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GUIDE OF GOOD PRACTICE

**Chance and Challenge
Improve Social Services Provided to
Victims of Human Trafficking**

Pro Refugiu Association

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Bucharest**

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1. Introduction

Trafficking is a phenomenon continuing from the earliest period of civilization. The earliest form of trafficking was slave auctions of men and women and children. Currently, human trafficking is a modern form of slavery, a serious violation of the human rights and dignity involving illegal trafficking in persons for exploitation.

This phenomenon is one of the most profitable activities of organized crime worldwide, occupying the second position in the top - after drug trafficking - and on the same level with arms trafficking; human trafficking exists in every region of the world and in all types of industries.

Human trafficking has a direct effect on physical and mental well-being of victims. During the initial phase of trafficking, victims are forced and deceived usually by exploiting their current circumstances, because most victims have a history of abuse and are already living in precarious conditions. Once enslaved, victims typically are forced into unsanitary and stressful living conditions and receive little to no healthcare or basic services. Their movement is often restricted, their personal documentation withheld, and most experience significant physical, emotional, sexual, and psychological violence with major impact on their lives. Escaping from slavery is extremely difficult and dangerous, putting the victim at great personal risk. If rescued, integration back into society is incredibly difficult because of the shame, stigma, threat of retribution, and trauma experienced during enslavement.

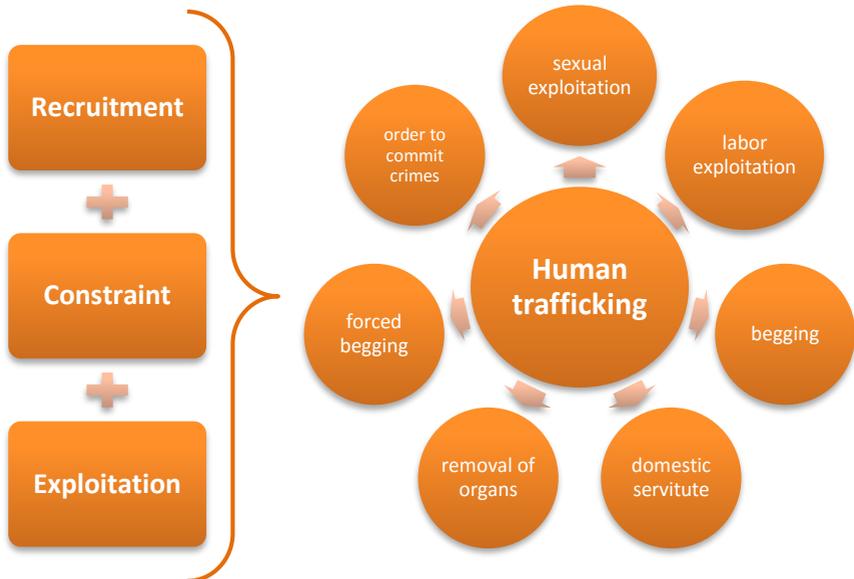
This publication was produced within the ***“Chance and Challenge - Improve Social Services Provided to Victims of Human Trafficking”*** Project implemented in May 2014 - March 2016, financed by EEA 2009 - 2014 Grants under the NGO Fund Romania, and aims to be a useful tool for professionals providing support services and counseling to survivors of human trafficking.

2. Human trafficking

2.1. Definition of the concept

According to the *Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime (known as the Palermo Protocol)*, human trafficking is:

recruitment, transportation, transfer, harboring or receipt of persons, including exchange or transfer of control of such persons, by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. The recruitment, transportation, transfer, harboring or receipt of a child for the purpose of exploitation shall be considered “human trafficking”, even if this does not involve any of the means exemplified above.



2.2. Human trafficking vs. migrant smuggling vs. prostitution¹

The national legislation defines human trafficking in Art. 12 and Art. 13 of Law no. 678/2001 on preventing and combating human trafficking, as amended and supplemented; the definition used at national level is consistent with the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children. This definition makes a clear distinction between human trafficking, migrant smuggling and prostitution.

Smuggling is the facilitation to obtain, directly or indirectly, a material or other type of material benefit, of the illegal entry of a person in another state, to which the person is not a citizen or permanent resident. It can be concluded that this is a crime against the state because it involves facilitating illegal border crossing of persons, in order to obtain material or financial benefits by the facilitator. The relationship between the smuggler and the migrant ends after crossing the border and doesn't involve the exploitation of the migrant. According to the Criminal Code, human trafficking is a crime against personal freedom, committed by traffickers aiming at exploitation of persons and may or may not involve crossing borders, while migrant smuggling is a crime against the public interest.

Prostitution is the act of a person who ensures his/her livelihood or main livelihood, practicing sexual intercourse with different people for this purpose. According to the Criminal Code, this offense is against morality, while trafficking involves exploitation of people for different purposes.

The defining elements of human trafficking that distinguishes from the two other mentioned phenomena are related to its association with other crimes and offenses against personal liberty, including against sexual freedom, the latter being most often constituents of the phenomenon, such as: deprivation of freedom, slavery, subjecting a person to forced labor, threats, blackmail, rape, etc. Considering the presence, in most cases, of the issues mentioned, human trafficking therefore infringes the rights and fundamental freedoms, the freedom of movement, communication or expression, the right of human beings to dignity, security, physical and mental integrity, and in extreme cases, even violating the right to life.

