



NATIONAL COALITION OF ANTI-TRAFFICKING SHELTERS

**Report on the contribution of the NCATS
to the identification and assistance
for victims of trafficking**

October 2009 – September 2010



Supported by the USAID funded project “Strengthening Albanian Anti-Trafficking Capacities” implemented by IOM

DISCLAIMER

The authors views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development (USAID) or the United States Government and/or those of the International Organization for Migration (IOM).

NATIONAL COALITION OF ANTI-TRAFFICKING SHELTERS

Report on the contribution
of the NCATS to the identification
and assistance for victims of trafficking

October 2009 – September 2010

Acknowledgements

Members of the National Coalition of Anti-Trafficking Shelters would like to thank the United States Agency for International Development (USAID) and the International Organization for Migration (IOM) for the financial support and assistance given for the preparation of this Report (the first report of the Coalition) which introduces our work and challenges related to assistance provided for victims of trafficking crime.

Special thanks go to Ms. Valbona Lenja, anti-trafficking expert, for her work and commitment in the preparation of this report.

Additionally, the present report could not have been possible without the contribution of the shelters of this Coalition, to whom we would like to express our special thanks and gratitude.

Moreover, we would like to give special thanks to Ms. Ruth Rosenberg, an extraordinary person and anti-trafficking expert, who volunteered looking closely at the report, correcting and offering precious suggestions for its improvement.

The National Coalition of Anti-Trafficking Shelters

Table of Content

CHAPTER I necessary information for reading this report

<i>I/1 Main abbreviations used</i>	<i>3</i>
<i>I/2 Brief overview of the National Coalition of Anti-Trafficking Shelters.....</i>	<i>4</i>
<i>I/3 Brief description of NCATS members contributing to the report.....</i>	<i>5</i>

CHAPTER II Organization of content of the report, its goals and methodology

<i>II/1 Organization of the report.....</i>	<i>6</i>
<i>II/2 Goals of the report.....</i>	<i>6</i>
<i>II/3 Period covered by the report.....</i>	<i>7</i>
<i>II/4 Methodology of the report.....</i>	<i>7</i>
<i>II/5 Monitoring instruments and monitoring of NCATS work.....</i>	<i>9</i>

CHAPTER III Referral and profile of cases referred to NCATS

<i>III/1 NCATS approach to identification and referral of victims of trafficking.....</i>	<i>12</i>
<i>III/2 Identification and referral of trafficking cases.....</i>	<i>13</i>
<i>III/2/A Sources of identification and referral to NCATS.....</i>	<i>18</i>
<i>III/2/B Identification and referral of trafficking cases by other various state and non-state agencies</i>	<i>18</i>
<i>III/2/C Identification and referral of trafficking cases by other various state and non-state agencies</i>	<i>19</i>
<i>III/2/D Referrals to different members.....</i>	<i>20</i>
<i>III/2/E Referral of cases by one NCATS member to another.....</i>	<i>21</i>
<i>III/2/F Self-referral of cases.....</i>	<i>21</i>
<i>III/2/G Sex of identified and referred cases.....</i>	<i>21</i>
<i>III/2/H Referral of cases collaborating with justice.....</i>	<i>22</i>
<i>III/2/I Ways to exit/ escape trafficking.....</i>	<i>23</i>
<i>III/3 Practices of identification and referral of other cases.....</i>	<i>19</i>
<i>III/3/A NCATS approach to identification and referral of other cases.....</i>	<i>24</i>
<i>III/3/B Source of identification and referral of other cases.....</i>	<i>25</i>
<i>III/4 Recommendations for improving the practices of the identification and referral of trafficking cases.....</i>	<i>20</i>

CHAPTER IV Situation prior to and during trafficking and recommendations for the prevention of trafficking

<i>IV/1 Situation prior to trafficking.....</i>	<i>21</i>
<i>IV/1/A Main themes in describing situations prior to trafficking.....</i>	<i>26</i>
<i>IV/1/B Dimension of domestic violence and abuse.....</i>	<i>27</i>
<i>IV/1/C Dimension of economic conditions at the time of entering trafficking.....</i>	<i>28</i>
<i>IV/1/D Dimension of marital status when entering trafficking.....</i>	<i>28</i>
<i>IV/1/E Dimension of age when entering trafficking.....</i>	<i>28</i>

