outcome of reintegration efforts that refers to the victims having access to educational and training opportunities – e.g. educational qualifications (both formal and informal schooling), professional/vocational skills and training and other training/skills (e.g. life skills).<sup>16</sup>

**Security and safety:** An outcome of reintegration efforts that refers to the victims being physically safe and secure, is not exposed to threats or violence by the trafficker or by other persons within the community/country<sup>17</sup>

**Healthy social environment (including anti-discrimination and anti-marginalization):** An outcome of reintegration that refers to whether the victim is able to face problems in her/his social environment related to trafficking and/or because of social discrimination or marginalization pre-trafficking.<sup>18</sup>

**Social well-being and positive interpersonal relations:** An outcome of reintegration that refers to the victim's establishes healthy social relations, including vis-a-vis peers, family, spouses /intimate partner and the community.<sup>19</sup>

**Satisfactory economic situation:** An outcome of reintegration efforts that refers to a satisfactory economic situation – for example, the ability to earn money, support family members, etc.<sup>20</sup>

**Physical well-being:** An outcome of reintegration efforts that refers to the individual's good physical health including ability to cope with any medical issues/ problems, disabilities, physical constraints and general sense of physical well-being.<sup>21</sup>

**Mental well-being:** T An outcome of reintegration efforts that refers to the victim's resolution of mental health issues as well as to her/his more general mental well-being such as self esteem and self acceptance.<sup>22</sup>

**Access to services and opportunities:** An outcome of reintegration that refers to the

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<sup>15</sup> ibid

<sup>16</sup> ibid

<sup>17</sup> ibid

<sup>18</sup> ibid

<sup>19</sup> ibid

<sup>20</sup> ibid

<sup>21</sup> ibid

<sup>22</sup> ibid

victim having access to services and opportunities needed in recovering from trafficking as well as those needed by people generally for personal, social and economic well-being.<sup>23</sup>

**Motivation and commitment to re/integration process:** An outcome of reintegration that refers to the individual victim demonstrating commitment to realizing re/integration as well as how motivated s/he is to this end.<sup>24</sup>

**Legal issues and court proceedings:** An outcome of reintegration that refers to the victim's safe involvement in the legal/judicial process related to the trafficking experience.<sup>25</sup>

**Well-being of secondary beneficiaries:** An outcome of reintegration that refers to the physical and mental well-being of the dependents of the trafficked person.<sup>26</sup>

### ***3. Objectives and methodology of developing the Manual***

This Manual intends to serve as an anchor for professionals from multidisciplinary groups/teams working with victims of trafficking. Through this Manual, we intend to:

1. Improve the quality of care provided to victims;
2. Improve consultation among professionals and facilitate referrals that need to take place during re/integration process;
3. Inform the beneficiaries/ clients, their families if a consultation, a specialized service or a transfer is required;
4. Promote and support coordination of care for victims across providers;
5. Contribute to discussion and serve as a basis for standardization of case management in Albania;
6. Unify understanding for case management of victims /potential victims of trafficking.
7. Give orientation to the professionals who want to pursue career of victims assistance;

The preparation of this manual is based on three types of data: desk review data, focus group data and consultation data.

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<sup>23</sup> ibid

<sup>24</sup> This definition was developed in the framework of KBF's TVRP programme. Please see Surtees, R. (2006b) Re/integration programmes in SE Europe—a background paper for the King Baudouin Foundation. Brussels: KBF.

This definition is also part of <https://mb.gov.al/wp-content/uploads/2019/12/PROCEDURAT-STANDARDE-T%C3%8B-VEPRIMIT-PER-MBROJTJEN-E-VIKTIMAVE-TE-TRAFIKIMIT.pdf>

<sup>25</sup> ibid

<sup>26</sup> ibid

*Desk review* - The main data for the manual was gathered from a desk review of D&E work documents , documents/ literature on human trafficking and on reintegration assistance to trafficking victims. Laws, policies and regulations that relate the assistance to trafficked persons in national context were also reviewed

*Focus groups with D&E case managers* – 2 focus groups have been conducted with 7 case managers of D&E. Focus groups focused on issues related to components of case management of victims of trafficking, elements of successful case managements, the role of the victims etc.

*Consultation of manual drafts with the Responsible Authority members* - The drafts of case managements manual have been shared for review with the members of the Responsible Authority. Their comments and suggestions have been reflected in the final version of the manual.

## **CHAPTER I**

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### ***1. Legal Provisions regarding case management***

Albanian legislation in has improved over time. Nevertheless, lack of a single act on protection that could be used as e reference is considered causing confusion and hindering good practice. We are listing here below the most relevant laws and legal acts with references and comments on different aspects of protection they are related to.

#### **Constitution of the Republic of Albania (amended in 2016)**

The Constitution provides some important principals and provisions for the protection of vulnerable groups. In the article 54, children, young people, pregnant women and young mothers have the right to special protection by the state.

Chapter V speaks to social objectives. The article 59 provides some important right as below:

- . The state, within the constitutional competencies and the means at its disposal, as well as in addition to the initiative and private responsibility, aims employment in suitable conditions of all able-bodied persons; meeting the needs of citizens for housing; the highest standard of health, physical and mental, possible; education and qualification according to the abilities of children and young people, as well as persons not employed; care and assistance for the elderly, orphans and the disabled; health rehabilitation, specialized education and integration into the society of the disabled, as well as the continuous improvement of their living conditions;

Fulfillment of social objectives cannot be sought directly in court. The law defines the conditions and the extent to which these objectives can be achieved.

1. Law no. 9265, dated 29.07.2004 "For the ratification of the European Convention "For compensation of victims of severe crimes"

The article 2 of the Convention provides the right for compensation.

1. If compensation cannot be provided from other sources, the state assists in compensation:

a) of those who have suffered a serious bodily injury or damage to health that has resulted directly from a violent crime;

b) of persons dependent on persons who have died as a result of such a crime.

2. Compensation in the above cases is granted even if the person who committed the crime cannot be prosecuted or convicted.

The article 4 stated that depending on the case, the compensation covers at least the following categories: lost income, medical expenses, hospitalization and funeral expenses, as well as food compensation for persons dependent on persons who have died as a result of a crime.

2. Law no. 7895, date 27.01.1995 "Criminal Code"(amended)

This law criminalizes human trafficking and provides higher legal protection for VoTs. In the last changes on 2013 the punishment for traffickers have been increased and was added one article for the exemption of victims from punishment as outlined in the following articles:

- Article 110 / a Trafficking in adult persons is punished by imprisonment of eight to fifteen years. Article 128 /b Trafficking in minors is punished by imprisonment from ten to twenty years. Article 52 / a Exclusion or Reduction of Punishment for Justice Associates and Victims

A person harmed by criminal offenses related to the person's trafficking may benefit from the exemption from punishment, for the commission of criminal offenses during the period of trafficking and to the extent that he or she was obliged to carry out those acts or unlawful acts of omission. (Amended 2013)

3. Law no. 7905, date 21.3.1995 "Criminal Procedural Code"(amended)

This law (amended with the law 35/2017) aims to improve the situation of victims of criminal offences and to raise the access of victims of trafficking to the Criminal Process. Article 58 provides a list of right for victims in general and article 58/b "On the Rights of

*the Sexually Abused Victim and the Victim of Trafficking in Human Beings*” states that sexually abused victim and the victim of trafficking in human beings are also entitled to:

- a) Rights to asked by a judicial police officer or prosecutor of the same sex;
- b) Refuse to answer questions about private life, which clearly has nothing to do with the offense;
- c) Request to be heard through audiovisual techniques, as provided for in this Code.

4. Law No. 7995 dated 20.9.1995 “On the Promotion of Employment” amended, and the by-laws for its implementation. (amended)

The purpose of the law regarding employment is to pursue active general policies to support full, productive and freely chosen employment. The state creates and develops employment offices, which operate under the control of a central authority, to fulfill the right of all citizens residing in Albania, for profitable employment, to receive counseling and professional qualification for any such employment.

Employment promotion programs to bridge gaps between socially excluded individuals and marginalized group, including women and girls who have suffered from a trafficking experience. Programs include:

1. Support to unemployed women;
2. Support to the unemployed job seekers in difficulty;
3. On-the-job training for unemployed female jobseekers;
4. Training of youth who have completed university education;
5. Support for unemployed persons with disabilities

List of DCM for the implementation of the law:

DCM No. 873, dated 27.12.2006 “On the extent of financing, criteria and procedures for the implementation of vocation training programmes for unemployed jobseekers who have completed an undergraduate degree in Albania or abroad”;

DCM No. 48, dated 16.1.2008 “On the employment promotion programme of unemployed job-seekers who are at difficulty”;

DCM No. 47, dated 16.1.2008 “On the employment promotion programme through development at work”;

DCM No. 27, dated 11.01.2012 “On the employment promotion programme for women and special-needs groups”;

DCM No. 248, dated 30.04.2014 “On the programme promoting the employment of disabled individuals”; Decision of the Council of Ministers on Vocational Training Fees, 4 April 2006

5. Law No. 9355: 10.03.2005 “On social assistance and services” (amended)

The law defines social assistance and services for individuals and groups in need, who do not can ensure the fulfillment of basic vital needs, the development of skills and abilities personal and maintaining integrity and social inclusion due to the skills and abilities of economic, physical, psychological and social constraints.

Article 5 states that beneficiaries of economic aid are: Victims of trafficking, after leaving the social care institutions, up to the moment of their employment (updated 2016).

6. Order No. 170 and Instruction no 18, dated 21.04.2008 by the Minister of Education, “On the functioning of the psychological service at schools in the pre-university educational system”

This order legitimates the extension of the school psychological system in the pre-university education, kindergartens and schools. Each school with a Psychological Service is to set up a supportive group of psychologists to assist the school psychologist. This service is to be composed of the Director, two teachers and the psychologist. At the school level, this group addresses the problems of children who are vulnerable to trafficking.

7. Law no. 10173 dated 22.10.2009 “On the protection of witnesses and collaborators of justice”

This law regulates special, temporary and extraordinary measures, the manner and procedures of protection of witnesses and collaborators of justice, as well as the organization, functioning, competencies and relations between the bodies in charge of proposing, evaluating, approving and implementing the program of protection.

8. Law Nr. 10 192, dated 3.12.2009 “On the prevention of organized crime, trafficking, corruption and other crimes through preventive measures against property”

The purpose of this law is to prevent and crack down on organized crime, trafficking and corruption and other crimes, according to the provisions of this law by confiscating the property of persons who have an unjustified economic level, as a result of suspected criminal activity.

Article 37 states that the revenues obtained from the implementation of this law serve for the establishment of a special fund for the prevention of crime and legal education. The special fund serves also for providing assistance to victims of organized crime, as well as promoting social programs for these categories, by assigning assets to the administration of the ministry that covers social issues including compensation of the victims of organized crime and victims of trafficking to the extent determined by a court decision.

9. The Agreement for functioning of National Referral Mechanism for victims of trafficking - signed 15.06.2012 (amended)

The purpose of this agreement is: 1) the identification, referral, protection, assistance and reintegration of victims or potential victims of trafficking; 2) the improvement and consolidation of governmental and non-governmental actors' partnership on identification, referral, protection, and assistance of victims/potential victims of trafficking; 3) the fulfillment of all commitments, as part of a common and coordinated national goal in the fight against trafficking in persons, public awareness raising, and accomplishment of social and moral duty to support the victims of trafficking reintegration.

10. Law no. 108/2013 "For foreigners" (amended)

This law regulates the regime of entry, stay, employment and exit of foreigners in / from Republic of Albania. The law defines the functions and competencies of state authorities and other entities, public and private, Albanian or foreign that carries out activities in the Republic of Albania, which deal with foreigners seeking entry, entry, stay and exit Republic of Albania. International agreements, related to the governments of other states, ratified by law, may provide special and more favorable provisions for the citizens of these countries, which apply mutually.

Article 54 regulates the Issuance of a residence permit for victims of human trafficking:

1. The local authority responsible for border and migration provides temporary residence permits of type "A", for a period of 3 months, to the foreigner, regardless of his / her will to cooperate with justice, when there are reasonable causes to believe that the foreigner is a victim or potential victim of trafficking, identified as such by the structures responsible for identifying and referring victims of trafficking. This residence permit is issued to the victim or potential victim of trafficking in order to recover, as well as to be treated according to the physical and mental condition for making a well-informed decision to cooperate or not with the judicial authorities.

2. During the period of recovery and reflection, the victims or potential victims of trafficking enjoy all the rights and services that benefit the victims of trafficking, according to the Albanian legislation in force.

3. The local authority responsible for border and migration provides a residence permit of type "B" to the foreign victim of trafficking in the Republic of Albania, identified as such by the structures responsible for identifying and referring victims of trafficking, in one or the other the following two situations or in both of these situations: a) considers that his / her attitude is necessary due to the social and personal situation; b) considers that his / her position is necessary for the purpose of cooperation with the justice authorities during the investigation or criminal proceedings.

11. Joint Guidance Nr. 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 establishment of the Responsible Authority is intended to guarantee protection and assistance to victims, potential victims and persons at risk of trafficking, and to define the duties of the institutions involved in this process. The purpose of the establishment of the Responsible Authority is the coordination and monitoring of the process of referral for assistance, protection and reintegration of victims and potential victims of trafficking, and the recording and periodic reporting of data regarding cases of trafficking identified.

12. DCM no. 195, 11.04.2007 "Standards of social care services for victims of trafficking or at risk to trafficking in residential centers".

These standards describes the services and regulate how to resolve emergency situations for victims of trafficking by sheltering them at residential centers. This document describes the services that victims receive while they stay in the shelter; shelters provide a comprehensive package of services in accordance with the complex needs of beneficiaries.

13. National Strategy for Social Protection and Action Plan on Social Protection 2015 – 2020

The Strategy on Social Protection for 2015 – 2020, addresses issues in the responsibilities of the Ministry of Social Welfare and Youth (MOSWY) - now Ministry of Health and Social Protection – regarding services and assistance available to trafficking victims including: (i) the social assistance scheme and the disability benefit scheme; (ii) existing and proposed social care services; and (iii) any other issue under the social protection domain.

The strategy reflects the commitments of the Government of Albania in the area of social protection, while aiming to ensure that every Albanian citizen regardless his/her income, origin, age, gender, ethnicity, sexual orientation, education, cultural identity, political or religious beliefs receives qualitative public services.

14. Law no. 121/2016 "On Social Care Services in Albania"

The purpose of this law is to establish rules for the provision and provision of social care services, which help the welfare and social inclusion of individuals and families in need of social care.

- . Article 3/25 states that "Case management" is the provision and coordination of referral of individuals in need of social care throughout the service delivery process, whenever necessary, until their full integration.

- . Article 6 on Beneficiaries of social care services states that beneficiaries of social care services include various social groups including victims of trafficking.
- . Article 17 states that the beneficiaries of shelter services are children and adults, victims of domestic violence, abuse, victims of trafficking or potential victims of trafficking or potentially life threatening crimes.
- . Article 20 - Treatment of exploited or trafficked children. Institutions, which are legally responsible for the treatment of exploited or trafficked children, are obliged to take all specific measures and actions to help and support children, victims of exploitation or trafficking, up to their physical and psycho-social recovery, after a special assessment of the circumstances of each child, in order to find a stable solution, according to law no. 9642, dated 20.11.2006, "On the ratification of the Council of Europe convention" On measures against trafficking in human beings ".
- . Article 25 on Public Services states that 1) beneficiaries of social care services benefit from public services, such as education and health and their expenses are covered by the State Budget; 2) beneficiaries of social services are included in the category of economically inactive persons, in regard to the mandatory health insurance scheme. Contribution to the compulsory health insurance fund for these categories is paid by the State Budget.

15. Law no. 37/2017 "The Juvenile Justice Code"

The Juvenile Justice Code contains special regulations regarding:

- . criminal liability of minors;
- . procedural rules regarding criminal investigation and prosecution;
- . the judicial process, the execution of the criminal conviction decision;
- . rehabilitation or any other measure involving a juvenile in conflict with the law, as well as a **juvenile victim and / or witness to a criminal offense**.

The Purpose of this law is:

- . to guarantee a legal framework on juvenile criminal justice in accordance with international standards;
- . protection while respecting the highest interest of the minor;
- . to protect the rights of the juvenile in cases when he is a witness and / or **victim of a criminal offense**;
- . **to prevent re-victimization of the minor**.

16. Law no. 111/2017 "On legal aid guaranteed by the state"

This new law improves the mechanism of providing primary and secondary legal aid. It allows the conclusion of contracts with NGOs for the provision of primary legal aid. The law predicts the specific categories of beneficiaries of legal aid, which include:

- . Victims of domestic violence;

- . Sexually abused victims and **victims of trafficking** at any stage of criminal proceedings;
  - . Juvenile victims and juveniles in conflict with the law at any stage of criminal proceedings;
  - . Children under guardianship, persons who are beneficiaries of social protection schemes and other categories in need... (Article 11);
- Persons receiving secondary legal aid are exempted from the obligation to pay fees and court costs, including the obligation to execute the decision.

17. Law Nr. 18/2017 "On the rights and child protection"

This law defines the rights and protection enjoyed by every child, the mechanisms and responsible authorities that effectively guarantee the exercise, observance, promotion of these rights, and the special protection of the child.

In the article 26 – "Protection from trafficking and any form of sexual exploitation and abuse" there are foreseen some special provision for the protection of children from trafficking. Up to this article the child is protected from trafficking, sale and any form of sexual exploitation and abuse, including illegal sexual activity, child exploitation in prostitution or other illegal sexual practices, exposure, appearance or involvement in pornographic material or sexual abuse of children, according to the provisions of the Criminal Code and other acts in force.

18. DCM no. 108, dated 15.2.2017 on the adoption of the regulation "On the protection of children at work"

The Regulation sets out the detailed principles and requirements for the protection of the safety and health of children (i.e. under the age of 18) from economic exploitation and from any work that could harm their health and safety or their physical, mental, moral or social development, or hamper their education or participation in cultural, commercial and similar activities. It aims to ensure that working conditions are appropriate to a child's age and health, that children receive education and that this right is not violated because of work. This regulation applies in full to any child under the age of 18 who has a work contract or relationship of a similar nature, without prejudice to the applicable legislation governing occupational safety and health.

19. Law Nr. 22/2018 "On social housing"

The object of this law is to determine the rules and administrative procedures for the ways of planning, providing, administering and distributing social housing programs, in order to create opportunities for adequate and affordable housing, relying on the solvency of families that they need shelter and the help of responsible state institutions.

In this law there are several articles that defines special measures for housing solutions for victims of trafficking (art: 16, 34, 43, 58, 60, 63).

- . Article 16 on Criteria for the selection of beneficiaries states social conditions, on the basis of which are prioritized, victims of trafficking / potential victims of trafficking;
- . Article 34 on General Rules on Rent Subsidy states that rent subsidy as a rule is performed by the revenues of the local government unit and that advantages of rent subsidies under the tipping system have, but are not limited to, the following categories which includes victims of trafficking / potential victims of trafficking.

20. DCM no. 148, dated 13.03.2018 "On defining the rules of cooperation between institutional mechanisms, child protection structures at local level and non-profit organizations for the implementation of national and local policies, as well as for the services necessary for the protection of children"

This decision sets out the rules of cooperation between institutional mechanisms, child protection structures at central and local level and non-profit organizations for the implementation of national and local policies, as well as for providing the necessary services for child protection. The decision lists the concrete commitments undertaken by the child protection agencies at the central and local level within the framework of this cooperation, as well as the other non-profit organizations according to the legislation in force.

21. DCM no. 499, 29.08.2018 "Standard Operating procedures (SoPs) for the protection of victims and potential victims of trafficking"

SoPs have the primary purpose of protecting trafficking victims, including timely and appropriate identification of all potential victims of trafficking, adults or children, Albanian, foreign or stateless persons, for all types of exploitation, trafficked within the country or abroad, whether or not linked to organized crime. Protection of trafficked persons includes all actions performed by employees of central and local state institution, as well as non-state institutions whether or not members of the National Referral Mechanism for Reception, Identification, Immediate Assistance and Rehabilitation and Reintegration Assistance of Trafficked Persons in accordance with these procedures.

22. DCM no. 770, dated 26.12.2018 "On the approval of the National Action Plan for the fight against trafficking in persons 2018-2020".