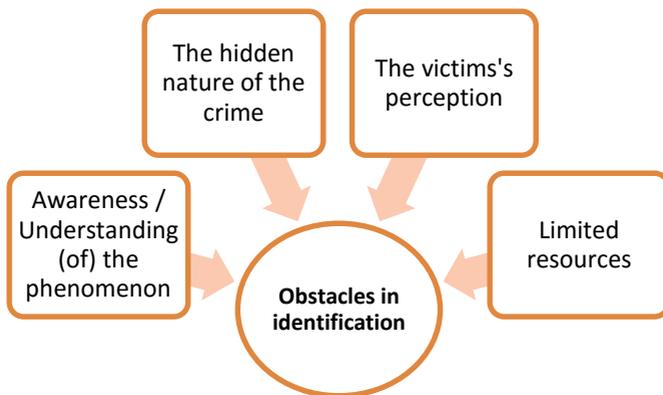
¹ The National Agency against Trafficking in Persons

	Intention	Means	Purpose
Human trafficking	Recruitment, transportation, transfer, harboring or receipt of persons, including exchange or transfer of control over the persons concerned,	threat, use of force or other forms of coercion, abduction, fraud, deception, abuse of power or taking advantage of condition of vulnerability or giving or receiving of payments or benefits to achieve the consent of a person having control over another person	Exploitation: exploitation of prostitution of others or other forms of sexual exploitation, forced labor or services, slavery or practices similar to slavery, servitude or the removal of organs.
Migrant smuggling	Recruitment, mentoring, guidance, transportation, transfer or harboring of a person	illegally crossing the state border: - in safe conditions; - by dangerous means for the life, integrity or health of migrants; - by subjecting migrants to inhuman or degrading treatments,	obtaining, directly or indirectly, of a patrimony;
Prostitution	Purchasing livelihoods,	practicing sex with other persons,	obtaining property for himself/herself;

3. Obstacles in identifying victims of human trafficking

Identification of victims of human trafficking is essential the initiation of criminal proceedings against the traffickers and increasing the access of the survivors to services they are entitled to.

A number of academic studies have identified the challenges and difficulties faced by both law enforcement officials and service providers to identify victims of trafficking. Hughes (2003) notes that many victims are socially isolated and unable to escape from their traffickers. Jahic and Finckenauer (2005) notes that the different and restrictive definitions of trafficking hinder the development of a universal and unitary protocol on identification of victims and provision of social services. Tyldum (2010) attributes the difficulty of identifying not only to the absence of explicit operational definitions of trafficking but also to frequent refusals of victims to recognize their condition as victims of human trafficking. Bernat and Zhilina (2010) argue that victims often hide from the police, either because of their immigration status, or from fear of being punished by the traffickers. Other studies attribute poor identification to survivors' trauma that prevents them from discussing the events they have experienced (Hopper 2004; Ditmore 2009).



3.1. The hidden nature of the crime

The most common and perhaps obvious challenge to identifying victims of human trafficking for those in the field is the hidden nature of the crime. Both international and domestic victims are often kept isolated, with no freedom of movement. Contact with the outside world is controlled by the trafficker and often limited to those working for the trafficker, other victims, and their supervisors. Also, traffickers rely on the victim's fear as a way to keep the victim hidden. This includes fear of law enforcement and an inability to trust those in positions of authority; fear of retaliation against the victim or his/her family; and fear of anyone finding out what has happened to the victim (e.g., shame to self and family) represent additional factors that make identification difficult.

3.2. Awareness / Understanding (of) the phenomenon

While the hidden nature of the crime is a major obstacle, most people do not believe that human trafficking represent a major problem at national and international level and particularly, they do not accept that it exists in their communities. Although awareness of this phenomenon has grown, a full and complete understanding of the phenomenon of human trafficking remains, however, a challenge.

3.3. Perception of victims

Three primary reasons given for why victims who come in contact with specialists who can help them (e.g., law enforcement, shelter providers, and outreach workers) often go unidentified include:

- victims do not identify themselves as victims;
- others do not view them as victims;
- fear or retaliation against them and their families;

Many victims, whether international or domestic, do not believe that they are a victim of a crime. This is often due to their lack of education and understanding of human trafficking and their lack of awareness of their rights as a victim. Another reason is that the trafficker induces the idea that they are to blame for their condition and that if they are found, they are arrested and punished for crimes according to the law. And due to their past and current experiences, many victims believe this portrayal of reality is true. In other situations, there may be the Loverboy phenomenon when the victim sees the trafficker as a lover, being completely dependent on him without viewing him as a harmful person exploiting her.

When a victim does not view him/herself as a victim, the interactions with law enforcement and others trying to help them are often negative and sometimes hostile. Another barrier in identification of victims is the poor training of specialists who come in contact with them and not recognizing those clues that indicate a trafficking situation. Victims may be classified incorrectly as sexual workers or domestic violence victims; for these circumstances victims reinforce the trafficker's message on the fact that they are to blame and no one can help them, thus increasing the power and control of the trafficker over them.