IV11F Dimension of place of residence of victims when trafficked.....	29
IV11G Dimension of migration of victims' families.....	30
IV11H Dimension of employment when /prior to being trafficked.....	30
IV11I Dimension of housing/ social sub-characteristic of housing when trafficked.....	31
IV11J Dimension of mental or physical health problems considered to have existed at the time of trafficking	31
IV11K Dimension of re-trafficking.....	31
IV2 Features of the trafficking process.....	28
IV2/A Methods of recruitment.....	33
IV2/B Forms of exploitation.....	33
IV2/C Destinations/ places of exploitation.....	34
IV2/D Abuse and Control Mechanisms.....	35
IV2/E Profile of traffickers.....	35
IV3 Recommendations to reduce vulnerability.....	31

CHAPTER V NCATS Assistance for Victims of Trafficking and Violence

VI 2 Safe housing and good living conditions.....	38
VI2/A Data on safe housing.....	38
VI2/B Security problems.....	40
VI2/C Recommendations for safe housing and good living conditions:.....	42
VI3 Safe transportation.....	43
VI3/A Data on safe transport.....	43
VI3/B Recommendations for safe transport.....	44
VI4 Planning assistance.....	44
VI4/A Data on assistance plans.....	44
VI4/B Recommendations for facilitation of planning and ensuring implementation.....	46
VI5. Food and clothing.....	46
VI5/A Data on food and clothing.....	46
VI5/B Recommendations for food and clothing.....	47
VI 6 Information on health.....	47
VI6/A Data on information on health.....	47
VI6/B Recommendations for information on health.....	48
VI7 Medical examinations.....	48
VI7/A Data on medical examinations.....	48
VI7/B Recommendation for medical examinations.....	50
VI8 Medical treatment and care during hospitalization.....	50
VI8/A Data on medical treatment and hospitalization.....	50
VI8/B Recommendations for medical treatments and hospitalization.....	52
VI9. Psychosocial counselling.....	52
VI9/A Data on psychosocial counselling.....	52
VI9/B Recommendations on individual and group psychosocial counselling.....	54
VI10 Legal assistance.....	54
VI10/A Data on legal assistance.....	54
VI10/B Recommendations on legal information and assistance.....	57
VI11 Professional training.....	57
VI11/A Data on professional training.....	57
VI11/B Recommendations on vocational training.....	60

V/12 Counselling and mediation for employment.....	61
V/12/A Data on counselling and mediation for employment.....	61
V/12/B Recommendations for counselling and mediation for employment.....	63
V/13 Re-enrolment in the formal education system of primary and secondary beneficiaries and support for progress in school/ education.....	63
V/13/A Data on support for schooling.....	63
V/13/B Recommendations for support for education.....	65
V/14 Specific assistance for secondary beneficiaries	65
V/14/A Data on specific assistance for secondary beneficiaries	65
V/14/B Recommendations for specific assistance for secondary beneficiaries.....	68
V/15 Specific assistance for pregnant beneficiaries.....	68
V/15/A Data for specific assistance for pregnant beneficiaries.....	68
V/15/B Recommendations for specific assistance for pregnant beneficiaries.....	69
V/16 Relaxing and entertainment activities	69
V/16/A Data on relaxing and entertainment activities	69
V/16/B Recommendations for relaxing and entertainment events.....	70
V/17 Mediation with families	70
V/17/A Data on mediation with families	70
V/17/B Recommendations for mediation with families.....	71
V/18 Support with reintegration grants	71
V/18/A Data on support with reintegration grants.....	71
V/18/B Recommendations for support with reintegration grants	72
V/19 Community monitoring, family or independent living.....	72
V/19/A Data on monitoring.....	72
V/19/B Recommendations for monitoring	74

CHAPTER VI Capacity building and strengthening inter-institutional cooperation for the identification, referral, and assistance for victims of trafficking and violence