The action plan envisages activities and interventions to be coordinated between all the state and non-state agencies involved in the fight against human trafficking. A number of activities are envisaged in this Action Plan to enable the provision of protection and assistance not only to the victims who have collaborated with justice but also to any person identified as victim/potential victim of trafficking. Special attention is given to identification and referral, by mobilizing a range of potential identification mechanisms in the country and providing guidance and resources needed for this purpose.

## ***2. Principles of case management***

### *➤ Rights and principles of protection*

The provision of protection should be based on informing the victim that she / he is entitled to:

- The right to reflection and recovery period
- The right to appropriate protection
- The right to non-punishment
- The right to specific treatment aimed at preventing secondary victimization
- The right to compensation
- The right to privacy
- The right to free movement

The following principles apply in any phase/stage of assistance and support:

- The victim is at the centre of all processes and discussions;
- The victim should have continuity of care through a single point of contact regardless of how his/her care is provided;
- The victim has the right to receive full, accurate, unbiased information about his/her options and the likely outcomes of his/her decisions. The victim has a right to make informed decisions on all aspects of her care, including the right to decline care, and to decline referral for specialist consultation or transfer of case management responsibility;
- Communication between the parties involving the victim will include the victim, and will be open, clear, timely and appropriately documented.
- The referral to available specialized assistance will be treated as a right of the victim. All the efforts will be made to identify sources of affordable specialized assistance, non- discriminative procedures;
- The approach to referral will be consistent through all settings, with some allowance for special cases and conditions.
- The victims will never be referred to service providers that are unauthorized and practice beyond their capacity and scope;

- The victim will not be referred for needs that the organization responsible for managing the case has the duty to fulfil;
- Staff should never practice beyond their competence to avoid making the necessary referral;
- The professionals involved in the referral are responsible for appropriately documenting their decisions, including any variation from this manual and the circumstances of any such variation;
- The referral should be based on skill-based competence and not based on the staff beliefs and values;
- Victims should never be forced to accept services they are referred to;
- Referrals that interrupt the treatment of the victim and are therefore detrimental should be avoided;

### ***3. D&E reintegration program applied with a case management approach***

A full package of reintegration assistance is provided to every victim of trafficking/potential victim of trafficking that is referred in the program.

The package of services includes residential and community services:

- Accommodation, security, and reintegration plan;
- Immediate medical assistance;
- Intermediation/facilitation with the family of origin;
- Assessment and psycho-social counseling;
- Support and legal assistance;
- Assistance to register and attend schooling;
- Professional training;
- Social activities;
- Mentoring;
- Counselling and support for employment;
- Support for housing like subsidizing the rent and support for long-term accommodation through including VoTs in social housing program.
- Information on available services in the community and respective contact information;
- Employment programs aiming to create jobs;
- Assistance and support for the children of the victims of trafficking;
- Monitoring and ongoing follow up of the beneficiaries of the program.

D&E provides the assistance through application of a three-phase reintegration model that consists on:

1. The initial crisis intervention: 0 – 6 months;

2. The stabilization and transition: 7 – 12 months;
3. The social inclusion and reintegration: 13 – 36 months.

**Phase I - Initial crisis intervention (3-6 months):**

This assistance is provided mainly in residential centre or in other non –residential settings. Some of the cases, when choosing the reintegration program can choose to be assisted directly in other non – residential safe settings such as: rented apartments, family of origin, foster care, residential care.

The choices are based on individual circumstances: Rented apartments are choices for the cases who are referred from other shelters and do not have security problems; family of origin for the cases who have good relationship and supportive family; foster care families are choices for those minors whose families are not an option; accommodation in religious institutions are choices for persons with physical or mental health challenges.

Shelter accommodation is provided on an average from 3-6 months depending on the need for safe and secure accommodation needs. Most of the victims of trafficking cannot go back to their community of origin because of security problems, mentality, social stigma and refusal from their families.

During the initial crisis intervention phase, the beneficiaries are provided with basic needs and crisis services - e.g. accommodation, housing, clothing, feeding, medical assistance, psychological assistance, professional trainings (where appropriate), protection and security 24 hours, family mediation, as well as preparation for the next stages reintegration.

A case manager is assigned for each of the cases. The case manager works with the multidisciplinary team (psychologist, doctor, lawyer and teacher) to conduct a comprehensive needs assessment. The assessment includes health assessment made by the doctor, psycho-social assessment by the psychologist, legal assessment by the lawyer, education assessment by the teacher. The Case Manager assesses further the need for professional /vocational courses, employment issues, the family support and long-term accommodation needs.<sup>27</sup> After needs assessment, the beneficiary, together with the case manager, design and follow the individual reintegration plan. Through structure individual contacts/ counselling sessions, beneficiaries are empowered to deal with life challenges including how to identify and build the personal resources, which they can draw upon to support their reintegration.

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<sup>27</sup> *Details on the assessment are in the Annexes*

### **Phase II - Stabilization and transition (7 -12 months):**

During this phase, D&E supports protected housing for beneficiaries who have begun to make the important transition into 'normal' life. Adults are supported toward their economic independence - e.g. after completing vocational training and maintaining a job for some time, they move out of the shelter and into protected apartments, subsidized by D&E. For minors, D&E facilitates placements into foster families and alternative care settings (like family homes)

A map on community services has been prepared and delivered to the beneficiaries, D&E case managers provide ongoing support during the second and third phase of reintegration program, by offering them the needed information on the existing services in the community. When needed, the case managers accompany the victims to service provider addresses.

D&E monitors beneficiaries' progress in the half-way houses, in family of origin and foster-families. The monitoring is coupled with provision of psycho-social assistance.

Systematic and long –term monitoring and follow up it is an important service for the beneficiaries: to address the problems and the needs of the beneficiaries in time; to support the beneficiaries in overcoming the difficulties faced during the reintegration process; to equip the beneficiaries with the needed information to get the required services within the community they live, etc.

Monitoring is realized through direct contacts or through phone calls/ through direct meetings at D&E office/ direct visits in home community of the beneficiaries.

Monitoring during the second stage of reintegration has a frequency of at least once per week.

### **Phase III- Social inclusion and reintegration (13 -36 months):**

When the beneficiaries are ready to live an independent life, Phase III support is provided. It consists on support to empower them to gradually leave the program. It included: offering reintegration assistance to the family and community where the beneficiary resides; providing information on resources and services available in the community, the necessary contacts and map of services; assistance to the beneficiaries in strengthening relationships with the support institutions in the community in which she/he lives; and regular case monitoring and follow-up.

The duration this phase of the reintegration program varies from case to case. Some of the beneficiaries need to be assisted for a longer period than the others. These might be: children; victims who have denounced the traffickers; victims who have entered in the program accompanied with their children and victims with mental health problems.

These cases need to use the services of the reintegration program for up to 5 years and even longer.

D&E monitors the beneficiaries' progress in the reintegration process and keeps contacts for 5 years and in some cases even longer. The beneficiaries are monitored and followed up on regular bases. The monitoring is considered as an essential element to ensure that the reintegration process is going well.

Monitoring during the third stage of reintegration has a frequency of at least once per month.

## CHAPTER II

### *Elements/steps of case management process and case managers*

Case management is one of the most structured and time-intensive activity of professionals working in anti-trafficking. Case management involves a series of stages or steps. Although the individual organizations and professionals consulted for this Manual called steps by different names, there is a general agreement on the main elements and objectives of each step/stage. The steps/stages and focus of case management are:

Step	Focus	Case Manager or Key Professional
1.Initial Identification/ Screening and referral to the service providers	Rescue the victim, conduct an immediate needs assessment	The Professional in direct contact with the victim
2.Referral to assistance	Give the victim access to services avoiding harm , delays , duplication and risks	The Professional in direct contact with the victim
3.Reception of the victim & assignment of case manager/ key staff	Ensure the victim is familiarized with the services and receives coordinated multidisciplinary care	Child Protection Worker Assistance Agency Staff
4.Conduction of a comprehensive needs assessment and formal identification	Explore the long term needs and help planning the assistance	Child Protection Worker Assistance Agency Staff
5.Development of individual reintegration plan	Plan the fulfillment of the needs and the empowerment process;	Child Protection Worker Assistance Agency Staff
6.Implementation of the Plan	The victim receives the support needed and participates in his/her empowerment	Child Protection Worker Assistance Agency Staff
7.On-going monitoring and follow-up	To ensure that the victim applies the skills gained earlier	Child Protection Worker Assistance Agency Staff
8.Closing the case	To give the victim the necessary independence and confidence	Child Protection Worker Assistance Agency Staff

## **1. Basic concepts, references and actions involved in each step**

### ***Details on focus and objectives of the step***

From 2005 to mid 2011, identification and referral of victims of trafficking was conducted according to the Guidelines of the National Referral Mechanism (NRM). The NRM regulated referrals of three categories of victims: victims of trafficking, potential victims and persons at risk of trafficking.

In July 2011, the Standard Operating Procedures for Identification and Referral of Victims/Potential victims of trafficking (SOPs) came into force. The procedures aimed at identification and referral of two categories of victims: potential victims of trafficking and victims of trafficking.

The process of reviewing the SOPs and identification started in 2017, The new Standard Operating Procedures for the Protection of Victims and Potential Victims of Trafficking (SOPs) of August 2018. These SOPs focus again on potential and formal victims of trafficking but consider identification as key to and part of protection. The procedures elaborate on other elements of protection that start with identification.

### ***2.2. Step 1: Initial identification and response***

#### ➤ The focus

According to the SOPs of 2018, “Initial identification and response” shall include the entirety of actions undertaken by state and non-state institutions responsible for the protection of trafficked persons at the border and inland of the Republic of Albania, as well as local and central government institutions, which make it possible to determine that a child or adult person is a potential victim of trafficking in human beings.

SOPs define that the objectives and steps of initial identification are: 1. Assessing of the situation of persons vis-à-vis trafficking indicators. 2. Assessing the potential/capacities of the institution/organization to take the person immediately out of the exploitation situation. 3. Intervening to take the person out of the exploitation situation/termination of exploitation (on their own or through state police officials) 4. Informing the person about the assessment of the employee for his/her situation, about his/her rights and assistance available by the institution to potential victims of trafficking and victims of trafficking, as well as ways to access assistance provided by institutions for protection of victims. 5. Notifying the Relevant Member of the Responsible Authority (RMRA) or the director/head of responsible authority (D/HRA) and communicating regarding the placement of the person in a safe place fulfilling his/her immediate needs. 6. Supporting the placement of the person in a safe and appropriate environment. 7. Assessing the health situation and referring the person to the health structures. 8. Completing the initial identification documentation and sending them to RMRA. 9. Supporting the

formal identification process. 10. Supporting investigation and detention of the traffickers. 11. Continuing provision of protection.

- The agencies responsible for initial identification

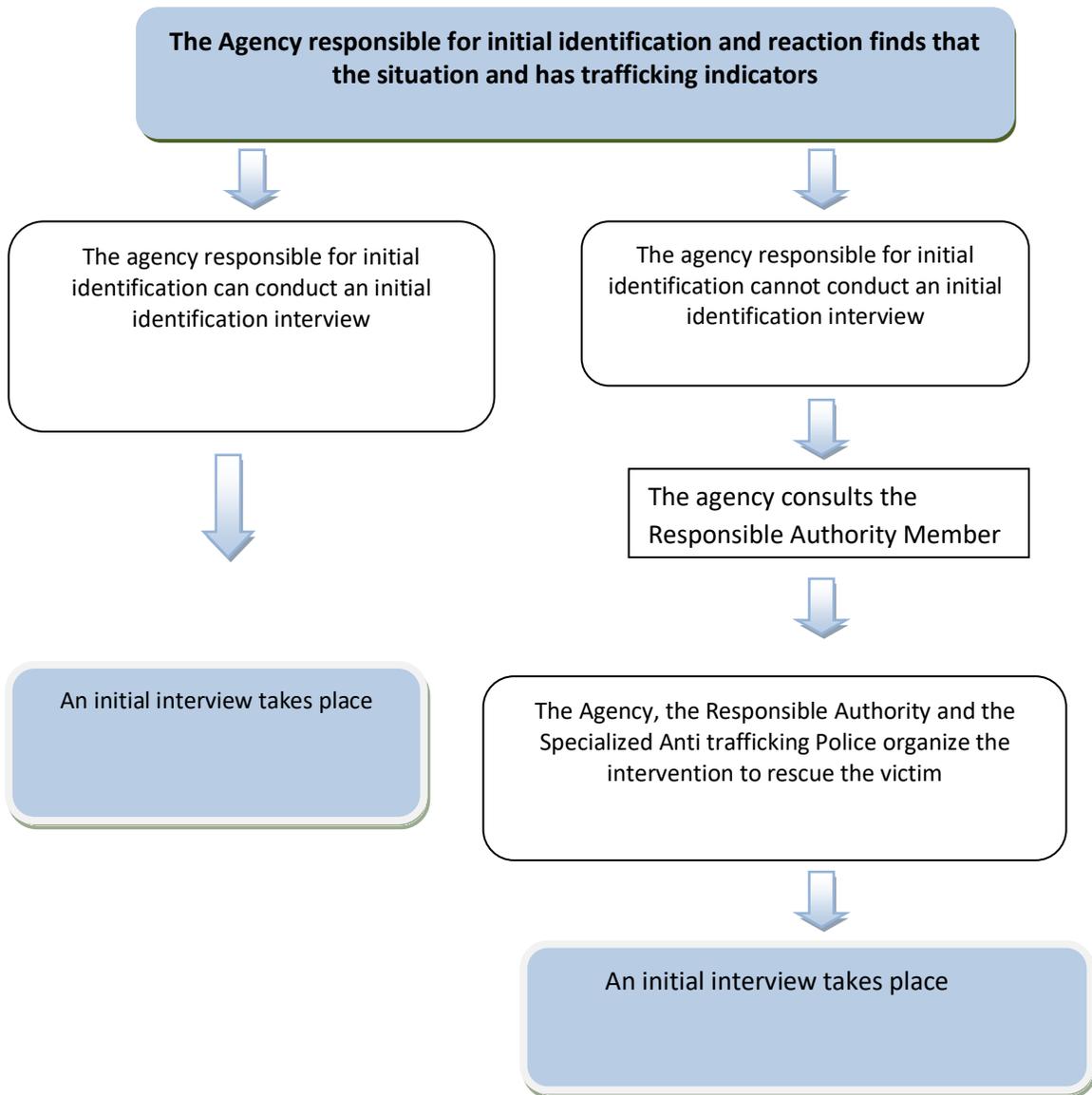
The SOPs define that the institutions and agencies responsible for initial identification of potential victims of trafficking are all those that have more possibilities for direct contact with people. The table below lists them in the order they have in the SOPs document.

Venue	Responsible institutions for initial identification
<b>At border</b>	Border and Migration Police
<b>Within Albania territory</b>	<ul style="list-style-type: none"> <li>➤ Members of the National Coalition of Antitrafficking Shelters ;</li> <li>➤ Centers for social protection of people in need</li> <li>➤ Organizations which have programs of assistance for people in need</li> <li>➤ Regional offices of state social services</li> <li>➤ State police structures</li> <li>➤ Labour Inspectorate</li> <li>➤ Schools and education institutions</li> <li>➤ Health Care institutions</li> <li>➤ Social services structures in municipalities</li> </ul>
<b>Outside Albania Territory</b>	Diplomatic missions of the Republic of Albania

- *The tools of initial identification and the way the agencies should proceed for initial identification*

Tools of initial identification consist in indicators and interviews: in the event of the presence of elements from the list of indicators in the behavior and appearance of the persons, then the person shall be subject to the initial interview.

The scheme below generalizes how an agency responsible for initial identification should react



➤ *The initial identification interview*

The initial identification interview is important to stop the exploitation, recognize the sufferings and give the victim access to assistance as early as possible. It does also ensure that people referred to agencies specialized and delivering assistance for victims of trafficking, are, in fact trafficking victims and not smuggled or other irregular migrants, or other individuals in an abusive or vulnerable situation who may be in need and entitled of other assistance and/or protection<sup>28</sup>.

<sup>28</sup>[https://publications.iom.int/system/files/pdf/iom\\_handbook\\_assistance.pdf](https://publications.iom.int/system/files/pdf/iom_handbook_assistance.pdf)

### *The Interview conditions*

- . The interviewee and the interviewer must be able to communicate in a common language: interviewees who cannot communicate in a language understood by the interviewer shall be treated as referred (as a possible victim of trafficking) until direct (interviewee/interviewer) communication is established.
- . Interviews should be conducted in a private place, without the presence of others – except in the case of minors accompanied by their parents as noted below.
- . Interviews should be conducted by specially trained personnel
- . Interviewees shall be informed of confidentiality and anonymity.
- . Interviewees shall be informed on how information provided will be used.
- . The interviewer has obtained the interviewees consent in order to complete the interview process. If the interviewee does not consent, s/he must be free to go.
- . Interviews may take place over time; everything does not have to be determined at once.

The interview is likely to be a challenging task. That's because the individuals who survive trafficking do so only by being suspicious of everybody and very careful with information. During an interview, it is not uncommon for trafficked persons to react to the interviewer in a traumatized, hostile, suspicious, aggressive or defensive manner, or a combination of these. The person may not feel able or be willing to be interviewed and answer questions that relate to traumatic or painful events. Such inability or reticence may have many causes. In addition to the often legitimate fear and anxiety over the possible consequences for themselves or their families, they may in fact suffer from mild to severe memory loss owing to the trauma suffered. Memory loss is particularly acute in the time around the "initial trauma" or the period when the individual first became aware of the danger they were in – which, of course, is also the period about which officials and others want to know more. However, pressing for details that the person either cannot or does not want to recall, or asking about events or periods that the person may have blocked out, may increase their anxiety and impede the interviewer's ability to obtain information on other subjects.

As soon as I met "Lisa", she was looking at me suspiciously from head to toe. The girl looked scared and cracked her fingers with all her might. She asked me why I came to talk to her and what I wanted from her. After explaining the reason for this interview, she calmed down but was too scared to speak. Lisa began to tell how her partner had forced to meet different people, who had subsequently abused her. Her eyes fill with tears and suddenly, she starts talking about the weather and that she really likes sunny days.

If a person shows acute signs of anxiety, the interview should be suspended or terminated until it is possible to continue. It is important during the course of the interview to monitor non-verbal forms of communication such as signs of fear or anxiety or acute tiredness. Whenever there are reasons to believe that the person being interviewed is suffering from acute trauma, the assistance of a psychologist should be sought before proceeding further.

➤ *Special cases when victims are aware they are victims*

While the mechanism of identification and protection is built with the presumption that the victims are not aware they are victims and hesitant to seek contact, there are cases when people think they are victims and might have heard about the services through their social network. These people can initiate the contact with the agencies they have information on. In these cases, it is important that the agency they come in contact with consults the Responsible Authority regarding the identification the process and responsible agencies that should conduct the initial identification.

➤ *Special cases when victims have established direct contact with police and prosecutors and filed against the traffickers*

Although rare, there are situations when a victim has deliberately initiated contact with prosecutor's, and has filed a report on which basis the prosecutor's has pressed charges for trafficking. In these cases, it is the prosecutor who links the victim with the assistance. An initial identification interview should still take place and focus on the needs.

### **2.3. Step 2: The referral of the identified potential victim to assistance/ first access to the system**

- *Assessing the need for changing the victim's support net/ need for professional help*

The initial identification interview should include assessment of the needs of the person for support and protection. In many cases, it is difficult for the victim to understand the situation she/he is in and to accept that help is needed. The information that should be received from the victim to assess his/ her needs for support should include:

- Information on the experience she/he has had before with any type of assistance;
- Options for assistance that had been offered;
- The experience the victim has with changing the environment;
- The perceptions the victim has for the risks involved;
- His/ her actual net of support and the wishes regarding maintaining connection with this support.

- *Offering to refer*

The agencies to refer to are those that are members of the National Referral Mechanism. Referral or the directing of a potential / presumed victim of trafficking to assistance should be made according the SOPs- through consultation with the Responsible Authority.

Information on programs that provide assistance should be available on the identification spot and should be offered to the identified victim. The information should include :

- Place of the service provider;
- Categories of people it assists;
- Components of assistance program it provides;
- The experience that the identification agency has had with the assistance agency;
- The contacts that the victim will have with the identification agency while in the program

It is important that the victim is given options to choose in order for him/ her to take a decision about where to go and what option to choose.

The identification agency worker that provides this information should be honest to accept any gaps of information might be and show availability to facilitate communication of the victim with the service delivery organization.