Traffickers use various types of threats to intimidate the survivors of trafficking, their families or their friends. Threats can include direct violence against a person or threatening to expose his/her past of exploitation to his/her family or community of origin. Even in cases where traffickers are not able to implement the threats, survivors may think they are able to do that because they have demonstrated in the past that they were capable of violence.

3.4. Limited resources

There has been a lot of criticism regarding the relatively small number of victims of human trafficking that have been identified in relation to the estimated number of victims. In addition to the challenges already identified, a significant factor limiting their ability to identify victims is represented by the lack of material, human and financial resources, including a limited number of persons empowered to investigate the potential trafficking cases, limited resources of service providers in providing outreach assistance and limited resources for education and information of specialists who may come into contact, at some point, with victims of human trafficking (e.g., doctors, teachers/professors, social workers, lawyers, workers in tourism, etc.)

4. The needs of human trafficking survivors

Trafficked persons arrive anywhere in Europe by a variety of routes. The ways in which they are actually treated, recognized as victims of organized crime, are given the opportunity to be compensated within legal systems, get access to services, are included in social services by provision of shelter, protection, medical care or are repatriated safely, have a significant impact in their process of healing, reintegration into society and collaboration in the criminal proceedings for the punishment of the traffickers.

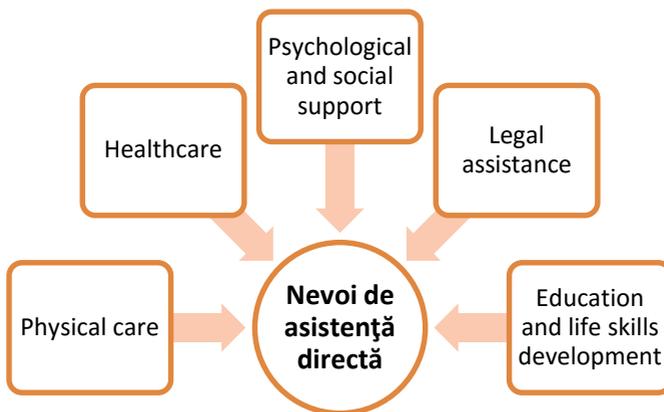
There is a general lack of understanding of the unique challenges faced by victims of trafficking during and after the process of victimization. They suffer deep sexual, physical and psychological trauma following their constant exploitation. Trafficking survivors are people who had been controlled physically, psychologically, economically and mentally, often for long periods of time to become compliant and subject throughout their exploitation; as a result of this process of fragmentation of their sense of identity, control over their own lives and the destruction of their self value, victims of human trafficking are extremely troubled and require specialized recovery services tailored to their particular cases.

Direct assistance needs

In emergency cases	On medium and long term
<ul style="list-style-type: none">• Security• Medical and psychological assistance• Shelter• Clothing, food• Legal assistance	<ul style="list-style-type: none">• Temporary/Permanent residence• Legal assistance• Healthcare• Social assistance• Psychiatric assistance/ Psychotherapy• Material assistance• Education• Skills development• Vocational courses• Job• Child care support• Family reunification• Repatriation

Survivors require a variety of health, legal, social services - after the identification stage - in order to make a successful transition into life after trafficking. Failure to ensure these services to survivors increases the possible negative consequences, including re-trafficking, physical complications, psychological complications, social isolation, substances abuse, unemployment, poverty and even suicide.

Generally, victims of trafficking need many types of emergency and long-term services. These needs can be classified into five categories - without being limited to this classification: physical care, medical assistance, psychological and social support, legal assistance, education and life skills development.



Direct assistance needs				
Physical care	Healthcare	Psychological and social support	Legal assistance	Education and life skills development
Shelter, Clothes, Food, Hygiene products, etc.	Medical examinations, Surgery, Drugs, etc.	General advice, Trauma therapy, etc.	Criminal proceedings, Financial compensation, etc.	Education, Vocational courses, Skills development, etc.

4.1. Shelter

- It should be a standard practice among service providers to provide temporary shelter/safe accommodation to victims of trafficking who cannot or do not wish to immediately return to their families or are unable to support themselves, and/or have no place of residence.
- The government's social welfare department should identify and designate shelters to temporarily accommodate the victims of trafficking pending reintegration.
- At the shelter, victims of trafficking should be provided with basic needs such as food, water, clothing, personal care products, hygiene products, and ongoing medical care for those under medication.

4.2. Medical / Health care

- Most survivors of human trafficking may be experiencing particular health problems due to the ill treatment and exploitation they experienced during the trafficking period.
- Some of these health problems include HIV/AIDS, sexually transmitted diseases, bodily injuries, trauma, stress, and fear; thus, the victim's physical and mental well-being should be considered a priority. An initial medical check-up must be conducted even if the victim seems to be in a state of perfect health.
- However, before conducting any tests or administering any treatment, service providers must always obtain the survivor's informed and voluntary written consent, unless it is an emergency life-saving measure and the victim is unable to provide consent.
- An initial medical check-up is thus essential at the beginning of direct assistance to determine the medical history of the victim, as well as to establish his/her general well-being while noting signs of any violence/injuries suffered.
- Initial check-up helps determine the need and length of preventive, curative, rehabilitative, and therapeutic treatment.