VII/1 Participation in events.....	75
VII/2 Organization of events.....	78
VII/3 Staff training.....	78
VII/4 Recommendations.....	79

CHAPTER VII Fundraising to continue the continuity of assistance for victims of trafficking

VIII/1 Projects applied during the reporting period	80
VIII/2 Fundraising efforts	84
VIII/3 Recommendations	86

ANNEX

Annex 1. Publications of NCATS and the members.....	87
Annex 2. Terminology used by NCATS.....	90
Annex 3 Extract from "Methods and Models for Mixing Services for Victims of Domestic Violence and Trafficking in Persons in Europe and Eurasia".....	94
Annex 4 References.....	96

CHAPTER I

NECESSARY INFORMATION FOR READING THIS REPORT

I/I Main abbreviations used

ADA	Austrian Development Agency
AWEN	Albanian Women's Empowerment Network
RA	Responsible Authority
BKTF	United for Child Care and Protection
EU	European Union
CIES	Centro Informazione e Educazione allo Sviluppo/ Centre for Development Information and Education
CIS	Cooperazione Italiana allo Sviluppo/ Italian Development Cooperation
D&E	Different & Equal
GDSP	General Directory of State Police
RSSSO	Regional State Social Service Office
IOM	International Organization for Migration
NCATS	National Coalition of Anti-Trafficking Shelters
RATC	Regional Anti-Trafficking Committee
CAAHT	Coordinated Action Against Human Trafficking
KTK	Kvinna Till Kvinna
MAE	Ministero degli Affari Esteri/ Italian Ministry of Foreign Affairs
Mol	Ministry of Interior
NRM	National Referral Mechanism for the Identification and Improved Assistance to Human Trafficking Victims
MOLSAEO	Ministry of Labour, Social Affairs, and Equal Opportunities
NCA	Norwegian Church Aid
NPO	Non-Profit Organizations
IO	International Organizations
NRCVT	National Reception Centre for Victims of Trafficking
QCC	Gjirokastër Community Centre "Life and Hope"
OV	Other Vision
USAID	United States Agency for International Development
ONAC	Office of the National Anti-Trafficking Coordinator

I/2 Brief overview of the National Coalition of Anti-Trafficking Shelters

The National Coalition of Anti-Trafficking Shelters, otherwise known as NCATS, was founded in July 2007. It was established and functions based on the collective will of five agencies that provide rehabilitation and reintegration services for victims of human trafficking – the National Reception Centre for Victims of Trafficking (hereinafter referred to as NRCVT), the “Different & Equal” organization (hereinafter referred to as D&E), the “Vatra Psychosocial Centre”¹ (hereinafter referred to as Vatra), the “Life and Hope” Community Centre (hereinafter referred to as GJCC), and the organization “Other Vision” (hereinafter referred to as OV).

The main objective of NCATS is “cooperation and coordination of work and events or services, protection, assistance, support, rehabilitation, and reintegration of victims of trafficking”². In keeping with this objective, through separate projects as well as joint ones as a coalition, NCATS has contributed and continues to contribute to efforts to combat trafficking in human beings in Albania, through the provision of services in response to the needs of victims of trafficking, through enhanced analysis of data collected by coalition members, and through the sensitization of state and non-state institutions regarding the dimensions and forms that trafficking in human beings assumes and the repercussions it produces in victims themselves as well as in society at large. NCATS also seeks to promote the rights of victims of trafficking, to develop anti-trafficking projects and conduct fundraising, and to undertake consultations with state and non-state agencies for drafting or improving policies and strategies related to the prevention of trafficking, the penalization of traffickers and the protection of victims. NCATS collaborates in events aimed at strengthening coordination and partnership between various institutions and agencies.

All the members of NCATS are members of the National Referral Mechanism for the Identification and Improved Assistance to Victims of Trafficking in Human Beings (hereinafter referred to as NRM)³. The members of NCATS are active members of the National Anti-Trafficking Task Force⁴, and technical round tables of Regional Anti-Trafficking Committees (RATC)⁵, and are part of other national networks such as United for Child Care and Protection (BKTF), the Albanian Women’s Empowerment Network (AWEN) and others.