The worker should inform the victim on the necessity to share information with the potential service provider regarding the situation and needs of the victim and ask permission to do so.

➤ *Sharing information with the potential service provider*

The identification agency – the agency who is referring the victim for assistance should make sure that the information it shares is sufficient for the receiving agency to decide whether it has the capacity to assist or not. Any withdrawal of information or modification made with the intention to convince the service provider to commit will have consequences on the health and wellbeing of the victim.

➤ *Contact with the potential assistance delivery organization*

Direct contact with the assistance delivery organization should be facilitated by the identification agency. This means that the offering should take place in the presence of the identification agency worker that has already established a trusting relationship with the victim. The service delivery organization worker who makes contact should show understanding and explain that the objective of the contact is to identify the most effective way for the organization to assist and protect, and that this can be done properly only when the victim shares more specific information about her situation.

**2.4. Step 3: Reception of the victim & assignment of case manager/ key staff**

➤ *Immediate needs assessment*

Trafficking victims are likely to have immediate and acute physical, sexual and psychological health needs. The process of assessing of the needs that has started at the initial identification phase needs to be carried on in the service provider environment.

Lea just arrived to the shelter and asked to take a shower and eat something. It had been a long and tiring day for her. She shared that for several days she had a stomachache and problems in the intimate parts of the body, pain that bothered and tortured her. She was immediately scheduled to meet the doctor in order to address her concerns. The check up and the lab tests she had, resulted she had an STI.

➤ *Assignment of case manager*

A case manager shall be assigned to an adult victim as soon as the immediate basic needs are assessed and properly addressed. The case manager will take the lead on assessing the beneficiary's needs, development and implementation of the assistance plan. A professional case manager should properly assist the victim to achieve his or her individual goals and improve his or her quality of life.

The assignment of case manager should best match the victim needs with the case managers' strengths. Nevertheless, the case managers themselves should refer the victim to other professionals when the other professionals' specialized knowledge or expertise is needed or when case managers believe that they are not being effective or making reasonable progress with the case and that other services are required.<sup>29</sup> This change should not have negative effect on the case manager or the victim. At any time during the program, the victim should be reserved the right to request the change of assigned case manager if the relationship between parties is not helpful or in the worse case is perceived as damaging by the victim. Efforts should be made to assign the beneficiary a case manager with whom he or she has or is able to establish a trusting, professional relationship.

The case manager should meet regularly with the beneficiary to discuss overall progress of their individual goals and assistance plan. The manager takes the lead in organizing referrals and in assisting the beneficiary to assess the necessary resources. The case manager is responsible for informing multidisciplinary team.

***2.5. Step 4: Conduction of a comprehensive needs assessment and formal identification***

➤ *Components of the comprehensive assessment*

The first days are critical in helping the victim decide if they need or want further assistance and making them aware of what sort of assistance is available to them.

Before the development of the plan of assistance, a comprehensive assessment of the victim's needs to take place. It is important that the victims participate in the process of conducting the comprehensive needs assessment process. That secures that the services are appropriate and responsive to the victim's needs.

The conduction of the comprehensive assessment is a duty of the multidisciplinary team lead by the case manager and they should make every effort to make it as effective as possible. The multidisciplinary team should be composed by at least: case managers, psychologist, lawyer, doctor, teacher.

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<sup>29</sup>National Association of Social Workers: Code of Ethics, 2017

The team should complete the comprehensive assessment within two weeks of the victim's/beneficiary's arrival.

### **Case of Eva: Comprehensive need assessments**

Eva was 16 years old when she was forced to leave home, occasionally, due to threats coming from three adults, one of whom claimed to be her boyfriend. They threatened to hurt her little brother if she disobeyed their orders. Eva's mother worked 10 hours every day while her father abandoned her when she was still a baby. The boys sent her to various hotels in Albania and used her for prostitution. Eva's mother denounced to the police station because she had not come home for 6 days. Also, the owner of the hotel denounces because he suspected abuse of the minor. With the intervention of the police, Eva was rescued and referred to the organization.

#### **Needs assessment for Eva**

After the risk assessment, she was accommodated in the shelter in order to avoid the security problems, also the risks to be found by the persons who were involved in her trafficking and exploitation.

After her accommodation and immediate need completed, a comprehensive needs assessment is conducted.

Health assessment - she reported that she had itching and irritation of the intimate area while urinating. The doctor of the organization sent her to the gynecologist for the necessary tests and it resulted that Eva had a serious sexual transmitted infection. She started the necessary medical treatment and the doctor recommended another visit after the end of the medication.

Psychological assessment – At the age of 15 Eva suffered a disappointment after an intense love affair, which changed her circumstances and her emotional state. At some point, she says she wanted to hurt herself. Her current situation is turbulent and in an attempt to defeat negative thoughts and the meaninglessness of life. Even during stay in the shelter, Eva was alone and did not associate with the other girls in the shelter. She had no appetite and ate only once a day. The girl also had difficulty falling asleep and reported having nightmares.

Legal assessment: Eva decided to denounce the traffickers who were involved in her trafficking and the lawyer will assist her in following the court proceeding. She was informed about her rights. She needed to be equipped as well as with Identity Card.

Accommodation assessment: There is no evidence that her family is involved in the trafficking process. However, there are some limitations that need to be addressed before the beneficiary can return there which include: family disputes / conflicts, lack of resources to meet basic needs, security threats by traffickers. Eva has decided to stay for the moment in shelter based as well as on security issues she has.

Professional / Employment assessment: Eva is a minor; there are no employment plans at

the moment. For the near future, there are employment goals that require further vocational education / training. The evaluation will include a plan of how these necessary qualifications will be achieved. She would like to be enrolled in an English and computer course as she intended to reinsert into school system.

Family assessment; Her family is not involved in trafficking, but still the relationship with her mother is not so good and stable. Although there are difficulties to be resolved, the reintegration plan will include a plan for resolving these difficulties. Her mother knows where the girl is, they want to have constant communication by phone. Eva was helped to address the anger she had with her mother because she worked long hours and left Eva alone at home. Due to security problems she could rarely meet her mother but these meetings will bring closer to each other.

Education assessment: Eva has interrupted the school as a consequence of trafficking; she has not attended it for several months. Her plan includes enrolling in school, but due to her security problems she will attend school in a private school. The teacher of the organization will prepare the necessary documents to enroll her in school.

➤ *Considerations when conducting the comprehensive needs assessment*

*Key messages*

*Completing the Needs Assessment*

- In preparing for the assessment, it is important for case manager to explain to the beneficiary why the assessment is taking place; how information will be obtained; what areas will be covered; who will be involved in the process; how long it will take; and what happens to the information. It is important that the beneficiary is clear about the purpose of the assessment and to whom the information will be shared;
- Information from the beneficiary should be seen as an essential part of a good assessment;
- Once the assessment has been completed, the information should be recorded in the appropriate forms and discussed with the beneficiary

The assessment should encompass all different needs including: needs for accommodation, basic needs, psychological needs, legal, health, security, life skills, needs of their children, needs for education, vocational training, and needs for economic empowerment.

Evidence should be given for the conclusions the case manager has reached. Evidence may come from discussions with the beneficiary, other staff of multidisciplinary team, information from school, health, legal and other professional and details of any scales or other instruments used to assess a particular dimension and the conclusions drawn

from these. Disagreements and differences of opinion amongst the members of the multidisciplinary team or caregivers should be recorded within the relevant dimension.

Case manager should record his/her professional judgement as to whether a particular statement applies to the child or young person. They should then use the Notes and Evidence section to record relevant information to evidence their judgment. The statements provide good indicators of concerns and inputs relevant to the assessment. Of course, these are not the only relevant areas of importance.

➤ *The formal identification as part of the comprehensive assessment*

SOPs determine that the “Formal identification” is the identification of a person as a victim of trafficking, conducted only by the Group/Structure Responsible for Formal Identification (G/SRFI) on the basis of the formal interview format included in the document. The only tool of formal identification is the formal/official interview.

The Agency/institution responsible for formal identification is an ad hoc group consisting of one police officer of the section of fight against illegal trafficking (SFAIT) and one social service professional. The social service professional in case the person is a child is the Child Protection Worker/CPW at the municipality/administrative unit. In case the person is an adult, the social service professional comes from the regional office of state social service (ROSSS).

SOPs determine that the formal identification includes at least: 1. Quick intervention of the Sector of Investigation of Illegal Trafficking for the conduction of the formal interview when notified by the referring agency or when the potential victim of trafficking states the willingness to conduct the formal interview before the state police structures 2. Establishing whether or not the person is trafficked, through the collection and analysis of information provided by the person him/herself 3. Assessing in-depth the needs of the person, victim of trafficking, for assistance and protection; 4. Guiding and ensuring the trafficked person’s approach to the adequate and safe assistance 5. Collecting information and initiating investigation for the punishment of traffickers

SOPs define that the formal interview/affirmation of the status of the person as trafficked is clearly separated in time from filing the criminal report. SOPs determine that even if the person is willing to file a criminal report, in no case, may the formal interview be interrupted to take the criminal report, but another time is set for this.

The victims should be encouraged to have a formal interview when the comprehensive assessment finds that there are risks involved that cannot be fully measured without involvement of the police and specialists of the Formal Identification Group/ Structure. The findings of the formal interview should be incorporated, reflected in the comprehensive assessment.

## **2.6. Step 5: Development of individual reintegration plan**

### ➤ *The elements of the plan*

The assistance /reintegration plan is compiled with the beneficiary participation and is based on the individual beneficiary's needs as assessed by the case manager and the multidisciplinary team. As mentioned above , the needs assessment covers the areas of : pre-departure assistance, security, long-term accommodation, legal concerns, health, employment, psycho-social support, family relationships, and education. The assistance plan is formatted in the same way in order to easily correspond to the needs assessment. An individual beneficiary may need or want more assistance in some areas or no assistance or less assistance in some other areas. If assistance is not needed in a particular area or will not be provided while the beneficiary is resident in a shelter, a brief explanation needs to be included as to why. The assistance plan should include only the assistance which will be provided while the beneficiary is being assisted by the organization or agency. Assistance which is needed but which will not be provided should not be included in the assistance plan.

### ➤ *Explanation of the content of the reintegration plan format<sup>30</sup>*

The format requires setting the goals and the objectives of the reintegration plan. The plan should answer the question: What are the ultimate goals that should be achieved? For example, beneficiary is able to sleep through the night.

When defining this part, the case manager should make sure not to include multiple objectives in one line. The objectives should be broken down into clear and attainable goals.

The format requires that the actions and activities should be written in a separate column. These should be steps or actions which are needed to achieve the objectives. Again, should not be included multiple actions in one line. They should be broken down into clear actions which can be assigned to an individual who is responsible for implementing the action. For example, a) work with beneficiary on anxiety issues which are preventing sleep; b) eliminate caffeine in the evenings; c) undertake exercise for 30 minutes a day at least 3 days a week.

The column of the format "The Person Responsible" should be used to indicate the main person responsible for implementing the action. Actions of both staff and beneficiary should be included here. For example, a) Case manager and beneficiary b) Beneficiary; c) Beneficiary

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<sup>30</sup> The Reintegration Plan Format is in the Annexes

The column of the format “Date to review/assess”, should be used to enter a reasonable date for reviewing progress. Each action can have a different date depending on what is reasonable. The date should give enough time to assess progress but should not be so delayed as to lose momentum.

“The indicators of success” should be used for entering clear and measurable indicators of having successfully achieved the objective. It can also include a series of indicators which would document progress toward achievement of more complex objectives. In the case of example given above, an indicator of success would be the beneficiary sleeping a certain numbers of hours per night. It could start with 6 and increase to 8, for example.

The beneficiary and the case manager should sign the plan to show that both parties are committed to its accomplishment. In the case of beneficiaries under the age of 18, it is also signed by the parent or legal guardian.

<b><u>Case of Eva: Assistance /Reintegration Plan</u></b>			
<b>Assistance / Reintegration Plan</b>			
<b>Security</b>			
<b>Objective</b>	<b>Actions / Activities</b>	<b>Responsible person</b>	<b>Indicator of success/ Results</b>
To accommodate her to a secured shelter and to make necessary arrangements with law enforcement for protection of her and her family	<ul style="list-style-type: none"> <li>- Accommodation in shelter</li> <li>- Shelter security assessment</li> </ul>	<ul style="list-style-type: none"> <li>- Staff</li> <li>- Guards, private company</li> <li>- In collaboration with Law Enforcement Structures</li> </ul>	A secure environment
<b>Long term Accommodation</b>			
<b>Objective</b>	<b>Actions/Activities</b>	<b>Responsible person</b>	<b>Indicator of success/ Results</b>

Providing a quiet and secure environment	<ul style="list-style-type: none"> <li>- Accommodation in shelter</li> <li>- Knowing and respecting the shelter rules by staff and the case</li> </ul>	<ul style="list-style-type: none"> <li>- Staff</li> <li>- Guards, private company</li> </ul>	<ul style="list-style-type: none"> <li>- A secure and quite environment for the beneficiary</li> </ul>
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### Legal concerns

Objective	Actions/Activities	Responsible person	Indicator of success/ Results
Following court proceedings	<ul style="list-style-type: none"> <li>- Representation in the court</li> <li>- Preparation of court documents</li> <li>- Attending court hearings</li> </ul>	<ul style="list-style-type: none"> <li>- Lawyer</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Finalization of court proceedings</li> <li>- Sentence of traffickers</li> </ul>
Information about her rights	<ul style="list-style-type: none"> <li>- Meeting with the lawyer</li> </ul>	<ul style="list-style-type: none"> <li>- Lawyer</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of her rights</li> </ul>
To benefit from the right of compensation	<ul style="list-style-type: none"> <li>- Preparation of court documents</li> <li>- Meeting with the lawyer</li> </ul>	<ul style="list-style-type: none"> <li>- Lawyer</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Finalization of civil process and positive Court Decision</li> </ul>
ID Card equipment	<ul style="list-style-type: none"> <li>- Apply for identification document</li> </ul>	<ul style="list-style-type: none"> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- ID Card ensured</li> </ul>

### Health

Objective	Actions/Activities	Responsible person	Indicator of success/ Results
Diagnosing general health condition	<ul style="list-style-type: none"> <li>- Routine analysis</li> <li>- Medical visits</li> <li>- STD test</li> </ul>	<ul style="list-style-type: none"> <li>- Case Manager</li> <li>- Doctor</li> </ul>	<ul style="list-style-type: none"> <li>- Good health conditions</li> </ul>

	- HIV/AIDS test (on voluntary basis)		
Stability of gynecological problems	- Gynecological visit - Receiving medicaments	- Case Manager - Doctor	- Stability of gynecological problems
Dental health	- Dental visits - Follow up therapy	- Case Manager	- Stability of dental problems
Eating stability	- Individual counseling session - Group discussion	- Case Manager - Doctor - Psychologist	- Consuming meals regularly - Regaining lost weight

#### Psycho – social support

Objective	Actions/Activities	Responsible person	Indicator of success/ Results
Stabilization of emotional problems	- Individual counseling session - Group discussion	- Psychologist - Case Manager	- Stability of sleep and emotional problems
Reducing trauma	- Individual counseling session - Group discussion - Establishing a relationship with her family	- Psychologist - Case Manager	- Stabilization and trauma reduced
Increasing motivation in involvement in daily activities inside and	- Individual counseling session - Group discussion	- Staff	- Socializing with girls on the shelter - Involvement in the activities

outside the shelter			
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**Family relationship**

<b>Objective</b>	<b>Actions/Activities</b>	<b>Responsible person</b>	<b>Indicator of success/ Results</b>
Establishment of contacts and improvement of the relationship with her mother and her younger brother	<ul style="list-style-type: none"> <li>- Counseling sessions</li> <li>- Phone calls</li> <li>- Mediation to improve the relationship with the family members</li> <li>- Direct meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Lawyer</li> <li>- Case Manager</li> <li>- Staff</li> </ul>	<ul style="list-style-type: none"> <li>- Improvement of the family relationship</li> </ul>

**Education**

<b>Objective</b>	<b>Actions/Activities</b>	<b>Responsible person</b>	<b>Indicator of success/ Results</b>
School enrolment	<ul style="list-style-type: none"> <li>- Finding a non – public school</li> <li>- Preparation of document for registration</li> </ul>	<ul style="list-style-type: none"> <li>- The teacher</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- To enroll in the school</li> </ul>
School attendance	<ul style="list-style-type: none"> <li>- Attending classes regularly</li> </ul>	<ul style="list-style-type: none"> <li>- The teacher</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Attending school regularly and graduation</li> </ul>

**Life skills**

<b>Objective</b>	<b>Actions/Activities</b>	<b>Responsible person</b>	<b>Indicator of success/ Results</b>
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Improving skills in the use of foreign languages	<ul style="list-style-type: none"> <li>- Enrolment in a course for Italian</li> <li>- Communication in Italian with the staff or other girls that are interested in</li> </ul>	<ul style="list-style-type: none"> <li>- The teacher</li> <li>- Case Manager</li> <li>- Staff</li> </ul>	<ul style="list-style-type: none"> <li>- Good communication and writing skills in Italian</li> </ul>
Improving computer skills	<ul style="list-style-type: none"> <li>- Enrolment in a computer course</li> </ul>	<ul style="list-style-type: none"> <li>- The teacher</li> <li>- Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Increase computer skills</li> </ul>

**Note:** The reintegration plan defines the objectives to be achieved based on the needs of the case. It also describes the actions that will be taken to meet the set objectives. Responsible for achieving the objectives is the case itself and professionals in the respective fields.

The reintegration plan should be conducted on individually bases, case by case based on their needs assessment done previously. For the cases of adults should be included in the assistance plan other fields as “Employment” or for the foreign cases who decide to turn back to their origin countries should be included in the assistance plan the field of “Pre departure assistance” and so on....

## **2.7. Step 6: Implementation of the reintegration plan**

### **➤ Case management considerations in implementation phase**

The actual process of reintegration can begin after a reintegration plan has been determined.

The implementation of reintegration plan is done in close cooperation with the beneficiary. The implementation includes benefiting from support provided by the multidisciplinary team of the agency and what can be accessed through referral to other agencies.

Through individual contacts/counselling sessions with the case manager, the victim/beneficiary is helped to complete the tasks undertaken and deal with life challenges including how to identify and build the personal resources which they can draw upon to

support their reintegration. The case manager should conduct ongoing regular assessments and record the progress. Such assessments and records are necessary to identify each victim's accomplishments, strengths, and new priorities and services that are needed.

➤ *Review of the services that the victim receives*

D&E disposes policies on safety and protection as:

- Child Protection Policy;
- Standards and Safeguards Protection Policy for Vulnerable Adults;
- Prevention policy of sexual exploitation and abuse;
- Prevention policy of bullying, sexual harassment and assault;
- Whistle blowing arrangements;
- Complaint policy;

Beneficiaries have a right to complain about any and all aspects of their cases and of the services that they have or have not received. Beneficiaries may lodge their complaints in writing or verbally. They also have the right to lodge their complaint anonymously. Complaints may be made to the case manager or organization /institution staff, to reintegration program manager, or to the State social services. In addition to making complaints in person, three complaints boxes are available for beneficiaries. One is opened by shelter staff on a weekly basis. The other is opened only by the state social services and is therefore only opened when they visit the shelter and the third one is placed at organization/institution office for the beneficiaries assisted outside of residential center (shelter). No negative consequences or refusal of services may come to beneficiaries as a result of lodging a complaint.

***Beneficiaries have the right to make a complaint in person either verbally or in writing:***

- . Beneficiary may address their complaint to any staff in the shelter. However, it is recommended that beneficiaries first voice their complaint to their assigned case manager.
- . If a beneficiary's case manager cannot address their complaint or if they are not comfortable addressing their complaint to their case worker, beneficiaries should address their complaint to the supervisor (the shelter or program manager or supervisory case manager).
- . If the supervisor cannot address their complaint or they are not comfortable directing their complaint to the supervisor, they should address their complaint to the Director.
- . Any staff or management of the service provider who receives a verbal or written complaint from a beneficiary must enter this complaint in the complaints book, record the date of the complaint, and document there the way in which the complaint has been addressed.

**Using the Internal Complaint Box:** To accommodate those who prefer to voice their complaint anonymously or in writing, there is available an internal complaints box. This box is opened only once per week.