4.3. Psychological support

- It is important to take into account that many victims of trafficking may have experienced traumatic or abusive experiences even prior to being trafficked. Pre-trafficking events, together with the trafficking experience, generally have an effect on the victim's mental well-being.

- Intervention strategies and assistance programmes for the victims of trafficking must be based upon an understanding of the psychologically painful experience of the victims and must focus on assisting them to recover fully while re-establishing a normal life.
- Psychosocial support may include general counselling and trauma therapy. Counselling should only be provided by appropriately trained personnel. Counsellors and psychologists specifically trained to work with children and persons with disabilities should be engaged to attend to children and disabled victims of human trafficking, respectively.
- For most victims, the counselling sessions focus on problem-solving strategies as well as coping mechanisms in relation to the following issues that victims may be concerned about:
 - restoration of emotional and physical stability and well-being;
 - personal safety and safety of family members from traffickers;
 - avoiding criminal penalties and sanctions;
 - cooperation with law enforcement agencies in legal proceedings against traffickers;
 - whether and how to contact family members and return to the family or community should they choose to return;
 - likely reaction of the family and the community regarding the absence and possible return of the victims of trafficking;
 - necessary time frame to finalize any paperwork, processing of documents and relevant legal proceedings;
 - where and with whom to live;
 - other forms of assistance required.

4.4. Legal assistance

- Victims of human trafficking need justice and advocacy to make sure that their rights are upheld. Most of them are poor and with little knowledge or understanding of the law and are unaware of how to seek justice. As such, they often require legal assistance.
- Since human trafficking is a crime against the state and also a violation of the individual victim's human rights, legal assistance is necessary in both criminal and civil proceedings.
- The victims should be informed of the legal process as soon as possible, including civil and criminal proceedings. Victims of trafficking should be informed of the importance of cooperating with law enforcement agencies, the possible risks as a result, their role as witnesses, and the possibility of protection during

investigation and trial. However, cooperation with law enforcement should not depend on assistance and vice versa.

- Victims testifying against traffickers might require additional counselling and support prior to, during, and after their testimony. Service providers should arrange for special counselling sessions to address these issues.
- Care should also be taken to ensure that victim-friendly services are available to the victims throughout the legal process to avoid secondary trauma and to ensure effective cooperation and participation of the victim throughout the process.
- Service providers involved in assisting victims during the legal process are encouraged to cooperate with law enforcement agencies and share any information in relation to the case and possible threats to the victims of trafficking. However, information should only be shared on a need-to-know basis and service providers should never feel obliged to reveal any information to law enforcement as a result of coercion or other unethical methods.

4.5. Education and vocational training

- Sometimes, victims of trafficking may have dropped out of school or training, which further reduces their chances of finding suitable work in the future. Assisting victims of trafficking in completing their interrupted education/ training should be considered a priority whenever possible.
- Where education is a favourable option, the victim should be enrolled in educational facilities located in the vicinity of the victim's place of residence as part of his/her reintegration plan. If suitable education facilities cannot be found in the area, then temporary relocation with regular follow-up should be considered.
- Vocational training is an important element to include in a reintegration plan since it helps to ensure the sustainability of reintegration by increasing the victim's chances of gainful employment, as well as increasing his/her confidence and general life skills.
- Service providers should assist victims, depending on their age, to set up realistic employment goals corresponding to their abilities, skills, educational level, and the available employment opportunities in the location. Efforts should then be made to provide the vocational training necessary to realize such goals.

5. The Structure of case management

The physical, sexual, and emotional abuse, as well as isolation, deception, and coercion to which victims of trafficking have been subjected make them complex and difficult cases to be approached by the providers of support services. Comprehensive case management can help address the multiple safety and practical needs that victims may have, as well as examine the assistance needed for long term stabilization and self-sufficiency.

Case management and the provision of additional support services are indispensable parts of the whole package of assistance that trafficking victims need. As trafficking continues to emerge as a critical human rights issue, government agencies and service providers must be prepared to work together in a way that respects victims' wishes and achieves the common goals of safety and support.

Case management is the collaborative process of assessment, planning and facilitation services and present opportunities to meet the complex needs of an individual.