So far, the Coalition’s public activities have had significant impact on anti-trafficking efforts in Albania. Among them, it’s worth mentioning the conference, “All Together Against Trafficking in

1 In 2009, Ms. Vera Lesko, Executive Director of Vatra was honoured by the U.S. Department of State with two prizes: “Hero in the Fight Against Human Trafficking” and “Woman of Courage”: one prize was awarded personally by the U.S. Secretary of State Hillary Clinton and the other by First Lady Michelle Obama through the U.S. Ambassador to Albania, his Excellency Mr. John L. Withers, II. In February 2010, Deputy Prime Minister and Foreign Minister of the Republic of Albania, Mr. Ilir Meta honoured Ms. Lesko with the prize “Honorary Ambassador” for her courage and dedication in the fight against trafficking in human beings.

2 Cooperation Agreement for the Establishment and Functioning of the Interactive Coalition of Shelters, for the Support and Protection of Victims of Trafficking in Albania, February 27, 2008.

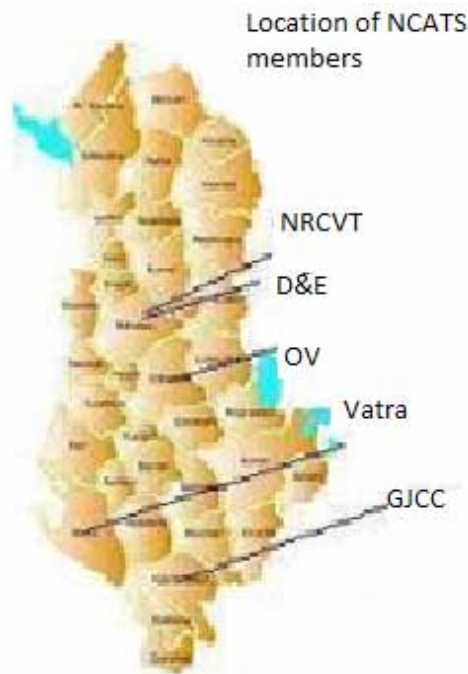
3 Cooperation Agreement on the Establishment of a National Referral Mechanism for the Identification and Improved Assistance for Victims of Trafficking in Human Beings, signed by the majority of members on July 18, 2005.

4 The National Anti-Trafficking Task Force consists of senior officials of a technical level whose main duties include the implementation of the objectives of the Strategy in their pertinent institutions, including representatives from the General Prosecutor’s Office and the Judicial System, Regional Anti-Trafficking Committees, NPO-s involved in the prevention and fight against trafficking in humans. The duties of the Task Force and of other anti-trafficking structures are described in detail in the Instruction No. 30 of the Minister of Interior, dated 05.02.2010 “On the joint action of structures implementing the National Strategy for the Fight Against Trafficking in Human Beings”.

5 The Regional Anti-Trafficking Committees (RATC) were established by order no. 139 of the Prime Minister, dated 19.05.2006, and their purpose is to expand protective and preventive work as well as intensify the Government’s anti-trafficking efforts also at the local level.

Human Beings”, held in October 2009, which made known the capacities that the coalition and its partners had invested to help victims of trafficking in Albania. Another important moment of Coalition’s action in protection of victims of trafficking, was the attraction of the national and international attention and support and the joint strong reaction against the closure of the shelter for victims of trafficking undertaken by the MOLSAEO.

I/3 Brief description of NCATS members contributing to the report



The National Reception Centre for Victims of Trafficking (NRCVoT) is a state Centre established by a Council of Ministers Order No 589, date 28.08.2003. The Centre offers care services to victims of trafficking for their rehabilitation in the society. The Centre is funded and monitored by the Ministry of Labour, Social Welfare and Equal Opportunities.

Tjeter Vizion is a non-governmental organization registered in Tirana Court on 8 April 2002. “Tjeter Vizion” offers services to children, youth and women in Elbasan. It collaborates closely with local government, institutions and local and international NGOs. (For more details on the activity, partners, and projects please visit the website <http://tjetervizion.org/>).