- . The internal complaints box will be opened **once per week** by at least two staff. These two staff will usually be the Supervisor (Shelter /program Manager) and the Director. In the absence of one of them, the other will open the box in the presence of another case worker. Having two staff open and review the complaints gives more legitimacy to the process, better ensuring that the person opening the box cannot unilaterally decide to ignore a complaint.
- . Once opened and reviews, the complaints will be pasted into the complaints book, the date received recorded, and documentation of how the complaint was addressed included.
- . The complaint box must be located in a place which is accessible for all residents and into which a complaint could be placed without being seen by others.

**Using the External Complaint Box:** For beneficiaries who are unable to have their concerns addressed by the service provider, there is an external complaints box which is opened by the Social Services Department. There may be many reasons why a beneficiary wishes to lodge a complaint to social services, including that the complaint may have nothing to do with the residential facility but about some another aspect of the beneficiary's life – their legal case, for example, or long-term accommodation needs. This mechanism provides beneficiaries with a way to voice their complaints to other authorities. This box is opened only once per month.

- . The external complaints box is opened only in the presence of the Regional Social Services Department. The Social Services Department is expected to come **once a month** to the shelter to open the complaints box.
- . This box will be opened by the Regional Social Service Department, together with the Director and Supervisor of residential facility, if they are available.
- . The complaints will be recorded in the complaints book, the date noted, and how the complaint was addressed documented.

Writing to \_\_\_\_\_: Beneficiaries will be given paper, envelopes and stamps so that they can mail any letter of complaint they may have to the \_\_\_\_\_ authority. Any staff of the residential facility may provide such materials and assist the beneficiary in mailing letters. These letters may NOT be screened by management, but must be mailed at the beneficiary's sole discretion.

### **2.8. Step 7: On-going monitoring and follow-up**

Follow-up will attempt to assess the long-term impact of the assistance provided. It should evaluate many aspects of beneficiaries' lives which would have been affected by the assistance – their psychological state, their relationships with others – including family and friends – their job status or income level, education progress, etc. While it is difficult, some attempt must be made to attach objective success indicators to these aspects of reintegration. A Long-Term Monitoring should be provided to assist in the process to ensure that monitoring is being conducted, to analyze the impact of the services provided and to ensure that services are effective.

Case monitoring and follow up is carried out through visits, telephone conversations and counseling. Case monitoring is daily or weekly. The victim might be called over the phone by the social workers who are on duty and asked about the problems of the day and advise on the phone if there have been any concerns especially in the emotional aspect. Such communication should be informed to the case managers.

"Tea" works as a saleswoman in a supermarket for 4 months. Every day on the phone, she says that she is adapting to work but she gets tired because many clients come. Sometimes Tea gets bored and makes some mistakes in calculating money. She is advised to think that it is still the beginning, there are many new things to learn and she should give herself time to adapt to working conditions.

Weekly monitoring includes visits to beneficiaries' apartments and workplaces. The case managers follow up the cases in continuation. During the monitoring in the apartments, the case managers evaluate and advise cases both individually and in groups on functional issues of living in the apartment such as time management, income management, etc.

"Ilda" lives in a rented apartment with two friends. During a visit to the apartment, Ilda was debating with one of her friends, that who would clean the house as it was very messy and dirty. The social worker advised Ilda to communicate calmly with friends to decide how the house will be cleaned. She also needs to manage time so that she can devote herself to the home.

A long – term monitoring include issues such as family, interpersonal and intimate relationships, health, and emotional condition, legal issues, employment, education and activities.

The example below describes each of these aspects:

Notes from a monitoring process

Family relationship – “Nora” visits her family twice a month. Her family lives in another city. She talks to them on the phone every day and has a good relationship.

Interpersonal relationship - The girl has good relationships with the friends she lives with. Also, they have good communication with her colleagues and help each other whenever they can.

Intimate relationships - She is in a relationship with a boy, whom she has known at work. Nora says that he respects and loves her and that they will soon be engaged.

Health - During this time, she reports that has been in good health condition.

Emotional condition - Sometimes she worries about the performance at work but shows that she is focused and gives her best. In addition, she has people around who help and support her and she feels very grateful to them.

Legal issues - Does not refer to legal issues.

Employment – Nora works as a cook assistant in a restaurant. She is satisfied with the working conditions and the payment she receives. She also says that her dream of being a cooker become true.

Education – She has finished high school and is focused on work, now.

Activities - Nora likes to climb mountains. Together with her friends, they climb the mountains. She also says that once a week she plays volleyball with them.

### **2.9. Step 8: Closing the case**

The case is assessed to be successfully reintegrated and the work with the individual (and her/his family) ends.

There will usually be some point at which a case can be closed.

- . Case closure is most effective when it occurs as part of a mutually agreed, planned process when case plan goals have been achieved. Where progress has been regularly monitored and reviewed, it is likely that the decision to close will be mutual.

- . Where there is not mutual agreement to close, it is important that all stakeholders discuss the issue(s) and identify a solution. This could include a decision to transfer the case to another organization.
- . Case closure by the organization can also be unplanned and triggered by a range of events, such as a beneficiary moving without a forwarding address.

A review should always be conducted prior to closing a case and a clear record of this process kept.

### **3. Documentation of case management**

The content of the case file

- a) Process verbal of entry in the program
- b) Parent informed consent for minors involved in the assistance program provided by the organization
- c) Report on the beneficiary from the referring institution/ organization
- d) Entry declaration in the shelter / apartment/ family (for adults and minors)
- e) Declaration (statement for personal data)
- f) Declaration of acceptance to participate in the program (Admission statement)
- g) Parental authorization to assist the minor cases (Notary Statements of parents for cases accommodated in RC)
- h) Identification documents (ID card, certificate)
- i) The form of the selection interview
- j) The interview form of assistance

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- a) Initial identification interview form
- b) Statement of willingness for formal identification for PVoT
- c) Conclusion form of formal interview

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- a) Needs assessment forms
  - . Accommodation assessment
  - . Legal assessment
  - . Health assessment
  - . Psycho-social Assessment (adult)
  - . Psycho-social Assessment (minors)
  - . Family Assessment (for minors& adults)
  - . Education Assessment (minors& adults)
  - . Vocational / Employment Assessment

- b) Assistance / Reintegration Plan
- c) Contact sheets
- d) Progress report
- e) Declaration for institutions (Referral Assessment Form for receiving service to another service providers)

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- a) Temporary residence document outside the center (in the family)
- b) Declaration of passing from RC to the apartment (second phase of the program, semi -independent living)
- c) Apartment rental contract
- d) Evaluation forms before leaving
- e) Leaving checklist
- f) Agreement between the beneficiary and the organization for assistance in the phase II
- g) Long term monitoring report
- h) Declaration of leaving the program (reintegration of the case, living independently)

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Other documents /valuables:

Medical file, specifics:

Others resource of information regarding the case:

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### *Accommodation alternatives /options*

#### ➤ *Safe Residential Center*

A safe residential/ reintegration center for victims should be placed in a secret, secure location and with full security protection. The center should be accommodating victims/cases who:

- ✚ Have security problems (they have denounced the traffickers);
- ✚ Are not accepted by their parents (in their families);
- ✚ Cannot go back to their origin cities because of their security problems, mentality, social stigma, etc.

The average period of stay in the shelter for victims/ potential victims of trafficking is from 3 to 6 months, but still this very often is linked with the beneficiaries needs.

Some categories of the VoT beneficiaries need to be assisted in safe shelter for a longer period compared with the others. These categories are: minors; cases who have denounced the traffickers; cases who have entered in the program accompanied with their children and cases with mental health problems.

#### ➤ *Protected Housing / Apartments*

D&E provides protected housing for beneficiaries. The beneficiaries that are assisted in apartments are:

- ✚ Cases that have been assisted directly in the reintegration center. They are in good physical and emotional condition and have completed their professional training, have started a job, are safe and confident, and ready to initiate the second phase of the reintegration;
- ✚ Cases who have been assisted primary from other organizations and need to be assisted in the reintegration program and for further services;

The rent of apartments is subsidized by D&E organization.

#### ➤ *Family of origin*

The beneficiaries that have been assisted in their families are:

- ✚ Cases (mostly minors) that have been assisted in the Reintegration Center and have established good and sustainable relationships with their families. Later on they have joined them while at the same time have been assisted from D&E according to their needs.
- ✚ Cases that have been assisted from D&E since the beginning (when they are referred) in their families of origin.

➤ *Foster family*

The victims that are assisted in their foster families are primarily minors, cases with mental illnesses, and/or cases that due to their health condition cannot live on their own. The Foster Institutions and Families Selected Provide the Following Services:

- Proper accommodation;
- A healthy family model (in the majority of the cases the beneficiaries have not had the possibility to live in a normal family);
- Good communication and a healthy and secure social life;
- Caring and security;
- Consideration (following up with schooling, friends, etc.);
- Privacy about their personal life.

It is not easy to find alternative accommodation for this category of beneficiaries. Due to their particular situation, it was necessary to find other solutions such as living with another member of the family or a relative.

➤ *Other alternative placement*

The beneficiaries settled in alternative placements are those cases requiring special care and close monitoring due to their physical and mental state.

These cases have been settled in organizations or /and institutions (e.g. Mother Teresa Nuns, Pappa Giovani XXIII, etc) and these organizations and institutions were approached and collaborated with for the placement of these beneficiaries. They provide accommodation, food, for the cases and other services are completed by D&E.

## ***Provision of other types of assistance***

### ➤ *The stakeholders collaborating for service delivery*

The provision of different types of assistance that the victims need cannot be done solely by one organization. The table below provides details on D&E collaborators and the fields of collaboration.

<b>Institutions</b>	<b>Collaboration / partnership</b>
Ministry of Interior  Office of National Anti-trafficking Coordinator	<ul style="list-style-type: none"> <li>• Cooperation with the Office of the National Coordinator for Anti – Trafficking for the National Referral Mechanism ;</li> <li>• Cooperation in addressing and solving the various issues related to beneficiaries of D&amp;E program;</li> <li>• Co-operation for organization of different anti-trafficking activities and active participation in activities organized by ONAC;</li> <li>• Advocating and lobbying to increase the access in justice for victims of trafficking or potential victims of trafficking/ and other victims of crimes in general</li> <li>• Advocacy and Legal Analysis for drafting of Anti-trafficking law.</li> </ul>
General Directorate of police and Directorates in different districts	<ul style="list-style-type: none"> <li>• Referral source for cases of victims / potential victims of trafficking;</li> <li>• Collaboration for the beneficiaries who have denounced the traffickers, for the safety of beneficiaries;</li> <li>• Accompaniment of beneficiaries with security problems in meetings with family members to their families in different cities;</li> <li>• Providing identification documents for the beneficiaries.</li> </ul>
Responsible Authority	<ul style="list-style-type: none"> <li>• Referral source for cases of victims / potential victims of trafficking;</li> <li>• Discussing and addressing the problems of difficult cases assisted in the program;</li> <li>• Cooperation for assisted return of the victims of trafficking in Albania or foreign victims in their origin countries.</li> <li>• Cooperation in resolving the situation concerning the safety of beneficiaries and the center.</li> </ul>
Attorney of Serious Crimes and Prosecution offices in	<ul style="list-style-type: none"> <li>• Collaboration for the cases who have in process the penal issues;</li> </ul>

different districts	<ul style="list-style-type: none"> <li>• Cooperation in providing information on these issues and their performance;</li> <li>• Referral source for the cases victims of trafficking;</li> <li>• Cooperation for including VoT in Witness Protection Program.</li> </ul>
Ministry of Health and Social Protection / State Social Service	<ul style="list-style-type: none"> <li>• Financial support for part of staff salaries, and food for victims of trafficking accommodated in Reintegration Center;</li> <li>• State Social Service inspects the implementation of the Standards for Social Services for VoTs or in risk of being trafficked in residential centers;</li> <li>• Equipping the beneficiaries VoT and potential VoT with health card / Free medical assistance (family doctor/ specialist doctors);</li> </ul>
Ministry of Finance / Regional Employment Office and Professional Training Centers	<ul style="list-style-type: none"> <li>• Registration of the beneficiaries as job seeker;</li> <li>• Providing vocational training free of charge or with a small payment for the beneficiaries VoT or potential victims of trafficking;</li> <li>• Providing job opportunities for beneficiaries</li> </ul>
Ministry of Education, Sport and Youth/ Regional Directorate of Education and School Directories	<ul style="list-style-type: none"> <li>• Registration of the beneficiaries in school system;</li> <li>• Providing facilities for organization work to prepare the needed documents for the enrolment of the beneficiaries in school system;</li> <li>• Registration of the children in kindergarten;</li> <li>• Referral source for the cases of victims / potential victims of trafficking;</li> <li>• Collaboration in organizing informative sessions in different schools and focus groups with the parents of the students.</li> </ul>
General Directorate of Civil State	<ul style="list-style-type: none"> <li>• Registration of the beneficiaries and their children in civil state</li> </ul>
Municipality of Tirana	<ul style="list-style-type: none"> <li>• Support for the registration of the children in state crèches/ free of charge;</li> <li>• Referral source for victims of trafficking or potential victims of trafficking;</li> <li>• Support the victims of trafficking to benefit from the housing programs of the Municipality;</li> </ul>
National Coalition of Anti-Trafficking Shelters	<ul style="list-style-type: none"> <li>• For the collaboration in the referral and provision of assistance for the cases victims of trafficking or potential victims;</li> <li>• Providing expertise in developing National Policies in</li> </ul>

	<p>supporting victims of trafficking ;</p> <ul style="list-style-type: none"> <li>Sharing experience and expertise, coordinating actions in line with standard operating procedures for VoT.</li> </ul>
Centers that provide legal aid	<ul style="list-style-type: none"> <li>Providing legal support for the beneficiaries of D&amp;E program;</li> <li>Referral source for cases victims of trafficking;</li> <li>Support in representing the beneficiaries in the courts (especially the beneficiaries who are applying for their compensation right in the court).</li> </ul>
Collaboration with Business Companies	<ul style="list-style-type: none"> <li>Collaboration with business companies for the employment of the victims of trafficking;</li> <li>Providing professional / vocational courses for victims / potential victims of trafficking;</li> <li>Involvement of the beneficiaries in the internship program, giving them the opportunity to be trained in the workplace while being paid for their work;</li> <li>Provide different service free of charge for the beneficiaries of the program.</li> </ul>
Child Protection Units in different districts	<ul style="list-style-type: none"> <li>Referral source for cases victims of trafficking;</li> <li>Support in joint case management of minors victims or potential victims of trafficking in community;</li> <li>Family situation assessment;</li> <li>Joint monitoring and Follow up of beneficiaries living in community.</li> </ul>
Regional Office of State Social Service	<ul style="list-style-type: none"> <li>Referral source for victims of trafficking;</li> <li>Support for family assessment;</li> <li>Addressing the needs of beneficiaries in other districts;</li> <li>Joint monitoring and Follow up of beneficiaries.</li> </ul>

### ***3. Types of assistance delivered in collaboration***

#### **➤ *The psychosocial assistance***

“S. came to our first meeting well dressed, she looked confident and determined, talked about her story and told about some events as if it were a story written somewhere. All the time moving her hair and kept looking at the furniture around her, for 3-4 sessions, she brought up for discussion pale issues, with a low level of stress, and then she started talking about the real stressors she was experiencing.

Her story was very complicated; the boy she wanted had sexually exploited and used her. She was hurt by a failed love, she felt betrayed, scared and with a desire for revenge and in the following sessions we talked about the feelings and the ways of reacting, /ways and instruments she could use to manage her thoughts and behaviors.

After this phase, stabilization condition, S. has brought other issues to counseling, the early traumas she had experienced that had fostered and created a suitable ground for what would happen later in her life.

Family problems, a negligent father who abandoned them, a mother who was all the time working hard without having time with her children, etc.

S. has learned more about herself, has learned to get rid of false guilt, she has purpose on be a person who lives her full potential and she is working on achieving them.”

Note by a psychologist

All the cases in the program need to be supported with psychosocial counseling. The counseling sessions should be specific for each case in accordance with the objectives determinate in their individual reintegration plan.

#### ***Psychosocial needs assessment***

For each of the cases, an assessment of the psychosocial needs need to be done which will help the psychologist and the beneficiaries focus on the primary issues that need immediate intervention. The work with beneficiaries is focused on issues linked with early and late traumatic experiences related to trafficking and exploitation, the experience of rape and sexual abuse, losses, abduction, parental abuse, domestic violence, etc.

#### ***Psycho –social counseling***

A special importance is dedicated to the support and psychological recovery of the beneficiaries, considered as a very important development in the reintegration process.

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

For the new cases entered in the program the counseling sessions consist mainly in:

- . stabilization of their emotional state,
- . identification of the problems and addressing the needs,
- . Increase self-confidence/self-esteem and techniques for increasing self-confidence/self-esteem;
- . treatment of traumatic episodes of life and recognition of emotions that permeate these episodes;
- . highlighting their strengths,
- . interpersonal relationships,
- . management of conflicts, etc.

For the ongoing cases in the program the counseling sessions focus besides the issues mentioned above in discussion more detailed for:

- . their future plans,
- . given the alternatives for the training and the job placements related in their capacities and desires,
- . preparation for passing in the second phase of the program,
- . introduction with the life in apartment,
- . management of time and the incomes,
- . practical skills for life,
- . communication issues,
- . making decisions / orientation towards decision-making,
- . improvement of family relationship and relationship with employer and the colleges,
- . sustainability in job relationship (increasing of the responsibility, correctness, understanding of the necessity and needs for the work), etc.

Specific problems are discussed with cases VoT/PVoT who have children as:

- . communication problems with their children,
- . how to take care of them (nourishment, dressing, hygiene, and health problems),
- . lawful problems linked with their children (registration on civil state) etc.

#### *- Group counseling*

The group counseling is carried out in small group of people who have participated with their own specific aims, in order to share their problems, to provide understanding and comfort for

the others, and on the other side to try and change their behavior. Assistance has also been provided in helping the group members to develop social skills in handling interpersonal problems. Group counseling has provided a healthy atmosphere for exchanging experiences and learning from other members.

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

The group counseling serves as an effective manner for learning.

Some of the goals of the group counseling are:

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

### *Art therapy*

Art therapy is considered a very useful form of therapy for individuals with mental health problems, suffering from severe or light emotional abuse, post-traumatic stress disorder (PTSD), bipolar disorder, as well as other types of problems. Considering the fact that the art therapy is organized in groups with other people, it serves as a socializing instrument.

### *Occupational therapy*

Beneficiaries mostly appreciate how this activity help them *to constructively work in group and with peers*; they become aware of some good skills that they didn't know they had; they become aware and developed their creativity; they feel worthy and confident of what they are doing; they learn to ask for help when they need it; they learn to be focused and patient.

### *Family counseling*

Treating the beneficiary individually often necessitates working with family members so that the results are consistent. The goal of the therapy is to help family members identify how specific behaviors affect others, learn new ways of relating to each other, resolve conflicts, and open lines of communication between all family members.