Case Management Objectives

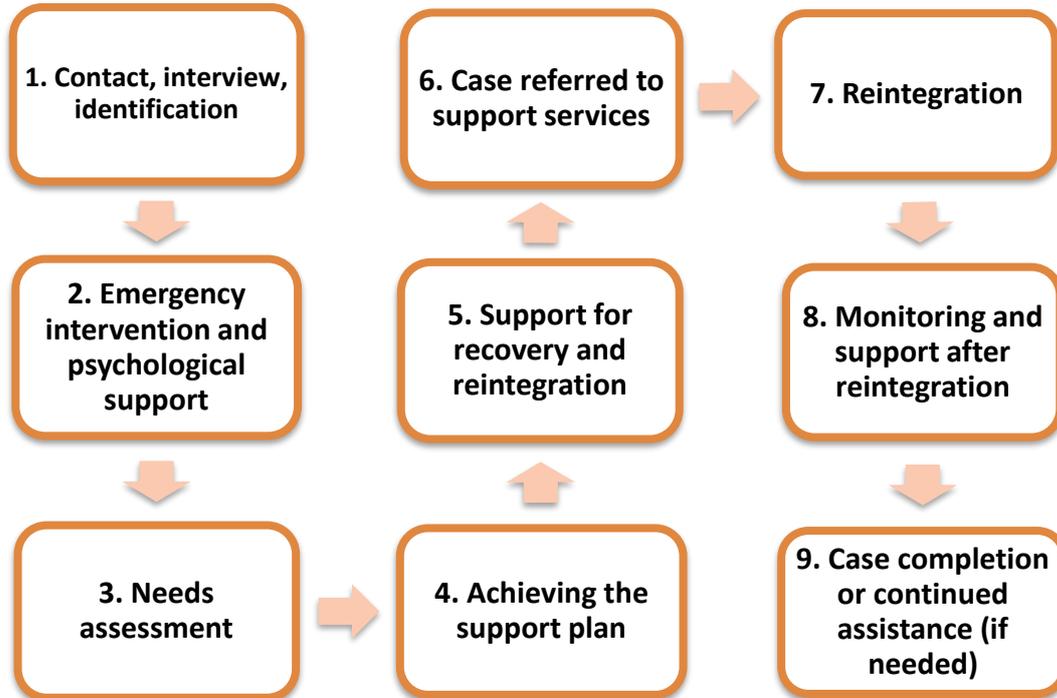
assessment of beneficiary's needs, prioritization of needs, implementation of immediate activities, crisis intervention, case monitoring

development consolidation, problem solving and the client's ability to adapt

facilitating the link between the beneficiary and the systems able to provide resources, services and opportunities

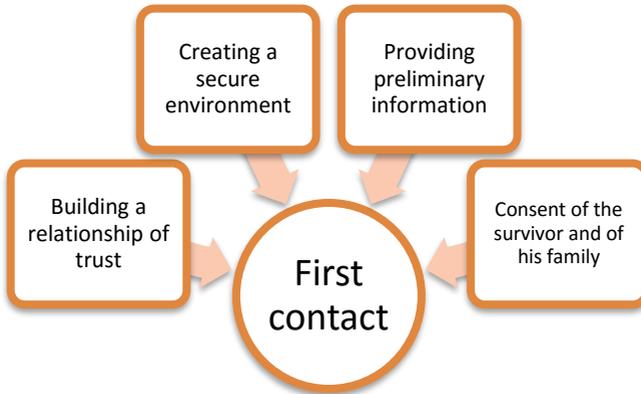
contribute to the development and improvement of social policies

Stages of case management



5.1. Contact, interview, identification

The first contact of service providers with potential survivors of human trafficking is an important step in building a relationship of assistance and cooperation throughout the process.



Identification refers to the process of investigation that aims to determine whether a person is a victim of human trafficking.

Frequently, potential victims are unaware that they had been trafficked or are in the process of being trafficked. Sometimes, secretive and manipulative behavior of traffickers, many of them do not realize that they are indeed victims of a crime. Because of their lack of understanding and the fear of reprisals by the traffickers against them and their families, victims of trafficking are reluctant to provide information about their situation or to cooperate with law enforcement bodies or service providers. Thus, the collection of information in advance helps to detect and assess the trafficking associated elements on which basis can be obtained an interview of higher accuracy.

Trafficking-related elements: The person is unable to leave his/her work, the person is not allowed to keep his/her money, the person does not know his/her address of residence and does not have identity documents, s/he is living in poor conditions, limited freedom of movement, s/he is accompanied by another person, limited social

interactions, limited contact with his/her family, s/he behaves according to a predetermined scenario, obedient behavior, physical signs of violence, symptoms of anxiety, depression or atypical behaviors.

When a person is suspected of being a victim of human trafficking, it is important to conduct an interview to determine if s/he is really a victim and therefore needs direct assistance.

Emergency assistance needs should be identified and addressed before conducting the interview. If after the interview the person is not identified as a victim of trafficking, then s/he should be referred to other appropriate support services.

The information collected in the interview should include:

Personal information: full name, date of birth, nationality, mother tongue and other spoken languages, permanent address, level of education, name and address of his/her parents or relatives, data in ID documents, etc.

Medical history: diabetes, asthma, epilepsy, pregnancy, illness requiring medication, injuries from physical abuse, etc.

Information on the trafficking case: trafficker's name, place of exploitation, means and routes of transport, means of coercion, money debts, form of exploitation, information on other victims, etc.

In order to collect information in the most effective and accurate manner, and also to ensure protection and cooperation with the victims of trafficking, the interview should be conducted in accordance with the recommendations of the World Health Organization, as follows:

1

•Consulting and obtaining the informed consent of the victim.