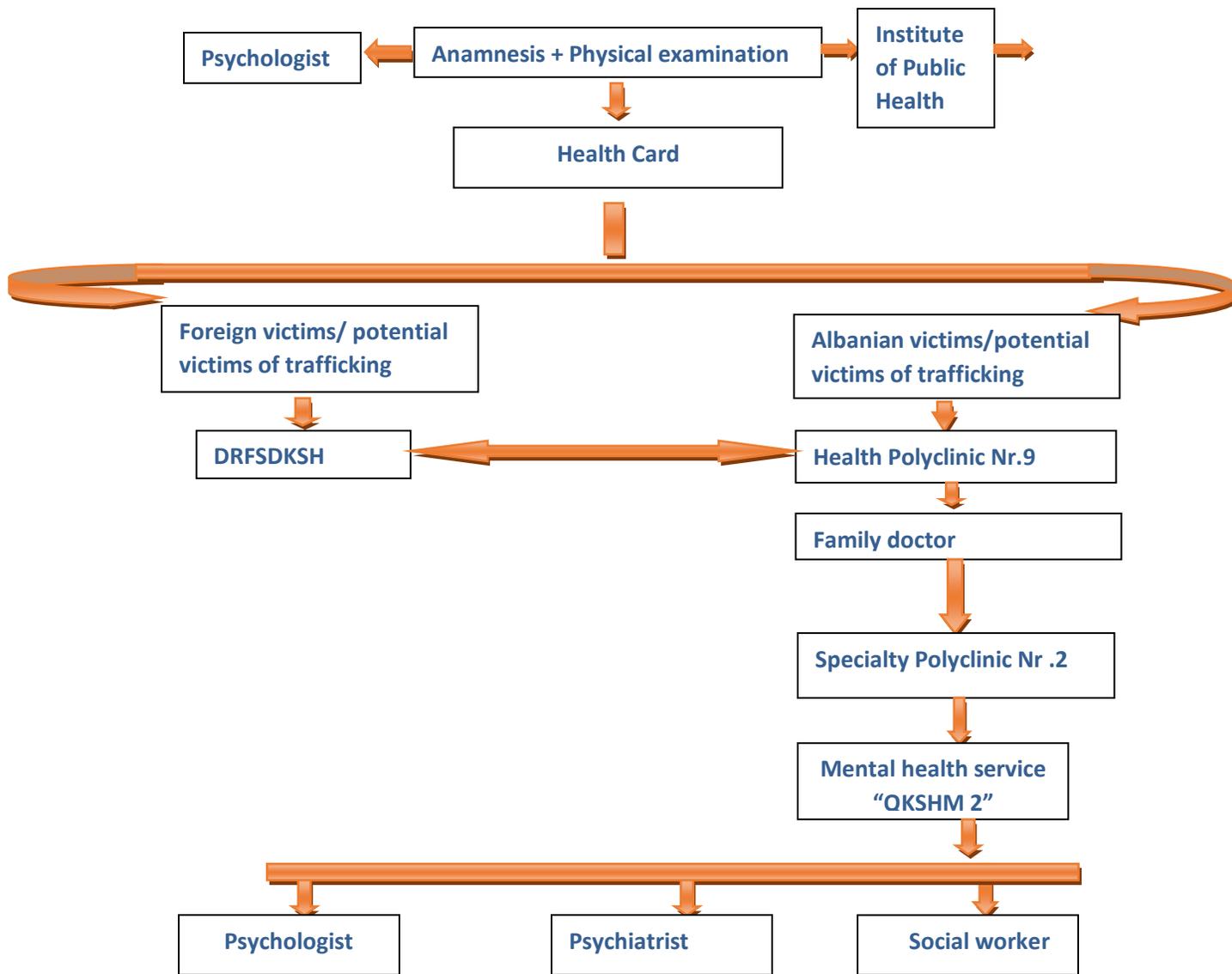
### *Group discussions*

Group discussions are organized in order to inform beneficiaries about issues that concern them and that are of a special interest and involvement of them.

**The following topics are proposed by the beneficiaries themselves and treated in an interactive and comprehensive way:**

- . Altruism and pro-social behavior
- . Prejudice and discrimination
- . Group and its impact on the person
- . Love
- . Conflict Management
- . Decisions-making
- . Success and achievements
- . Culture and gender
- . Time management
- . Stress management
- . Childhood
- . Stress management techniques
- . Depression
- . Family dynamics
- . Post –traumatic stress
- . Anxiety – its management
- . Couple relationships
- . Communication - methods of communication

The following is an effort to depict the “road “to mental health system



## Medical care

The victims of trafficking suffer from different health problems as a result of different factors like physical, psychological and sexual violence, rape, injury, hazardous work, extreme stress, deprivation of food and sleep. Because most victims do not have access to health care, by the time they have a health concern it is likely that health problems are well advanced. The victims of trafficking especially for the purpose of sexual exploitation are at high risk and suffer from multiple sexually transmitted infections and the sequelae of multiple forced and unsafe abortions.

### *Health assessment*

A health assessment should be done by medical staff for all the cases entered in the reintegration program. Based on this assessment, the beneficiaries and their children need to be provided with necessary medical visits, analysis and treatments.

Considering the living conditions of cases before the entry into program, particular attention has been dedicated to the reproductive health. Gynecological examinations are performed regularly as well as gynecological eco where necessary.

For all cases, routine tests should be provided within few days immediately after entering the program, as well as tests for HBsAg and HIV-AIDS (when such request is voluntary), at the Institute of Public Health.

### *Health education*

Special attention should be paid to education, health promotion and prevention as a key element in the welfare of beneficiaries' health and preparing them for independent living.

### *Dedicated medical care*

A special care should be dedicated to children of the victims of trafficking, pregnant cases, cases with disabilities, mental health problems, etc.

Medical evaluation goes through several steps

1. Obtaining the anamnesis
2. Anamnesis morbid
3. Family history
4. Physical examination
5. Laboratory and imaging examinations
6. Evaluation of stress level and stability of neuro-psychic functionality

The health assessment begins with obtaining a detailed medical history of the beneficiary's concerns. The essence of getting a reliable anamnesis is to let the patient express himself as she feels about her symptoms, without interfering in order to avoid the induction of complaints that are referred under the effect of psychological pressure. In her complaints, the doctor intervenes with specific questions in order to clarify the individual's need. An important step in assessing physical health complaints is to focus on complaints of sexually transmitted infectious diseases.

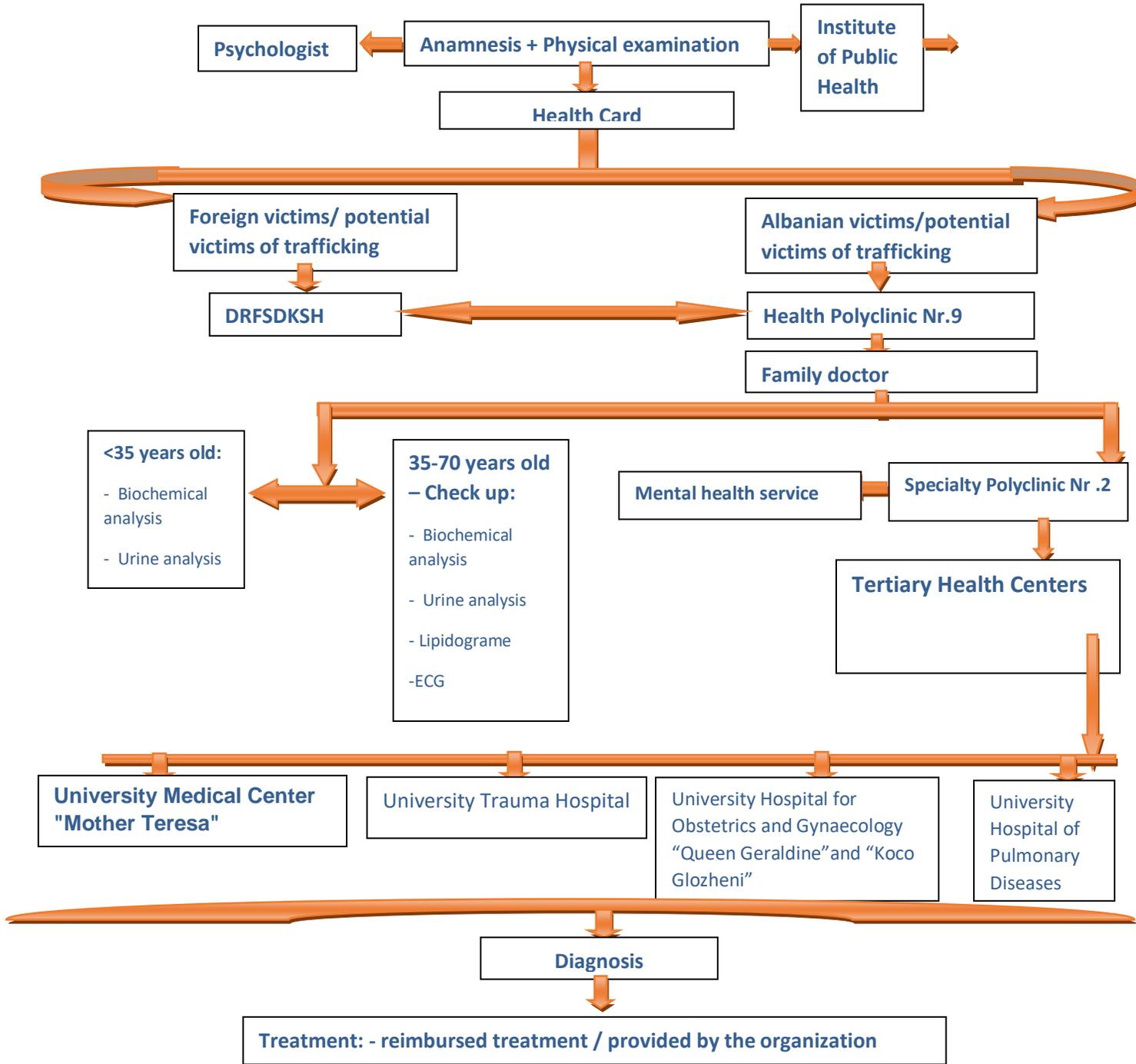
After receiving the current anamnesis, the next step is to obtain data on previous illnesses, their treatment and family history. After the evaluation of the medical history, it is passed in the case when it is possible in the physical examination of the beneficiary. This includes: Inspection, auscultation, percussion and palpitation. According to the specific situation, after evaluating all the data received from the beneficiary, it is completed with the necessary examinations to reach a further decision, more specific.

Initiation of therapy in beneficiaries may be by empirical method where clinical and anamnesis data are sufficient to initiate treatment.

But in some situations this is not enough. In these conditions it is supplemented with certain examinations to reach an accurate decision. When the need arises before deciding on therapy is consultation with specialists in various medical fields.

[Note from a doctor part of multidisciplinary team](#)

*Nationwide physical health Scheme*



## Legal assistance

Legal assistance need to be provided for each cases of VoT/PVoT entered in the program. The Lawyer /jurist provide individual meeting with each beneficiary to fill out a standard form drafted in accordance with law "On legal aid". Lawyer informs each case about their rights and support with the required legal assistance.

Based on their needs every case should be supported with:

**1.Primary legal aid** (provide information on legal system of the Republic of Albania, rights and obligations of victims, provide advice on mediation procedures and alternative dispute resolution; and provide assistance in drafting requests/represent before administrative authorities);

**2.Secondary legal aid** (draft of claim or requests to initiate a court case/represent before civil and criminal courts)

D&E has established a **consuelling line**, which is active and is used to provide information on the ways and possibilities of solving a specific legal issue and in order to communicate and to suport victims in distance.

After individual meeting lawyer make a **summary assessment of legal needs**:

**-None:** Beneficiary has no legal concerns or need of legal assistance.

**-Problems Identified:** Beneficiary has legal issues which require assistance in one or more of the following areas:

**1. Immigration Status** – Beneficiary does not have a legal right to stay in Albania.

The legal assistance is provided for foreign beneficiaries based on **Law no.108/2013 "On Foreigners"** to equip them with temporary residence permit(with right of renewal), work permit and passport.

For these procedures is collaborated with Directorate of Border and Migration in Tirana, Employment Office and respective Foreign Embassies in Albania.

Law no.108/2013 "On Foreigners" foreseen issuance of a residence permit for **humanitarian cases (type "A")** in case the foreigner is a victim or potential victim of trafficking.

Also its foreseen issuance of a residence permit for victims of trafficking of human beings a **temporary residence permit (type "A"), for a period of 3 months**, the

foreigner, regardless of his / her will for him / her cooperating with justice, when there are reasonable reasons to believe that the foreigner is a victim or potential victim of trafficking, identified as such by the structures responsible for identification and referral of victims of trafficking.

**This residence permit is issued to the victim or potential victim trafficking in order to recover**, as well as to be treated according to physical and mental condition for making a well-informed decision to cooperate or not with the judiciary.

**Article 58 of CPC** provides that foreign victims have the right to communicate in her own language and be helped by an interpreter

**2. Family Law** – beneficiary has legal assistance needs related to her family, such as divorce or child custody issues.

Lawyer help beneficiary collect documents and draft claim for divorce to Court. Also beneficiary is help to draft a request to court for custody of minor. After Court decide date of court session lawyer represent beneficiary to court session.

If beneficiary is divorced will help for execution court decision to meet with her children and food obligation in collaboration with Bailiff Offices.

**3.Criminal Charges against Beneficiary** – The beneficiary has been charged with crimes committed while trafficked.

The right of non-punishment is regulated in Criminal Code **article 52/a**.D&E inform and assist victims in order to apply for the right of non-punishment for their involvement in unlawful activities, to the extent that they have been compelled to do so.

**4.Cooperation with Law Enforcement** –Beneficiary wishes to cooperate with law enforcement as regards his or her trafficking case.

Beneficiary is accompanied by lawyer to denounce against trafficker at Anti-Trafficking Police Structure to Tirana Police Directorate and then follow the case to Prosecution Office and Court. Due to Criminal Procedural Code (2017 amendments) victim of trafficking is a procedural subject with certain procedural rights upon which the proceeding authorities must fulfill a variety of obligations. It has sanctioned the positive obligation of law enforcement agencies to ensure that victims of crime are treated with respect for their human dignity and protected from harm, while exercising their rights.

**Article 58 of CPC** provides that the victim has the following rights (**amended by law 35/2017**):

- . to have medical assistance, psychological assistance, counselling and other services provided by authorities, organizations;
- . to communicate in her own language and be helped by an interpreter;
- . to have a defence lawyer available, at the same time being exempt from paying any costs for obtaining the acts and court fees for filing a claim related to the victim's status;
- . to file an appeal to the court against the prosecutor's decision, for not starting a proceeding and to the decision of the prosecutor or judge of the preliminary hearing to dismiss the charge or case;
- . to seek compensation for damages and be admitted as a civil plaintiff in the criminal process;
- . to be invited to the preliminary hearing and the first hearing;
- . to be heard by the court, even when neither party has called for her/him to be a witness.

**Article 58/b CPC-Victim of sexually abused and the victim of trafficking** are also eligible:

- . to ask without delays by a police officer or prosecutor of the same gender;
- . to refuse to answer questions about privacy that is clearly unrelated to the offense;
- . to request to be heard through audio-visual means, as provided for in CPC.

**5.Compensation Claims** – The beneficiary wishes to make a claim against the trafficker(s) for compensation.

If beneficiary want to initiate civil case for compensation D&E lawyer provide support to collect documents, draft claim and represent to Court.

### ***Challenge***

Despite recent interventions in criminal procedural legislation, the issue of compensation for victims of trafficking remains a missing standard, as both the instrument of civil lawsuit in the criminal process and the compensation under the state scheme provided by the anti-mafia law, again, the compensation for victims of trafficking remains an unfulfilled right.

### **6. Minors**

Legal assistance is provided for minor's according **Law no.18/2017 "On the rights and protection of the child"** and **Juvenile Justice Code**.

Legal procedures for minors are conducted with compulsory participation of child protection worker, psychologist and parent/legal guardian.

**Article 58/a CPC** –For minor victims of the offense of trafficking or sexual exploitation has specifically provided rights:

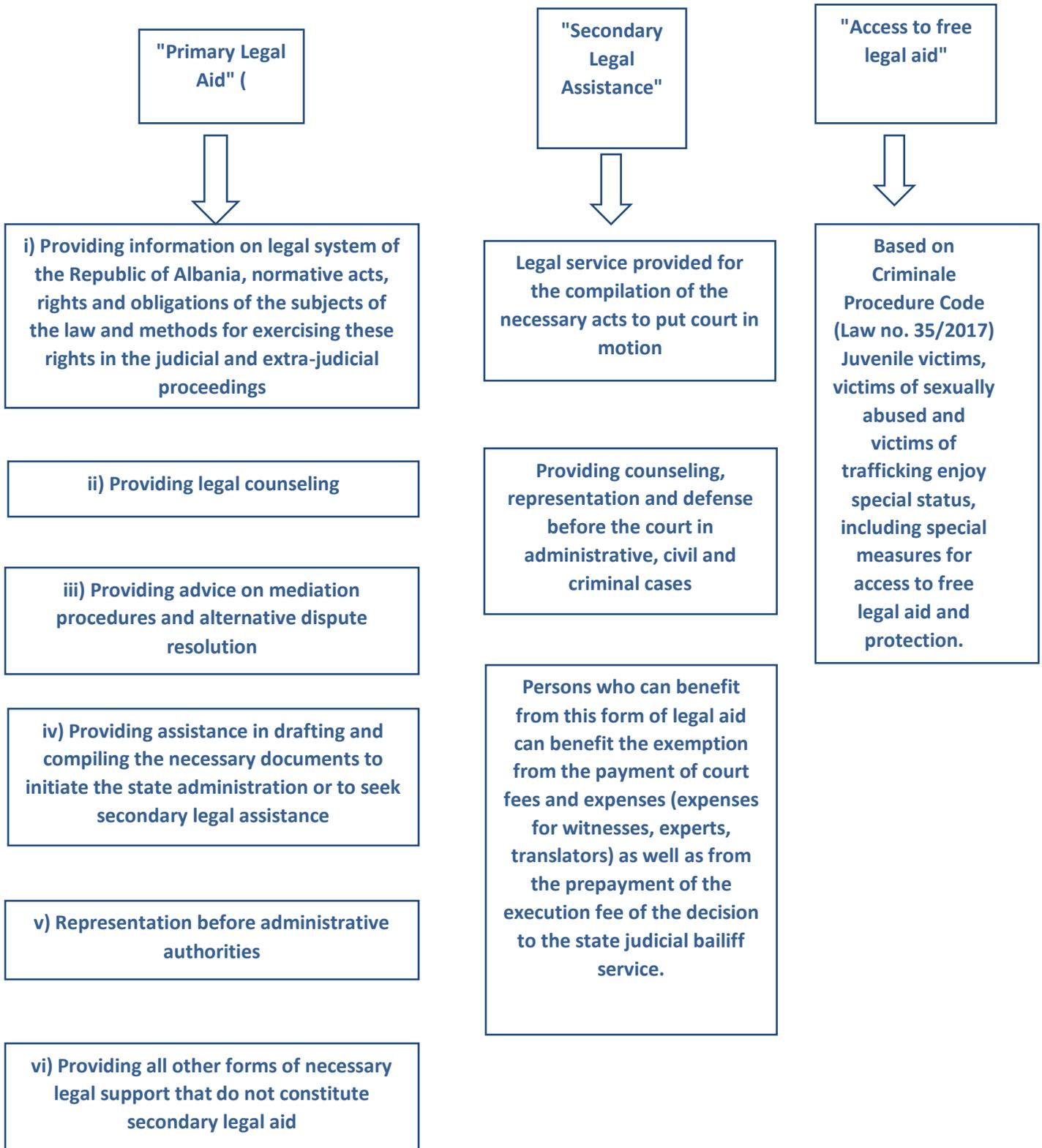
- . to be accompanied by a person he/she trusts;
- . of confidentiality of personal data;
- . to request, through the representative, that the trial be conducted without the presence of the public.

**Law no.18/2017 “On the rights and protection of the child”** foreseen: Child is protected from trafficking, sale and any form of sexual exploitation and abuse, including illegal sexual activity, child exploitation in prostitution or sexual abuse of children, according to the provisions of the Criminal Code and the acts of other in force.

## **7. Other legal issues requiring assistance**

**Administrative cases** (registration of child in civil registry, rent bonuses, change of residence and equip with ID card).

*Nationwide Scheme for access to legal aid*  
*Law 111/2017 "On legal aid guaranteed by the state"*



## ***1. Employment Access Scheme***

### **Education and schooling**

For the new cases entered in the program is important to do a careful assessment by teacher to determine beneficiaries level of education, and to be developed an educational - learning plan as part of the individual reintegration plan of each beneficiary.

Based on this assessment some activities that should be done by the teacher for the beneficiaries are:

- Accompanied cases to the cities of origin to receive school documents and enroll them in other schools;
- Supported with text books and other school materials;
- Assistance by teacher to prepare, especially for subjects where they have gaps from the past.
- The teacher organizes various informative, educational, entertaining, historical events, recreational, relaxing activities with beneficiaries.

### **Vocational /professional trainings**

One of the factors that affect the reintegration process and economic empowerment of the beneficiaries is the completion of appropriate professional trainings based in their desires and abilities. The beneficiaries of the program attend different vocational trainings increasing so their skills that have lead in increasing also more possibilities for finding stable jobs. Through the attendance of trainings the beneficiaries have taken these professions: chef, hairdresser, babysitter, tailor, social assistant and to be more completed the beneficiaries have attended also the computer and foreign language courses.

To enhance the life skills of beneficiaries is important to organize various activities:

Vocational / Employment skills assessment

Counseling and orientation on vocational /professional trainings

Registration to the Regional Employment Office

Providing vocational trainings through:

- Professional state training centers;
- Professional private centers and schools;
- Professional private schools;
- Private business

## Assistance for employment and other economic empowerment activities

### *Providing counseling and support for employment of beneficiaries*

Support for the beneficiaries in their efforts to engage in the regular job market should be provided considering employment one of the primary components to ensure their successful reintegration in society. The beneficiaries are helped with counseling and training sessions focusing mainly on increasing their skills and abilities.

**Advisory cycle “Coach for employment”** is an important service to be provided. The purpose of this advisory cycle is to help the beneficiaries increase their skills and abilities in finding and keeping a job. The facilitator /coach of the advisory cycle works individual and in group with the beneficiaries aiming to identify the personal strengths of each beneficiary, aiming in long term to increase their skills and abilities in finding and keeping a job placement; encouraging initiatives and research abilities of participants; development of social competence of the group; knowledge and preparation for the short-term internships. The participants of the advisory cycle will be furthered introduced with new professions and businesses, preparing for a possible inclusion in short –term internships nearby business companies. During the group meetings the participants have the opportunity to exchange experience with each other, meanwhile to develop their Individual Development Plans.

**Ongoing counseling** need to be provided to the beneficiaries of the program focusing on how to prepare a CV; how to have an effective communication with colleague’s employer; important tips to be considered before a job interview; etc. Group discussions with these topics should be organized with beneficiaries who are in the preparation phase of the employment process.

### *Internship program / on job training*

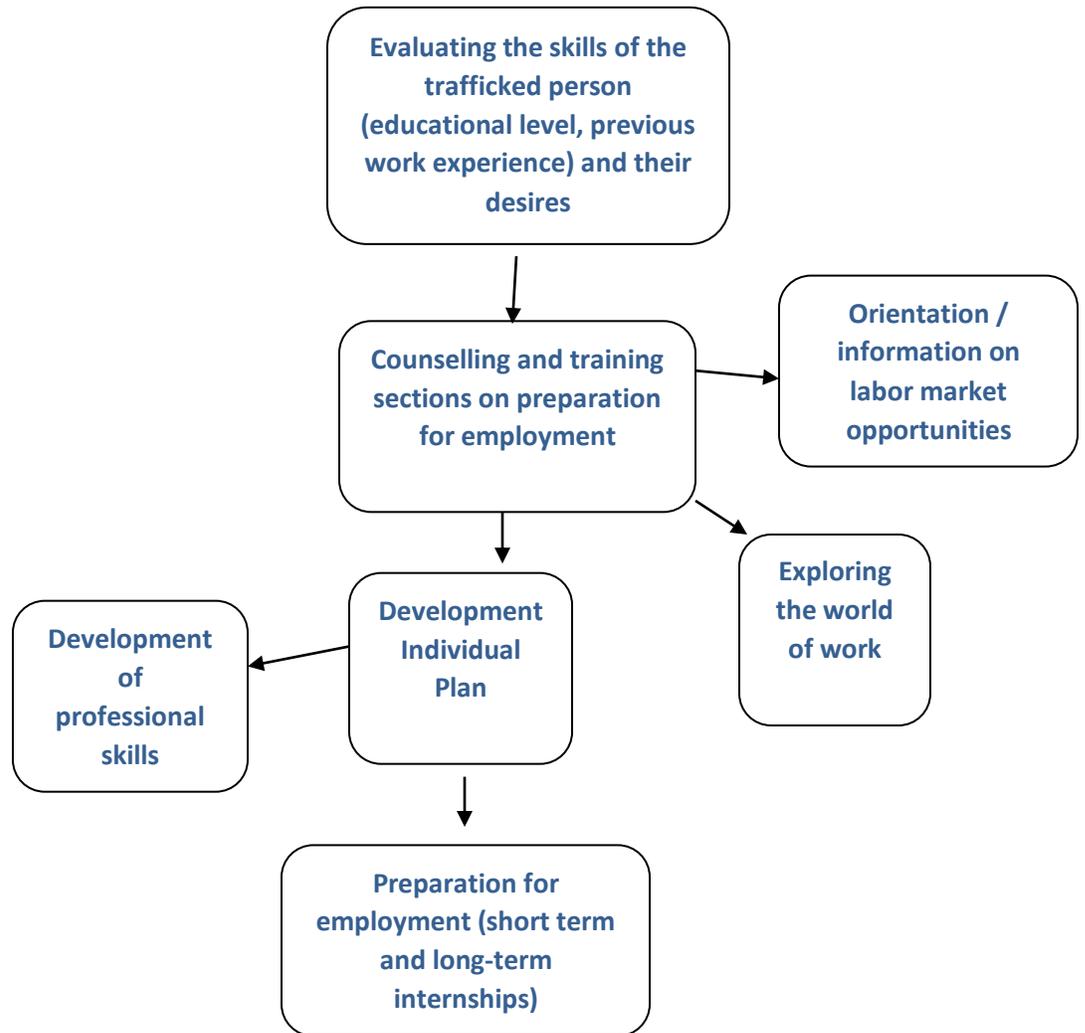
**Internship program/ on job training** is another employment opportunity program for beneficiaries.

#### **D&E experience**

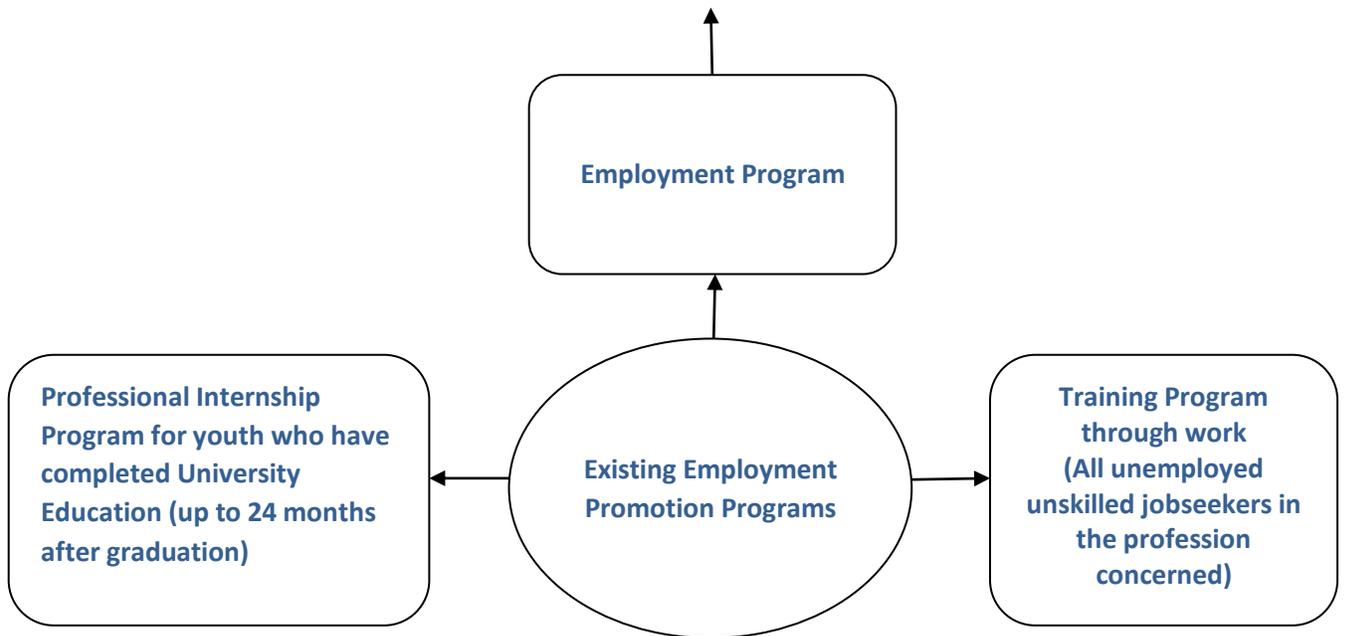
D&E in close collaboration with National Employment Service work to select private business companies in order to provide **on job training opportunities** for the beneficiaries. D&E establish a direct relationship with the private companies and concrete collaboration agreements is signed with them, to guarantee the employment of beneficiaries in the respective businesses even after completion of the signed agreement.

So far the **National Employment Service/ Regional Employment Offices** have supported D&E in the identification of trustable business companies so that some of its beneficiaries can participate in internship programs and others can find an employment.

*Employment Access Scheme*



- ✓ Youth under 29 years old
- ✓ Long-term unemployed jobseekers
- ✓ Unskilled unemployed jobseekers
- ✓ Unemployed jobseekers returned from emigration (for no more than 2 years)
- ✓ Jobseekers receiving economic assistance
- ✓ Jobseekers who receive unemployment benefits for more than 3 months
- ✓ Persons with disabilities
- ✓ Victims of trafficking, gender based violence and victims of domestic violence
- ✓ Jobseekers from roma and egyptin communities
- ✓ Persons who have completed a vocational training course or internship program and are still unemployed 6 months after complementation



### ***Supporting beneficiaries for opening small businesses***

Providing support for beneficiaries that have the willing and skills for opening small businesses is another opportunity for them.

This support may be provided through different alternatives as through microcredit scheme or through grants.

The beneficiaries should be supported also with all the needed equipments to open small shops, as well as with the payment of the rent for the first three months of the activity. Each of them need to be supported in preparing the business plan, which surely help them to clarify their ideas about the new business.

### **Social assistance**

Preparation of a plan for social activities for the beneficiaries (indoor and outdoor activities)

Opportunity to participate in interesting and fun activities (indoor & outdoor activities)

Trainings and activities to enhance life skills in different environments, such as:

- Youth centers
- State & non -state programs on social activities
- Educational/Daily Centers activities
- Social Club activities

### ***Mentoring program***

Through mentoring, cases that feel isolated and stigmatized are helped in areas such as building trust, confidence, increasing access to other resources available, and increasing skills to avoid exploitation and avoiding personal harm.

Mentors provide support on a weekly basis in accordance with the needs of the cases and the ways in which they are planned by both parties. This service is provided through periodic activities and meetings.

Individual and group supervision for mentors, so the mentoring process is effective for the beneficiary and the mentor himself.

Activities include in mentoring program are:

- Psycho-social needs assessment
- Presentation of the mentoring service if it is necessary
- First meeting with case manager, trafficked person and the mentor
- Meeting with the mentor and making a plan for the activities

## Assistance for the children of victims of trafficking/ potential victims of trafficking

### **The categories of the children**

- The category of children living with their mothers VoT/PVoT in the shelter
- The category of children living with their mothers in half way / rented apartments
- The category of children living with their mothers in the mother's family parent (mother origin family)
- The category of children of VoT/PVoT living in institutions
  - Needs assessment of children of VoT/PvoT;
  - Psychological assistance and counseling for the children of VoT / PVoT;
  - Medical assistance to the specialist according to their needs;
  - Civil registration - Provision of identification documents (Certification)
  - Participation in social and entertainment activities;
  - Immunization based on the vaccination scheme and regularly followed by a pediatrician;
  - Day care alternatives through regularly attendance of crèche and kindergarten.

### *PM care alternatives for children of VoT/ PVoT*

The alternatives operate as a day care center for children of mothers victims of trafficking beyond the official opening hours of kindergartens, nurseries and public schools (Monday to Saturday).

## Chapter IV

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### ***The case worker and multidisciplinary work pattern***

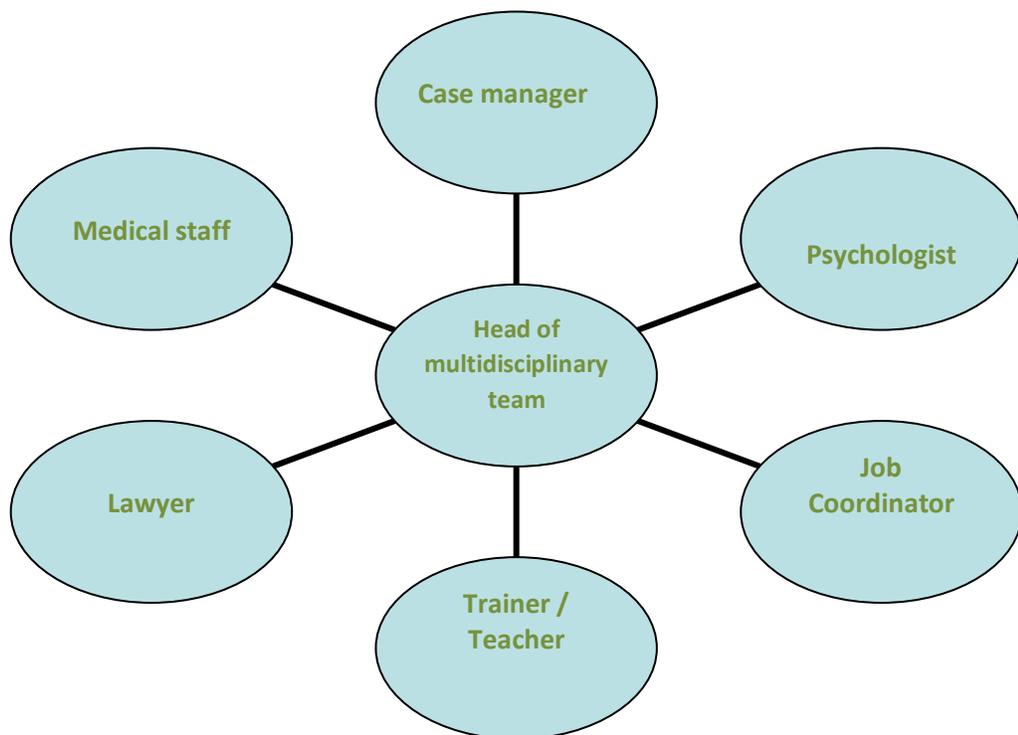
The effectiveness of case management depends on a case manager's ability to establish rapport and a trusting relationship with the victim/ potential victim of trafficking, and to identify and access resources to address the victim's needs comprehensively.

Case managers must possess the education, skills, knowledge, competencies, and experiences needed to effectively render appropriate, safe, and quality services to beneficiary's/support systems.

The work of case managers should be supported constantly by the work of multidisciplinary team.

**Multidisciplinary teams** have been shown to be **effective** to facilitate collaboration between direct assistance professionals and hence outcomes for the victims / potential victims.

A multidisciplinary team should be composed by the below professionals:



<b>Multidisciplinary team staff and duties</b>	
<b>Case manager</b>	<p><i>Case Manager is responsible for addressing the psychosocial needs of victims of trafficking. In particular, Case Manager is directly involved in the implementation of reintegration activities:</i></p> <hr/> <ul style="list-style-type: none"> <li>- <i>Interview beneficiaries in order to collect information from in-depth demographic data to experiences during the trafficking process;</i></li> <li>- <i>Identify beneficiaries' problems, concerns, intentions and monitor them;</i></li> <li>- <i>Receive beneficiaries and identify their immediate needs;</i></li> <li>- <i>Assist in developing and monitoring the effectiveness of guidelines, procedures and schedule of activities;</i></li> <li>- <i>Provide comprehensive information to beneficiaries about the guidelines and procedures, their responsibilities in the reintegration process and more;</i></li> <li>- <i>Construct case profile and individual reintegration plan for beneficiaries, based on the information gathered;</i></li> <li>- <i>Provide beneficiaries with counseling services;</i></li> <li>- <i>Organize indoor and outdoor activities for beneficiaries;</i></li> <li>- <i>Guide the beneficiaries through their reintegration process;</i></li> <li>- <i>Prepare regular reports on the progress, needs, difficulties and obstacles met during the reintegration process of each case;</i></li> <li>- <i>Deal directly with emergency situations, including security incidents and medical emergencies;</i></li> <li>- <i>Liaise directly with police and medical services provider to handle emergencies;</i></li> </ul>
<b>Psychologist</b>	<p><i>Responsible for addressing the psychological needs of victims of trafficking</i></p> <ul style="list-style-type: none"> <li>- <i>Interviewing the beneficiaries for the purpose of psychological evaluation</i></li> <li>- <i>Identify psychological problems and beneficiaries' goals and monitor them.</i></li> <li>- <i>In collaboration with the multidisciplinary team helps build the case profile and individual reintegration plan for beneficiaries, based on the information gathered.</i></li> <li>- <i>Providing beneficiaries with individual and group</i></li> </ul>

	<p><i>psychological counseling</i></p> <ul style="list-style-type: none"> <li>- <i>Participation in the organization of external and internal activities for the beneficiaries.</i></li> <li>- <i>Psychological support to beneficiaries in the reintegration process in cooperation with the case manager.</i></li> <li>- <i>Prepare regular reports on the progress, needs, difficulties and obstacles encountered during the reintegration process for each case.</i></li> <li>- <i>Keeping documentation according to the standards for the case</i></li> </ul>
<p><b>Lawyer</b></p>	<p><i>Responsible for addressing the legal issues of victims of trafficking:</i></p> <ul style="list-style-type: none"> <li>- <i>Evaluation and identification of legal needs for cases;</i></li> <li>- <i>Lawyer represent the victims of crime in court on criminal and civil issues, in particular victims of trafficking, victims of sexual abuse and victims of domestic violence;</i></li> <li>- <i>Representing the cases of victims of trafficking to apply for compensation right;</i></li> <li>- <i>Accompanying beneficiaries to the Police, Prosecutor or Court, as well as providing assistance with legal proceedings;</i></li> <li>- <i>For the cases to be prosecuted in the Court, the Prosecutor and Police requires a knowledge of the case and the preparation of a report on each case represented;</i></li> <li>- <i>Pay special attention to working with the victims of trafficking, especially children and vulnerable adults;</i></li> <li>- <i>Informing and consulting the victims of trafficking for their legal rights;</i></li> <li>- <i>Consultation and information on victims' rights through counseling but also through direct meetings with victims of trafficking;</i></li> <li>- <i>Monitoring of various issues, in particular issues related to human trafficking, sexual abuse and domestic violence;</i></li> <li>- <i>Assessment of the internal legal and international framework and in-depth research in the field of victim protection.</i></li> </ul>
<p><b>Doctor</b></p>	<p><i>Responsible for addressing the health services needs of trafficking victims:</i></p> <hr style="border: 1px solid green;"/> <ul style="list-style-type: none"> <li>- <i>Evaluation and identification of medical needs for cases;</i></li> <li>- <i>Daily check with beneficiaries in order to collect information regarding their health concerns and needs;</i></li> </ul>

	<ul style="list-style-type: none"> <li>- Daily make examinations when necessary and when required and suggest for further checks or treatment when needed;</li> <li>- Follow up and check the stand of continuous therapies and changes prescribed and make alert when necessary;</li> <li>- Prepare and continuously check the health files of the beneficiaries in order for the needs to be met and service to be recorded;</li> <li>- Accompany the VoT to the hospital, maternity and clinics for regular and emergency health checkups and treatment;</li> <li>- Medical assistance for beneficiaries children in collaboration with child consultant;</li> <li>- Medical information and education for beneficiaries;</li> <li>- Mediation with health institutions in order to address medical needs of beneficiaries;</li> <li>- Prepare monthly report for services that are covered by doctor;</li> </ul>
<p><b>Teacher /trainer</b></p>	<p>Responsible for addressing the educational needs of trafficking victims:</p> <hr/> <ul style="list-style-type: none"> <li>- Interview beneficiaries in order to collect information regarding their training and educational needs.</li> <li>- Construct educational plans for beneficiaries, based on the information gathered and make it part of reintegration plan.</li> <li>- Provide beneficiaries with individual and group educational services: illiteracy courses, homework, study monitoring.</li> <li>- Organize indoor and outdoor activities for beneficiaries.</li> <li>- Preparation of modules for workshops, update and adaptation.</li> <li>- Identification of education related material needs.</li> <li>- Provide continuous comprehensive information to beneficiaries about the guidelines and procedures, assist in resolving the issues related.</li> <li>- Assist the case manager in guiding the beneficiaries through their reintegration process.</li> <li>- Prepare regular reports on the progress, needs, difficulties and obstacles met during the process of each case;</li> </ul>

## ***Capacity building /ongoing trainings***

It is important to provide different trainings for the staff based on their needs and requirements expressed on performance evaluation. One of the best measures to combat stress and vicarious trauma is to provide for diverse work experience and opportunities to learn new skills. In this sense, **staff development** and training is an essential tool to keep helpers involved, appreciated and aware of their value. Beyond this psychosocial function, knowledge provides a conceptual framework that helps bring coherence to experience, including secondary traumatic experience. Also, gaining more specialized information generally increases one's sense of self-efficacy and may contribute to regulate the optimal level of detachment that one needs to work with traumatized beneficiaries.