2

•Consultation the victim on the date and time of the interview.

3

•Ensuring security for the interviewer and the victim.

4

•Explanation of victim's rights and obligations, including the right to privacy and the right not to answer questions which causes major discomfort.

5

•Conducting interviews in a language easily understood by the victim.

6

•Ensuring the presence of an interpreter, including those who need sign language.

7

•Conducting the interview in a private location without interruptions due to mobile phones, without video / audio recording and without the presence of third parties.

8

•Ensure that the respondent understands the purpose of this undertaking.

9

•Explain that the victim can ask questions.

10

•Respect for the cultural / religious values of the victim.

11

•Provision of basic necessities such as food, water, clothing, medical care and shelter, if necessary.

12

•Explaining the options available to the victim, without making false promises.

5.2. Immediate psychological intervention

Psychological intervention in crisis is a short-term process for the victims who face serious situations that they cannot cope with - such as extreme fear, spiritual shock, sadness, paranoia, disappointment, etc. - that is significantly affecting their ability to function; this type of intervention focuses to changes at behavioral and cognitive level. Meetings can be deployed at border gates, shelters, health units where victims are cared for in their communities of origin or in the family background, etc.

Most victims of trafficking develop multiple traumas following the numerous physical and psychological abuses they had been subjected to for a long time, with significant effects on their mental health.

Consequences of trafficking
Suicidal intentions
Aggression and hostility
Fatigue and indifference
Denial of being trafficked
Inability to remember events occurred during exploitation
Lack of a chronological order in relating events
Filling the memory gaps by inventing answers and justifications
Difficulty to make a decision, to make choices
Complicated personal and family relations
Feelings of loneliness, prone to negative states
Loss of sense of identity and its own value
Addiction to alcohol, tobacco, drugs

Stages of intervention / psychological support in crisis

The psychological support in crisis is not a process of psychotherapy so it can be conducted both by certified psychologists and social and health workers trained in this new direction. In this process, the specialists help victims identify the signs and the underlying causes that have led to the crisis. The process can be divided into seven steps:

1. *Introduction*. Establishing the therapeutic frame (time, frequency, rules of conduct etc.), creating a relationship, etc.
2. *Event*. The service provider asks questions related to the exploitation events that the survivor had faced and is ready to share.
3. *Thoughts and feelings*. Questions about the thoughts and feelings the survivor has in connection with the traumatic events.
4. *Behavioral and emotional reactions*. Exploring reactions that the survivor has/had in connection to the traumatic situations.
5. *Normalization*. At this stage it is essential that specialist shows respect and understanding for the losses the survivor suffered during in relation to the period of exploitation and to reinforce the idea that negative emotions are normal in this situation.
6. *Relapse prevention*. Based on the survivor's strategy, the specialist can make suggestions, guide, share opinions in order to him/her develop a safety plan in case of recurrence of dysfunctional negative emotions; in drafting the plan it is important to include family, friends, children, support groups, etc.
7. *Closing the session*. The specialist should make a summary of the meeting and ask the survivor how s/he feels and how it had been useful; to establish a further intervention, if needed, without making promises they can not keep.

Most often, survivors of trafficking require lengthy psychotherapeutic sessions to heal mental wounds caused by traumatic events to which they were subjected to. Crisis intervention is only a first step in the emotional stabilization of the survivor and is essential to continue with a psychotherapeutic process (conducted only by certified therapists).

5.3. Assessment of victim's needs

When conducting an initial assessment of trafficking victims' needs, it is important for case managers to gather as much information on the victims and the circumstances involved in the trafficking. This information usually comes initially from the referring source, but can also come from other providers who may have come into contact with the victims, or from any law enforcement agency with knowledge of the situation. This source should also be asked if they have a sense of what the victims' most immediate needs are, so the social worker can begin providing assistance. It should, however, be noted that the victims may have a different perspective on what their own immediate needs are and, whenever possible, these needs should be addressed first to enhance the victims' safety, autonomy, and comfort, and to continue building a relationship of trust.

When the case manager is finally able to communicate with the victims, it is important to focus on the victims' needs rather than to attempt to complete a fact-finding investigation on the circumstances surrounding the trafficking which, in most circumstances, should be left to the law enforcement investigating the case or to the victim's attorney. However, specific facts about the trafficking situation may be extremely relevant to a case manager meeting the victims' immediate needs, in particular if they have urgent medical issues, such as acute injury, illness, or contagious disease. There is a high probability that these conditions are a result of the victims' sex or labor trafficking, and can be reversed or significantly mitigated if referrals to medical providers are made early.

The case manager should also inquire early in the assessment process whether victims have vulnerable family members they are concerned about, such as children, wives, or elderly parents, and if so, what immediate concerns victims have about those individuals' safety or other needs. Assessing family members' needs can be easily overlooked in cases of trafficking, but it is important to recognize that for many victims the physical and emotional safety of their family members often comes before their own safety. Although this can be complicated and challenging, it is an important step in building a relationship of trust and helping the victim feel comfortable and safe before they are able to make additional decisions for their future.