*Important trainings to be provided are focused on:*

- . Case management;
- . Ethical principles and security issues;
- . How to deal with difficult cases;
- . Advanced counseling techniques;
- . The right of information and personal data protection;
- . Intervention in emergency situation;
- . Conflict resolution;
- . Mental health problems, early traumas, complex traumas and their consequences;
- . Behavioral, psychological and developmental problems of adolescents;

## ***Monitoring of case management***

Evaluation is critical to understanding the impact specific programs and services have on a beneficiary. A case manager should continuously monitor and evaluate a beneficiary's progress.

It is important to monitor not only individual reintegration plans, but also the quality of reintegration services, from the perspective of victims and professionals. Monitoring as well as the residential and non-residential based services provided in the three phases of reintegration programs based on the quantitative and qualitative indicators.

There are established a set of components that are important to be measured to show the impact of our work in the lives of beneficiaries and these are:

- Proper and safe housing;
- Education and professional development;
- Professional training and employment;
- Financial situation;
- Psychological and physical wellbeing;
- Security;
- Social context (family and social relationships);
- Access to services and opportunities;
- Perception for a successful reintegration and motivation for a better future.

## ***Case study meetings***

Case meetings are a tool to assist with case management, where is involved the staff of multidisciplinary team. They are an important part of the process and may be held at various points in the case management continuum, depending on the needs of the beneficiary.

Case meetings may be held to:

- . define the roles and responsibilities of workers and organizations /institutions
- . define the purpose, intent, and direction of the intervention
- . discuss an assessment and assistance /reintegration plan of the beneficiary and difficulties encountered in implementation of the reintegration plane
- . discuss on difficult cases and situation
- . make decisions
- . review goals/actions

Case meetings should:

- . involve all the multidisciplinary team engaged in case management
- . occur at regular intervals in line with monitoring of agreed actions

- . have clear meeting outcomes
- . be documented, and disseminated by the assigned worker of organisation within an agreed timeframe

### ***Professional supervision***

Supervision for the staff who works directly with the victims of trafficking should be provided in continuation. Supervision is conceived as an opportunity for the helper (the case managers) or small group of helpers to meet confidentially with a mental health specialist with training as a clinical supervisor. The supervisor work creates conditions of respect and safety for the helper to explore the difficult issues evoked in him/ her by the traumatized beneficiaries.

## References

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***Annex I Pre-Departure Assistance Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

1) Temporary safe accommodation in Albania:

Required? YES or NO: If accommodation is needed specify options:

2) Specify any concerns the beneficiary has about her/his security situation in Albania and make note of how these concerns will be addressed.

3) Specify any concerns the beneficiary has about her/his security situation in country of origin and make note of how these concerns will be addressed.

4) Does beneficiary have passport or other travel document? If NO, note location and contact details of nearest Embassy or Consulate where passport or temporary travel documents may be obtained:

5) Does beneficiary have legal right to stay in Albania? Is appropriate visa still valid?

If NOT, note steps needed to obtain temporary or long-term stay documents.

6) Does beneficiary wish to return to her country of origin? If YES, have travel arrangements been made? Which agency / organization will pay for and make travel arrangements?

7) If beneficiary does not wish to return to country of origin, where does s/he wish to go and why? What actions are needed to facilitate a long-term stay in Albania or legal transfer to a third country?

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<sup>31</sup> These formats are adapted from the standards implementation guide (unpublished)

8) Once repatriated or relocated, does the beneficiary have a place to live? (With Family/ Friends/ Partner/ No Place/ Other). If OTHER, please specify:

9) Does the beneficiary have any means of supporting her/himself?. For example, has family support/ Is self-sufficient/ Able to get job). Specify support available:

10) What does the beneficiary wish to do upon her/his return? (Return to school/ Return to her/his previous employment/ Find any other job at home/ Find a legal job abroad/ Travel abroad/ Other/ NA). Specify:

11) If beneficiary is repatriating or relocating, list name and contact details for organizations in country of relocation which can assist beneficiary. What steps have been made to facilitate contact between beneficiary and organization?

12) Is beneficiary eligible for a travel/re-installation grant? If YES, has s/he received this grant?

13) Note any travel assistance necessary and how it has or will be arranged:

- Transport on departure and arrival, as well as in transit
- Police escort on departure and arrival, as well as in transit
- Medical escort on departure and arrival, as well as in transit
- Overnight accommodation on departure and arrival, as well as in transit
- Special security measures on departure and arrival, as well as in transit
- Unaccompanied minor requiring escort
- Assistance with Custom clearance on departure and arrival, as well as in transit
- Assistance with Border crossings on departure and arrival, as well as in transit
- Other, specify:

14) Is the family expected to be at the arrival point? If yes, how does this impact on arrival assistance? \_\_\_\_\_

**Analysis of Information Gathered:**



#### SUMMARY ASSESSMENT OF PRE-DEPARTURE

- Repatriation to Country of Origin – Beneficiary wishes to be repatriated to his/her country of origin. Beneficiary’s assistance plan should include a plan for repatriation, including details of all necessary arrangements as identified in this assessment. Contact between beneficiary and his/her family as well as potential assistance providers in the country of origin should be arranged (if beneficiary desires it) before repatriation. Security assessments and arrangements should be made prior to departure.
  
- Beneficiary wishes to remain in Albania – The beneficiary does not wish to return to his/her country of origin and has no security threats which would prevent settlement in Albania. Beneficiary’s reintegration plan should include a plan for making the necessary arrangements for his/her stay (see legal assessment).
  
- Relocation to third country – The beneficiary is unable to safely return to his/her country of origin and has security threats which prevent settlement in Albania. Beneficiary’s assistance plan should include a plan for making the necessary arrangements for his / her relocation to another country.

## ***Annex II Security Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

### Risks associated with the Beneficiary

- 1) Does the victim have any medical condition or problems?
- 2) Does the victim have any psychological condition that would create risks during her/his travel, initial reception or possible admission into a rehabilitation centre?  
(Alcoholism/ Drug addiction/ Psychological disturbance/ Violent tendencies or episodes/ Inability or refusal to appreciate the need for security measures)
- 3) Does the victim have any physical condition that would create risks during her/his travel, initial reception or possible admission into a residential facility? If yes, specify:
- 4) Are there any indications that the beneficiary has on-going contact or feelings for the trafficker(s)?
- 5) Does the beneficiary feel that s/he or his or her family or loved ones are under threat from anyone? If yes, from whom?

### Risks Associated with the Beneficiary's Family

- 6) Are there any indications of family involvement in the trafficking process?
- 7) Is the family aware of the victim's circumstances?
- 8) Is there a history of violence in the family? If yes, specify.
- 9) Is the family likely to react aggressively toward the victim?
- 10) Are there any other factors that would affect the possibility of family-re-integration? If yes, specify:

### Risks Associated with the Trafficker

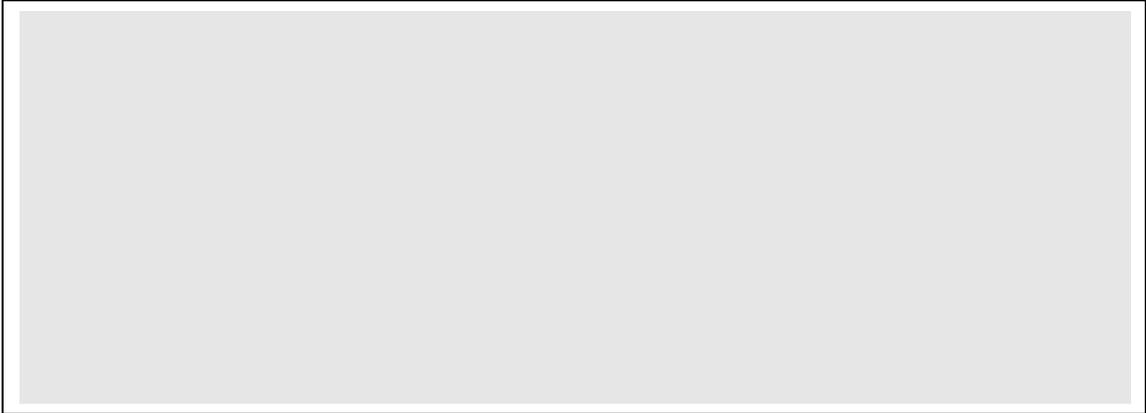
- 11) Was the victim trafficked by an organized crime group?      If yes, are members of the group based in the sending or receiving country or both?

- 12) Do the traffickers know of the current location of the victim?
- 13) Are there any indicators that the traffickers are aware that the victim is being assisted and by whom?
- 14) Has there been any form of contact between the victim and the trafficker since the time of her/his escape?
- 15) Do the traffickers know the location of the victim's family or loved ones?
- 16) Are any of her/his family members, neighbours, or other known associates implicated in the trafficking process?

Risk Associated with Contact with Law Enforcement Agencies

- 17) To what degree has the victim co-operated with law enforcement? Has s/he provided intelligence or evidence?
- 18) If yes, are the traffickers aware of this fact?
- 19) Have the police taken or do they plan to take any action against the traffickers, either in the sending or receiving country?
- 20) Is this action based upon the intelligence or evidence provided by the victim?
- 21) Has a criminal case been opened or disclosure made to any suspect of the existence of the complaint and the investigation?
- 22) Have any suspects been arrested to date?  
 If yes, are they in custody?  
 If no, are their current whereabouts known?  
 If YES, specify  
 Are any of the known suspects still at liberty and their whereabouts unknown?  
 Do any of the suspects form part of an organized crime group? (Yes/ No)
- 23) What is the opinion of law enforcement agencies about the threats which the traffickers may pose to the beneficiary?
- 24) In what ways are the police willing to assist in providing security for the beneficiary?
- 25) If the beneficiary plans to cooperate with law enforcement, does s/he qualify for the witness protection programme?
- 26) If security threats are high in Albania (or in country of origin if beneficiary is not from Albania) what steps can be taken to improve the beneficiary's security? Can relocation to a third country be facilitated?

**Analysis of Information Gathered:**



**SUMMARY ASSESSMENT OF SECURITY**

- High Risk: The beneficiary and or his or her family appears to be at high risk of retaliation or threats from traffickers or others. Arrangements should be made to move the beneficiary to a high security shelter (with beneficiary's approval) and to make necessary arrangements with law enforcement for protection of the beneficiary and his / her family.
  
- Moderate Risk: There are some signs that the beneficiary could be at risk from the traffickers or his/her family, but these risks can be controlled. A plan for protecting the beneficiary from these risks needs to be taken immediately.
  
- Low Risk: The beneficiary does not appear to have any threats against him or her or his or her family. No action is needed at this time, but continued security assessments should be undertaken should there be any changes in the beneficiary's situation.

### ***Annex III Long -term Accommodation Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

- 1) Does the beneficiary have any dependents who would live with him or her? Specify age of dependents and relationship, as well as any other relevant factors such as medical or behavioural problems).
  
- 2) Where does the beneficiary wish to live when she leaves the shelter?
  
- 3) Does the beneficiary have family or friends there with whom she could live?
  
- 4) If yes, has there been any recent contact with them?
  
- 5) Is there any history of violence or abuse?
  
- 6) Is there any evidence that they were involved in the beneficiary's trafficking?
  
  
- 7) Are there any other obstacles involved in the beneficiary living there? (i.e., it's in another country requiring visas and travel; they cannot accept the beneficiary's children; there are already too many people living there, etc.)
  
  
- 8) List the other options for the beneficiary's long-term accommodation and include analysis of option based on questions 3-5 above, if relevant:
  - a. Staying with other family members
  - b. Shared apartment with friends
  - c. Apartment subsidized by State or local government
  - d. Other. Specify:

### Analysis of Information Gathered:



### SUMMARY ASSESSMENT OF ACCOMMODATION

- Resolved – There is a safe, healthy home for the beneficiary to return to when she departs the residential facility. The beneficiary wishes to reside there. The home is free of abuse and the residents have enough resources to meet the residents’ basic needs, including those of the beneficiary.
  
- Constraints Identified - There is residence to which the beneficiary wishes to return when she departs the residential facility. However, there are constraints which need to be resolved before the beneficiary can go there. Constraints may include: conflicts in the family, lack of resources to meet family’s basic needs, job placement for beneficiary, etc. Beneficiary’s reintegration plan should include a plan for resolving the identified constraints.
  
- Transfer to Another Facility – The beneficiary has needs which require continued long-term care in a residential facility. This might include beneficiaries with mental or physical disabilities, children who cannot return to their parental home or to another relative, etc.
  
- Requires Plan for Independent Housing – The beneficiary cannot or does not wish to move in with parents or other family members. The beneficiary requires an independent living solution. Plans for such a solution should be included in the beneficiary’s reintegration plan.
  
- Relocation to Another Country – The security threats against the beneficiary are such that no safe long-term accommodation can be provided in the country. The reintegration plan should include actions needed to facilitate relocation to another country.

## ***Annex IV Legal Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

### Legal Status in Country (for foreign beneficiaries)

- 1) Does beneficiary have the legal right to stay in Albania? If yes, what type of visa /right to stay does the beneficiary have? Is this still valid?
- 2) If beneficiary does not have legal right to stay, what actions can be taken to obtain this right?
- 3) Is the State planning to pursue a case against the beneficiary for violation of any immigration laws?

### Family Status

- 4) If the beneficiary is married, does she want to divorce partner or does partner want to divorce him or her? If yes, are there property or custody issues at stake?
- 5) Does the beneficiary have children? If yes, are there any custody issues involving the children? If yes, specify (claiming custody from or giving to spouse, placing child in institution, etc.):

### Criminal Case against Beneficiary

- 6) Is the beneficiary being investigated or charged with any criminal charges? If yes, specify:

Criminal Case against Traffickers

- 7) Does the beneficiary wish to pursue legal action against the trafficker? If yes, discuss with beneficiary the possible positive and negative outcomes from testifying.
- a. Does beneficiary have possible case for claiming compensation?
  - b. Would traffickers be able to threaten beneficiary or his/her family? (see security assessment for more information about assessing the risks of testifying against traffickers)
  - c. How long would an investigation and trial likely last?
  - d. Where would beneficiary live during the time of the investigation and trial?
  - e. What sanctions would likely be imposed on traffickers?
- 8) Which of the following is s/he considering:
- Making a report to the police
  - Providing information only to the police
  - Testifying against traffickers in court

**Analysis of Information Gathered:**



## SUMMARY ASSESSMENT OF LEGAL NEEDS

- None: Beneficiary has no legal concerns or need of legal assistance.
  
- Problems Identified: Beneficiary has legal issues which require assistance in one or more of the following areas:
  - Immigration Status – Beneficiary does not have a legal right to stay in Albania. Beneficiary’s assistance plan should include a plan for applying for short or long-term legal status in the country, as appropriate for his or her needs.
  
  - Family Law – The beneficiary has legal assistance needs related to her family, such as divorce or child custody issues. Beneficiary’s reintegration plan should include a plan for addressing these family law issues.
  
  - Criminal Charges against Beneficiary – The beneficiary has been charge with crimes committed while trafficked. The beneficiary’s reintegration or assistance plan should include a plan for addressing these criminal charges.

## ***Annex V Health Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

Note: This form is intended for a non-medical professional to use to assess the beneficiary's potential medical needs in cases when a medical professional is not available to do so. It is not intended to substitute for medical protocols or procedures.

- 1) How is beneficiary currently feeling? Describe any recent problems or complaints:
  
- 2) Does the beneficiary have any on-going, chronic, or recurring medical problems or conditions? If yes, specify:
  
- 3) Is beneficiary on medication or undergoing treatment for these conditions? If yes, specify:
  
- 4) Do these conditions put any constraints on what beneficiary can do or eat? If yes, specify:
  
- 5) Last medical exam:
  - a. Date of exam:
  - b. Name of Doctor:
  - c. Diagnosis:
  - d. Treatment recommended:
  - e. Is treatment ongoing or complete? If complete, does beneficiary feel that symptoms are gone? Has an exam been conducted to confirm that treatment was successful?
  
- 6) Does beneficiary have problems with the following:
  - a. Sleeping
  - b. Eating/ Stomach ache
  - c. Weight gain or loss
  - d. Headache
  - e. Menstrual cycle
  - f. Other:

- 7) Could beneficiary be pregnant? Date of last menstruation:
- 8) Does the beneficiary exhibit any signs of self-mutilation or self-harm?
- 9) Does the beneficiary exhibit any signs of depression or suicide?

**Analysis of Information Gathered:**



**SUMMARY ASSESSMENT OF HEALTH**

- Good – There are no current health problems that give concern. The beneficiary has no more than coughs, colds or influenza and these neither occur frequently nor last longer than might be expected. There are no persistent problems that affect school, training, work or social relationships and no risky health behaviours. Disabilities do not affect work, play or social relationships. Beneficiary eats well and exhibits healthy diet and exercise habits. Beneficiary does not exhibit signs of mental illness or depression.
- Satisfactory - The beneficiary is generally well but may rather frequently suffer from minor ailments. However, acute health issues can nearly always be dealt with by the beneficiary and his/her care givers. Chronic health conditions, mental illness and disabilities are well managed and do not affect school, training, work or social relationships. There are no health problems that require regular medication or checks through specialist medical services. Beneficiary does not exhibit signs of depression.
- Some difficulties - The beneficiary has some persistent or recurring acute health problems that do interfere with school, training, work or social activities. These might include frequent bouts of asthma, severe eczema, allergies, respiratory, cardiac

problems or depression. Chronic health conditions and disabilities require frequent interventions and are affecting the beneficiary's routines and social relationships. Some limitation to ordinary life is a defining feature.

- Difficulties currently outweigh strengths - The beneficiary has major acute or chronic health problems that require recurrent medical intervention and/or special input from care givers. Disabilities have not been adequately addressed. The beneficiary exhibits signs of depression or potential suicide. The beneficiary's health and/or physical condition substantially affects their routines and/or social relationships.

## ***Annex VI Psycho –Social Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

Note: This form is intended for a non- professional staff to use to assess the beneficiary’s potential psycho-social needs in cases when a professional psychiatrist or psychologist is not available to do so. It is not intended to substitute for professional protocols, tests or procedures.

<u>Sleep Disturbances</u>	YES	NO
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Insomnia:	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Excessive sleep	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Has frequent nightmares:	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Wakes frequently in the night	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

<u>Physical Manifestations</u>	YES	NO
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Frequent headache	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Frequent stomach ache	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Vomiting	<input type="checkbox"/>	<input type="checkbox"/>
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If yes, describe...

Fainting	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Other medical problems	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
<u>Emotional Difficulties</u>	<b>YES</b>	<b>NO</b>
High Impulsiveness:	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
High Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
High Emotional State (euphoria)	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Low Emotional State (depression)	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Alternative Emotional State	<input type="checkbox"/>	<input type="checkbox"/>
(alternating between euphoria and depression)		_____
If yes, describe...		
Lack of Emotional Response:	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Lack of emotional control / stability	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Signs of depression	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Threat/risk of suicide	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Self mutilation, self-harm,	<input type="checkbox"/>	<input type="checkbox"/>

If yes, describe...		
<u>Cognitive Difficulties</u>	YES	NO
Thoughts Detachment	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Inability to Concentrate	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Memory difficulties,	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Poor Speech	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Frequent Confusion	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Resists learning new things and skills.	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Delayed Response Reaction	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
<u>Motivational Difficulties</u>	YES	NO
Lack of initiative to perform a duty or action.	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Overly dependent on others	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Frequently Pessimistic	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Lack of Spontaneous Talk	<input type="checkbox"/>	<input type="checkbox"/>
(speaks only when spoken to)		

If yes, describe...		
<u>Behaviour, performance and functioning disturbances</u>	YES	NO
Negligent of personal hygiene and appearance	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Poor performance when undertaking tasks	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Does not learn from mistakes	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Uses violence or offensive language	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
<u>Social Relationships</u>	YES	NO
Low drive for social activities	<input type="checkbox"/>	<input type="checkbox"/>
(Prefers being alone / undertaking solitary tasks)		
If yes, describe...		
Stands/sits apart from the group	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Indecent behaviour	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Shows inappropriate affection to others	<input type="checkbox"/>	<input type="checkbox"/>
(too much or too little)		
If yes, describe		
Culturally inappropriate social contact	<input type="checkbox"/>	<input type="checkbox"/>
(i.e., inappropriate touching, lack of eye contact, standing too close or too far)		
If yes, describe...		
Hostility toward social norms	<input type="checkbox"/>	<input type="checkbox"/>

If yes, describe...		
Problems engaging in conversation	<input type="checkbox"/>	<input type="checkbox"/>
(i.e., does not speak or respond to questions, interrupts others, speaks when others are speaking, etc.)		
If yes, describe...		
Has warm, trusting relationship with others	<input type="checkbox"/>	<input type="checkbox"/>
Describe...		
Shows concern for others	<input type="checkbox"/>	<input type="checkbox"/>
Describe...		
Has demonstrated empathy and affection for others	<input type="checkbox"/>	<input type="checkbox"/>
Describe...		
<u>Self Concept</u>	YES	NO
Has positive attitude toward self	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Accepts his/her own good and bad qualities	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Wishes to be different from who s/he is	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Has difficulty in managing every day affairs	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Is able to make decisions for him/herself	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Relies on judgement of others to make decisions	<input type="checkbox"/>	<input type="checkbox"/>
If yes, describe...		
Conforms overly to social pressure	<input type="checkbox"/>	<input type="checkbox"/>

If yes, describe...