5.4. Achieving the support plan

After the assessment of the victim's needs it is necessary to achieve the victim's support plan. It should contain accurate information on suppliers / persons responsible to provide assistance, duration of the intervention, monitoring and evaluation of assistance, the modes of communication between the specialists involved, etc.

Survivor's needs	Service providers – responsible persons	Duration	Monitoring and evaluation of services provided
Medical examinations			
Pharmaceutical treatment			
Psychotherapy			
Housing			
Job			
Legal assistance			
Social support			
Training courses			
Family relations			
Money management			
Social security			

5.5. Support for recovery and reintegration

Even if victims are being served by a single agency, there are potentially dozens of people that they will encounter during their time. This can be challenging, particularly if there are multiple law enforcement agencies or attorneys who all hold an obligation of privilege to the client. Case managers should make every effort to help clients understand the different roles and responsibilities that each member of the team holds. Case managers need to understand, and be able to explain to the victims the investigative practices of law enforcement, accessing medical and mental health service provision; and local employment skills development programs, etc.

Finally, social workers and case managers must recognize that a needs assessment for trafficking victims, as for all vulnerable populations, should be an ongoing process that takes into account changes in circumstance for victims that would necessitate adjustments in service provision and/or additional referrals. This evaluation should be done consistently, and should be informed by the feedback that victims provide about the services they are using.

Recovery and reintegration process includes:	➤ Evaluation of victims' living conditions and needs.
	➤ Knowing that every victim experience differently abuse, trauma, and situations of exploitation.
	➤ Each survivor, according to his/her experience, age, sex, personality, has different reactions to being trafficked and receiving support.
	➤ Each survivor has his/her own characteristic, whether adult or minor. Each person has his/her own strengths, weaknesses and special abilities. Thus:
	<ul style="list-style-type: none"> - Survivors should be the ones to decide the type of support and services provided; - Some survivors can immediately integrate into the community - Others need time to recover - Others require long-term care and support

5.6. Case referral to support services

To help survivors of trafficking access the services they need – with the purpose of their recovery and reintegration in the shortest time - it is necessary that the case manager maintains an active collaboration with service providers and refers victims to these in due time; considering the complexity of their needs one organization / agency cannot provide the whole package of services to survivors in need.

It is useful for the case managers to have an available database of services for survivors, to keep in touch with the persons responsible for providing direct services, to draw-up protocols of collaboration and to agree a common structure for intervention.

Important factors in the referral process

Avoiding overlapping of support services

Creating multiple support options from which the survivor can choose
(e.g. physicians both male and female)

Before making referral to support services, there should be considered the risk factors to which the survivor can be exposed to.

Obtaining the survivor's consent and his/her support to make a final decision

Ensure continuity and quality of the provided service

Reference sheets should include the contact person, the purpose and responsibilities of the parties involved in the monitoring and evaluation of the provided services

5.7. Reintegration

Reintegration is a process that encourages the survivor to take his/her place in the community / or the host community and live a normal life.

Reintegration is not a single event, but a process that involves many steps. It is recommended the reintegration process starts as early as possible, even once the victim of trafficking is identified. The actual return of the survivor to his/her community should take place only after a period of reflection and had received a full range of services required.

Stages of reintegration

1. **The preparation phase.** This stage should begin immediately after identifying the victim; service providers shall conduct an individual and situational assessment to draw up a custom plan for reintegration.

- Individual case assessment involves establishing the victim's needs, concerns and desires regarding his/her reintegration and how the available services and opportunities may affect reintegration.
- Situational assessment of the case includes family tracing and home visits conducted in order to determine whether the reintegration of the survivor is appropriate in that context or must be found other options.

2. **Stage of return to community.** After the evaluations were conducted and it was established that the survivor can return to his/her community, there shall be arranged the safe return to his/her place of residence. At this stage there shall be considered the following:

- Information in advance of the relevant institutions in the area; if assistance is needed during transit, the information must be provided prior to the survivor's movement;
- The family / community accepts the survivor;
- Existence of a favourable environment to support the survivor's recovery;
- There is no imminent threat to the victim;
- Ability to access appropriate services, such as counseling, medical care, vocational training, etc.;
- The possibility of support and further assistance from local organizations.

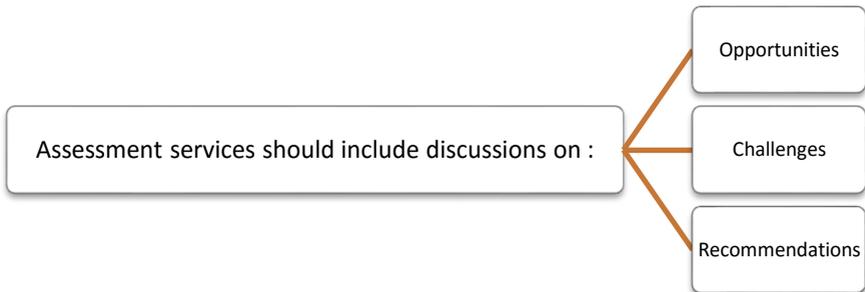
3. **Post-reintegration stage.** Before closing the case, it is recommended a periodic monitoring of the survivor's welfare during reintegration.

5.8. Monitoring and assessment

Organizations assisting the survivor should keep monitoring sheets to trace the process of service provision and the victim's recovery/healing. These documents should remain confidential even after the conclusion of the case.

Monitoring sheets should include issues related to health issues, the provision of psychological services (if they didn't receive it, there are necessary explanations).

The case manager should assess:



The case manager shall evaluate:

Feelings, thoughts and issues raised during the support process

Remaining issues, not fulfilled needs

Subsequent actions and follow-up support after conclusion of the case

Contact address of the survivor, after completion of the case

5.9. Case completion

The case manager or social worker should consider the following aspects:

Survivors are satisfied with the objectives set and don't require additional services

Survivors' necessary services are available in the area (e.g. training courses)

Survivors engage in activities set for achieving individual goals and have an active role in their own recovery

Survivors disappear from home

Preparation for closing the case, including discussions with survivors to see if the objectives were achieved, ensuring the problems have been addressed, assessment of beneficiaries' progress, review of important issues for them and provision of useful contacts

Addressing conflicts that may arise following the conclusion of the assistance caused by unrealistic expectations of survivors.

6. Care measures for healthcare providers

Professionals who provide services to survivors of trafficking may be affected by their accounts and experiences in a way that would be threaten both their professional activity and the quality of personal life, therefore it is essential they take care of their own health, being careful to those signs that may indicate the presence of ailments such as: the burnout syndrome or vicarious traumatization in which case it is advisable to seek professional help.

The burnout syndrome known as the syndrome of full burning, professional overload or chronic fatigue consists of physical, emotional and mental exhaustion caused by excessive and prolonged exposure to stressful situations.

Symptoms / Physical signs

- Permanent feeling of fatigue, devitalization
- Decreased immunity, high predisposition to contract various viruses
- Frequent headaches, back pain and muscle pain
- Changes in appetite and sleep habits

Symptoms /Emotional signs

- The feeling of failure and lack of self-confidence
- Helplessness, overwhelm
- Detachment from other people and the world in general
- Loss of motivation
- Negativistic and cynical approach
- Unable to be satisfied (nothing is good enough)

Symptoms / behavioral signs

- Seeking loneliness by isolating from others
- Withdrawal from activities, refusal of responsibilities
- Excessive consumption of food, alcohol or drugs to cope with the situation
- Taking frustrations out on other people
- Trauncy from work or shortening working hours

Often confused with burnout, vicarious traumatization differs from it by spontaneity: while burnout is a gradual emotional and physical exhaustion, vicarious traumatization can occur spontaneously after a simple interaction with the traumatized person and its symptoms are associated with posttraumatic stress syndrome.

vicarious traumatization is an emotional overload to which are subjected specialists providing services to people who have suffered trauma after life critical situations and involves a transfer of symptoms from the suffering person to the caretaker. Specialists

are generally exposed to traumatic events descriptions of abuse, manifestations of cruelty and strong emotions of the trafficking survivors.

Symptoms

- Hypervigilance;
- Hopelessness;
- Inability to process complex elements of the environment;
- The avoidance of beneficiaries / clients;
- Inability to listen the customers;
- Increased levels of anger and cynicism;
- Insomnia;
- Fear;
- Chronic exhaustion;
- Physical frailty;
- Feelings of guilt and negative thoughts.

Prevention

The most effective prevention strategies are those based on a multidimensional approach that includes individual, supervisors and organization policies. Thus, the most important prevention strategies is represented by psycho-education, continuous training and supervision, with the following purposes:

- gaining knowledge about the burnout syndrome and vicarious traumatization and their effects
- develop skills to reduce the risk of burnout and vicarious traumatization
- increase resilience
- periodic self-assessments,
- participation in support groups at work,
- balancing the work program,
- assigning an optimum number of cases for each specialist, for the avoidance of overloading
- leisure activities and developing a healthy lifestyle.

7. Conclusions

Identification, referral and assistance of survivors of human trafficking require a multi-disciplinary and collaborative approach between both national and international institutions and organizations.

Despite the efforts of awareness of population and improving national services assistance provided to survivors of trafficking, many obstacles keep them hidden and reluctant to disclose the exploiting conditions to which they had been subjected to, without being able to access and receive the services they are entitled to. A significant obstacle is misunderstanding the nature of the crime and the dynamics of power and control that are usually involved in trafficking, which prevents survivors see themselves as “victims of trafficking”.

Trafficking survivors’ needs tend to be complex and often involve interactions with law enforcement, lawyers and a number of service providers; social workers play an important role in their recovery process and they need long-term support because trauma incurred during exploitation squeezed their resources to cope with life events. The primary concern of the social worker should be safety and welfare of the victim; it is necessary that it communicates the survivor relevant information to help him/her make informed choices regarding the services they want to receive, cooperation with the prosecution and other options available. The approach must be a humanist one, victim-centered and should focus on developing skills and encourage assuming an active role in his/her own healing process.

Although it is difficult to completely heal the wounds of a trafficking survivor, social service providers can significantly help in restoring dignity, building a new life and obtaining justice for them and for other survivors.

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