Is open to new experiences

If yes, describe...

Sees improvement in self over time

If yes, describe...

Has goals and ambitions for the future

If yes, describe...

Lacks sense of meaning in life

If yes, describe...

Feels bored or uninterested in life

If yes, describe...

**Analysis of Information Gathered:**

- Well Adjusted: The beneficiary has many strengths and does not exhibit signs of emotional or psychological distress. The beneficiary has a clear sense of his/her abilities and limitations and is able to feel good about the former and not to be preoccupied with the latter. The beneficiary gets on well with others. S/he is sensitive to the feelings of others and able to adjust his/her behaviour according to the situation and circumstances. S/he participates in activities, shares with other residents, but is also able to stand-up for him/herself when this is necessary. The beneficiary makes good contact with others, can sustain a conversation and is not overly challenging with caregivers or peers or excessively withdrawn or seeking to be the centre of attention. The beneficiary and his/her caregivers have a mutually satisfying relationship. The

beneficiary turns to caregivers for advice and comfort when s/he needs it and the beneficiary feels supported and safe. The beneficiary's reintegration plan should include a plan to provide support to the beneficiary as needed.

- Satisfactory: The beneficiary psycho-social status is generally positive with the beneficiary exhibiting a range of strengths and only a few difficulties or difficulties that caregivers see as transitory (i.e., as a reaction to recent events). The beneficiary has a generally positive view of him/herself and feels s/he has skills and personal attributes that other people like. The beneficiary is usually able to join in activities and to cooperate with peers and caregivers. The beneficiary has good social relationships, but may exhibit some impatience or disengagement at times. Attention to physical presentation and hygiene may be sometimes lacking. The beneficiary has generally positive relationships with his or her caregivers, but there may be more frequent disagreement or irritability. The beneficiary's reintegration plan should include a plan to provide support to the beneficiary as needed.
  
- Some Difficulties: While strengths are evident, the beneficiary exhibits some signs of emotional or psychological distress. Challenging behaviour may be harder to deal with, periods of unhappiness or moodiness more frequent and harder to get through to, or restless and distractibility may interfere with some aspects of life. The beneficiary may demonstrate persistent self-doubts about themselves and their worth. S/he may be concerned about where they fit in socially and whether they are accepted or liked by family or peers. The beneficiary may seem isolated socially either because s/he tends to withdraw and cut themselves off from relationships or is disliked and ignored by others. The beneficiary's appearance may tend to give an impression of a lack of interest in social appearance and hygiene or alternatively an over-preoccupation in appearance. The relationship with caregivers, while often positive, is interspersed with difficulties and strain. The beneficiary may have negative relationships with more than one member of staff. The beneficiary's reintegration plan should include a plan to provide support to the beneficiary as needed, including possible consultations with psychological, neurological or psychiatric experts, as indicated by the specific needs of the individual.
  
- Difficulties Currently Outweigh Strengths - Problems outweigh strengths at the moment. There are some clearly worrying emotional and behavioural problems that interfere with the beneficiary's life and point to the need for some professional advice or help. The beneficiary has persistent negative views of him or herself. The beneficiary has problems with peer relationships, is unable to modify his/her actions to fit in with group activities or to attune their emotions to those of others. S/he may be withdrawn, sulky, challenging or aggressive in many situations and relationships or may be loud or cause embarrassment in public. S/he has difficulty in adapting behaviour or appearance to different people and contexts. Peers and caregivers may find him/her odd or difficult to engage with. Appearance may seem intentionally negligent or offensive or chosen to reflect a need to be separate from social life rather than to fit into some part of it. The beneficiary does seem to derive a sense of safety and support from his / her relationships with caregivers. The relationship has become characterised by a lack of

affection and trust and sometimes by regular conflict. The beneficiary's reintegration plan should include a plan to provide support to the beneficiary as needed, including immediate consultations with psychological, neurological or psychiatric experts, as indicated by the specific needs of the individual.

**SUICIDE PREVENTION:** In cases where the beneficiary exhibit signs of depression or potential suicide, immediate action must be taken. Appropriate experts should be consulted, discussions should be held with the beneficiary by specially trained professionals only, and the beneficiary should be carefully supervised to prevent any suicide attempt being undertake

## ***Annex VII Family Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

**I. Introduction:** *Introduce yourself to the family by stating your name and the organisation your work for in conducting this family assessment.*

1. Ask the family if they have a child that is not currently living with them.

2. If yes, ask the family for the name, surname, age, date of birth, and level of education of the child. (This is to confirm that it is the same child.)

Child's name

Child's surname

Child's age

Child's date of birth

Child's level of education

3. Where does the family believe their child is?

***After hearing from the family where they believe their child is, explain to them which country their child is in and that their child is temporarily being taken care of there. Explain that their son / daughter expressed that he/she wants to return to his/her family. Explain that you would like to talk with the family so that you can bring some news to the child before he/she will return to his/her family.***

4) What is the parents' reaction to your information? (Carefully observe the parent's reaction and write your observations down.)

## **II. Family Chart**

**Note the Name Age Sex and Relation to the child of all of the people living in the household** ("Relation to the child" could be father, mother, stepfather, stepmother, grandmother, grandfather, sister, brother, uncle, aunt, etc.):

**Note address and contact details of the family:**

## **III. Life of the Family Prior to the Child's Latest Travel**

1. What did the child do before she/he went away?
2. Did the child have a particular role in the family?
3. Has the child ever left the country before?
4. For what reason(s) did the child travel before?
5. Did the family have any problems with the child?
8. If yes, what kind of problems?
9. What did the parents do to solve those problems?

## **IV. The Separation**

1. Why was the child separated from the family?
2. Was this separation forced by outsiders? Voluntary?
3. Did the child travel with the family? alone? in a group? with a recruiter/trafficker? in a group with a recruiter / trafficker? with (a) family member(s); with (a) family member(s) and a recruiter / trafficker? Other?
4. Does the child have any (extended) family members living in another country?
5. If yes, where are those family members?
6. If the child was trafficked, what is the relationship between the family and the recruiter / employer (trafficker)?
7. Have other children from the same area been recruited / migrated alone to another country?

## **V. The Current Situation**

1. Does the family have enough food? If no, specify:
  
2. What is the housing situation of the family? Specify size of house for number of people, condition of house, hygienic condition, access to water and electricity, etc.
  
3. What are the sources of income for the family?
  
4. Are these activities providing enough income? If no, specify:
  
5. Does the family have debts? If yes, specify:
  
6. Is the family poorer compared to others living in the same area?
  
7. Is the family satisfied with their living conditions? If no, specify:
  
8. Are there health care provisions nearby? If yes, specify:
  
9. Are there educational opportunities for the child? If yes, specify:
  
10. Are their employment opportunities available (only applicable for adults and children over 16).
  
11. Is there an organization that implements projects in the area?  
If yes, name and address of the organization:  
  
Activities of the organization:
  
12. Does the family want the child to return and live with the family? If no, specify why:

13. Does the family feel they have enough to offer the child? If not, specify:

14. Does the family expect the child to return with some earnings from the work the child may have done in another country?

15. What does the family expect the child will be doing once he/she returns?

16. Would the family want the child (or another child in the family) to return to another country in search for a job/ a better life again?

17. Other remarks: ***(write down any other issues that the family told you or that you have discovered on the family)***

18. Describe the community where the family of the child lives:

- ☐ Geographical information:
- ☐ Number of inhabitants/population:
- ☐ Leadership structures:
- ☐ Resources available (school, clinics, bank, organizations, etc.):
- ☐ Problems confronting people living in the area:

19. Other information the community gave to you:

**Analysis of Information Gathered:**

**SUMMARY ASSESSMENT OF FAMILY**

- Resolved: The family was not involved in beneficiary's trafficking. The family wishes to have a relationship with the beneficiary and does not exhibit aggression towards the beneficiary. The family has enough resources to absorb another person. The community has sufficient resources to meet the beneficiary's longer term assistance needs.
  
- Constraints - The family was not involved in beneficiary's trafficking and wishes to have a relationship with the beneficiary. However, there are constraints which need to be resolved. Constraints may include: conflicts in the family, misunderstandings between family and beneficiary, security threats from traffickers, lack of resources in family or in community, etc. Beneficiary's reintegration plan should include a plan for resolving the identified constraints.
  
- Need for Further Inquiry – The assessment was unable to deny the family's involvement in the beneficiary's trafficking. The assessment was also unable to ensure that the family did not pose a continued threat to the beneficiary. The beneficiary's reintegration plan should include a plan for a more detailed assessment into the family.
  
- None – Beneficiary is an adult and does not wish to have any further contact with his or her family.

## ***Annex VIII Education Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

- 1) Age of Beneficiary: \_\_\_\_\_
- 2) Does the beneficiary wish to continue in school?
- 3) Last year of education completed:
- 4) Number of years of school missed:
  
- 5) Are their programs available to assist beneficiary in making up for lost years of school in order to catch-up with their age-mates?
  
- 6) Does beneficiary have security issues which might impact on their ability to go to the local school? If yes, what alternative arrangements are possible?
  
- 7) If beneficiary is already in school, how is there progress? What additional support do they require (mentoring, quiet place to do homework, books and materials, etc.)

### **Analysis of Information Gathered:**

## SUMMARY ASSESSMENT OF EDUCATION

- Not Interested in Further Formal Education – The beneficiary does not wish to continue his or her education
  
- Attending Successfully – The beneficiary is attending school and is making good progress.
  
- Attending with Problems – The beneficiary is attending school but is having difficulties. Difficulties may be academic or social.
  
- Not Enrolled - The beneficiary wishes to attend school, has not lost any time in school and has no security threats which would prevent his or attending school. The beneficiary should be enrolled in school as soon as possible.
  
- Not Enrolled / Missed Years – The beneficiary wishes to attend school, but has missed some years of education. The service provider should work with the local education department to identify possible solutions for the beneficiary. The beneficiary's reintegration plan should include a plan for assisting the beneficiary to continue his or her education, making up for the lost years.
  
- Not Enrolled / Security Constraints – The beneficiary wishes to attend school, but has security threats which make it impossible to leave the shelter. The service provider should work with the local education department to develop a mechanism to provide for the education of the child within the security of the shelter.

## ***Annex IX Vocational training/ Employment Needs Assessment***

Name of Beneficiary: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Position of Person Completing Form: \_\_\_\_\_

- 1) What is the last year of school completed?
  
- 2) If beneficiary started or completed higher education, what was the beneficiary's subject of specialization?
  
- 3) Describe the beneficiary's work history, including type of employment, employer, number of years employed, etc.
  
- 4) Describe any other job or income generation skills beneficiary has: i.e., farming, tending animals, sewing, cooking, etc?
  
- 5) What would the beneficiary like to do to earn a living? What steps are necessary to achieve this goal? Be specific – what kind of education or vocational training? How long will it take? etc. Does this fit the beneficiary's timeframe? Is this realistic?
  
- 6) If beneficiary is not clear about what s/he wants to do to earn a living, describe areas of interest to beneficiary: Does she enjoy making things? Cooking? Fashion? Beauty? Farming? Computers? Construction? Automobiles? Etc.
  
- 7) What education would be needed to pursue a career in an area of interest to the beneficiary? How long would this take? Does this fit the beneficiary's timeframe? Is this realistic?

- 8) What jobs could the beneficiary qualify for immediately, without further education or training? How much could the beneficiary realistically earn with this job?
  
- 9) Could beneficiary undertake a job now while also pursuing further education or vocational training?
  
- 10) Does the beneficiary have issues which could impact on what types of job they can take (i.e., medical problems, child care, etc.)?

**Analysis of Information Gathered:**



**SUMMARY ASSESSMENT OF VOCATIONAL TRAINING & EMPLOYMENT**

- Not Interested in Vocational Training or Employment Assistance – The beneficiary either already has sufficient income or does not wish to undertake vocational training or to have assistance in finding employment.
  
- The beneficiary has employment aspirations which require further education or vocational training. The beneficiary’s reintegration plan should include a plan for how the necessary qualifications will be attained.

- The beneficiary has employment aspirations for which s/he is already qualified, but requires assistance in finding a job. The beneficiary's reintegration plan should include a plan for how the beneficiary will be assisted in finding employment.
  
- The beneficiary does not know what she wants to do for employment. The beneficiary's reintegration plan should include activities and/or testing to assist the beneficiary in figuring out what type of employment s/he might like to pursue.

## ***Annex X Reintegration Plan***

The assistance plan should be based on the individual beneficiary's needs as assessed by the needs assessment forms provide in the annexes to the guidelines. Needs assessment forms are provided for the following areas: pre-departure assistance, security, long-term accommodation, legal concerns, health, employment, psycho-social support, family relationships, and education. The assistance plan is formatted in this same way in order to correspond easily to the needs assessment process. An individual beneficiary may need or want more or less assistance in each of these different areas or no assistance in some areas. If assistance is not needed in a particular area or will not be provided while the beneficiary is resident in your shelter, please include only a brief explanation as to why. Include only that assistance which will be provided while the beneficiary is being assisted by your organization or agency. Do not include assistance which is needed but which will not be provided.

Brief explanation of columns included in the plan:

**Objective:** What are the ultimate goals that should be achieved? For example, beneficiary is able to sleep through the night. Do not include multiple objectives in one line. Break objectives down into clear and attainable goals.

**Actions / Activities:** These are the steps or actions which are needed to achieve the objectives. Again, do not include multiple actions in one line. Break them down into clear actions which can be assigned to an individual who is responsible for implementing the action. For example, a) work with beneficiary on anxiety issues which are preventing sleep; b) eliminate caffeine in the evenings; c) undertake exercise for 30 minutes a day at least 3 days a week.

**Person Responsible:** This should indicate the main person responsible for implementing the action. Actions of both staff and beneficiary should be included here. For example, a) Case worker and beneficiary b) beneficiary; c) beneficiary

**Date to review/assess:** This should be a reasonable date for reviewing progress. Each action can have a different date depending on what is reasonable. The date should give enough time to assess progress but should not be so delayed as to lose momentum.

**Indicator of Success:** This should be a clear and measurable indicator of having successfully achieved the objective. It can also include a series of indicators which would document progress toward achievement of more complex objectives. In this example, an indicator of success would be the beneficiary sleeping a certain numbers of hours per night. It could start with 6 and increase to 8, for example.

**General goal:** To support step by step the reintegration process of the victims of trafficking through providing a comprehensive package of reintegration services.

Security

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Long-term Accommodation

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Legal Concerns

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Health

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Employment

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Psycho-social support

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Family Relationships

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Education

Objective	Actions / Activities	Person Responsible	Date to review/assess	Indicator of success

Comments / Notes:

I have participated in the making of this assistance plan. I have reviewed the plan and agree to the best of my abilities to undertake my responsibilities for implementation of the actions indicated and to make every effort to fulfil this plan successfully. I also understand that I may end my participation and depart from the programme at any time, should I choose to do so.

Beneficiary / Resident: \_\_\_\_\_

Printed Name

Signature

Date

Representative of Shelter: \_\_\_\_\_

Printed Name

Signature

Date

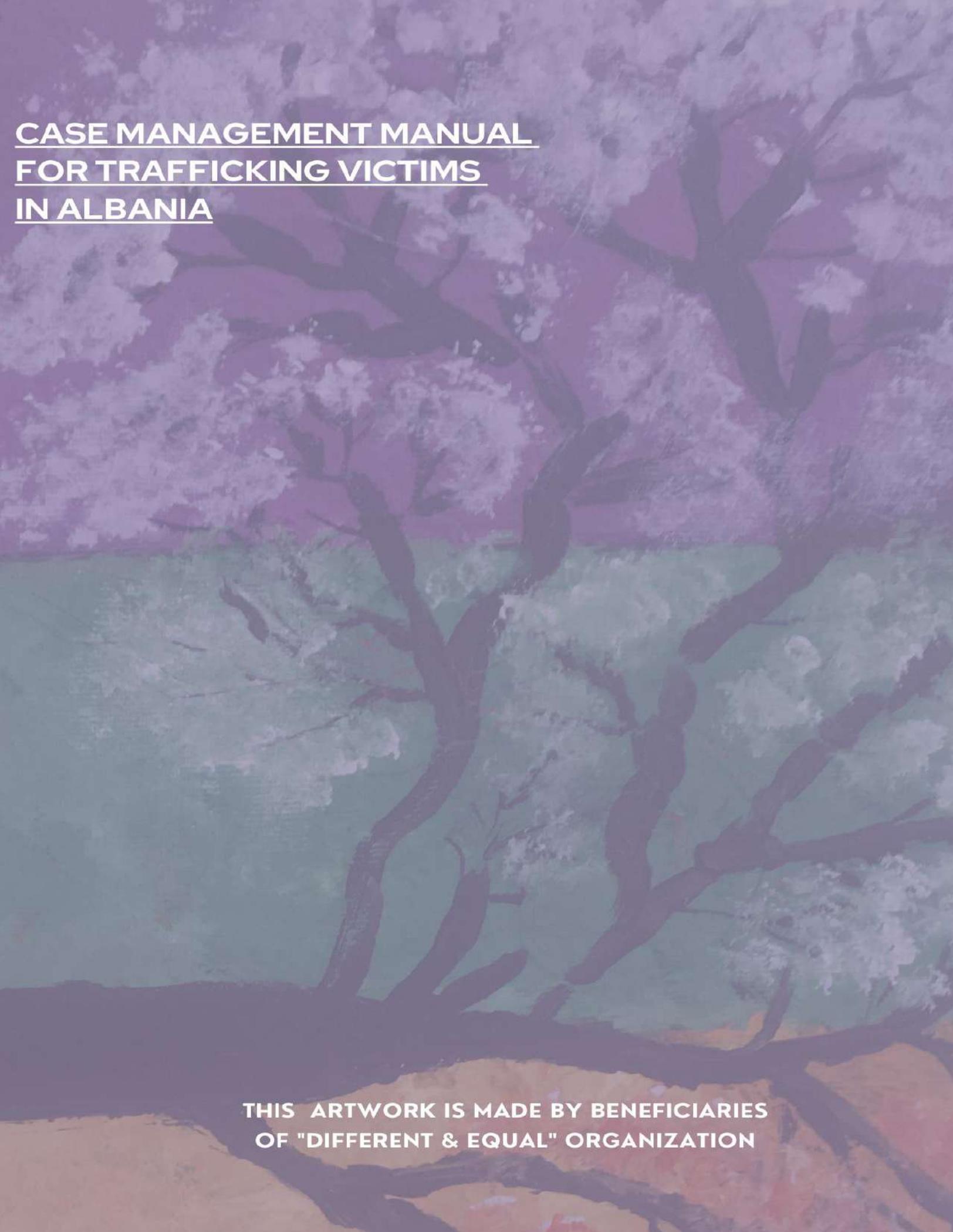
For children under the age of 18, signature of the parent or legal guardian is also required. If parent or guardian is unable to sign the form, documentation should be attached which explains why.

Parent / Guardian of Beneficiary: \_\_\_\_\_

Printed Name

Signature

Date



**CASE MANAGEMENT MANUAL**  
**FOR TRAFFICKING VICTIMS**  
**IN ALBANIA**

**THIS ARTWORK IS MADE BY BENEFICIARIES  
OF "DIFFERENT & EQUAL" ORGANIZATION**