“Different & Equal” (D&E) is an Albanian non-profit organization established in May 2004. D&E provides reintegration services to Albanian Victims of Trafficking. The planning and implementation of D&E’s activities are guided and fulfil the strategies and action plans for the fights against trafficking in human beings and its obligations as member of the National Referral Mechanism NRM. (For more details on the activity, partners, and projects please visit the website <http://www.differentandequal.org>)

Vatra Psychosocial Centre” is a non-governmental, non-profit women’s organization registered in Vlora Court with order no 693 date 2001 and re-registered in Tirana Court with order 211 on 17.01.2005. “Vatra Psychosocial Centre” aims to support vulnerable groups, especially women, girls, and young people in Albania particularly in Southern Albania through awareness raising programmes, provision of social, residential and community services and community information. (For more details on the activity, partners, and projects please visit the website <http://www.qendravatra.org.al>).

I/4 Brief description of USAID project supporting NCATS and the production of this report

The IOM Tirana Mission's project "Strengthening Albanian Capacities against Trafficking," funded by the United States Agency for International Development (USAID) during October 2009 onwards, ensures support for the National Coalition of Anti-Trafficking Shelters in its efforts to provide support and assistance for victims of trafficking. The project also contributes to strengthening and consolidating joint work and efforts of the Albanian government and civil society to combat the phenomenon of trafficking. The project has three specific objectives:

- Building capacities for individual NPOs assisting victims;
- Increasing cooperation between the civil society and the Albanian government against trafficking;
- Building civil society's advocacy capacities to prevent trafficking and protect victims.

In more concrete terms, the third objective seeks "to build the capacities of the Coalition of Shelters to advocate for policy change". Achieving this goal presumes a series of measures to boost support for the Coalition with communication, raising its profile and impact in overall efforts against trafficking and technical support to prepare and distribute periodical reports on trends in trafficking of human beings.

CHAPTER II

ORGANIZATION OF CONTENT OF THE REPORT, ITS GOALS AND METHODOLOGY

II/1 Organization of the report

This report provides information on the main aspects of work of NCATS, which are: **1.** Efforts for the identification, referral, and rehabilitation and reintegration assistance for victims of trafficking; **2.** Efforts to enhance inter-institutional cooperation and capacity building for the identification, referral, and assistance for victims of trafficking; **3.** Efforts for fundraising for the continued provision and delivery of assistance for victims of trafficking.

II/2 Goals of the report

The main goal of this report is to analyse and disseminate information collected from records of the coalition members' anti-trafficking activities. NCATS considers that providing information about its activity and its members is an obligation of gratitude and transparency toward the victims of trafficking who have trusted it and received assistance from it, as well as an obligation to the partners and supporters of protection for victims of trafficking to help know the situation, plan and coordinate anti-trafficking efforts.

More specifically, through preparation and publication of this report, NCATS aims to:

- Present information on assistance that NCATS members have provided mainly to trafficked persons but also other persons in need during the period October 2009 – September 2010, in order to enable the best possible understanding of the needs of victims of trafficking, and the way in which these needs have been addressed during the period, by NCATS members in cooperation with state and non-state institutions.;
- Highlight challenges encountered in the identification, referral, and assistance for victims of trafficking and introduce NCATS events, recommendations, and perspective for overcoming such challenges;
- Create an instrument for information and experience exchange between NCATS members aimed at bettering the assistance offered to victims of trafficking;
- Create a sustainable instrument for NCATS to carry out a systematic collection and analysis of information on trafficking trends in the country, the needs of victims of trafficking, services meeting these needs, and shortcomings in meeting them;
- Draw conclusions and recommendations that are more broad-based than the information possessed by each member separately, which might be used by the coalition itself or other actors contributing or wishing to contribute to the fight against trafficking in human beings,

through activities of direct assistance, research, or public awareness and mobilization events against trafficking.

Although this report is the first in the context of reports drafted and published by NCATS as coalition, the individual members have continuously made efforts to inform the public through their own reports and research publications⁶.

Data produced by members of the coalition have also been used for other reports from international organizations and national authorities. The report “Situation of efforts in Albania for the fight against trafficking in human beings, 2007–2008” by Coordinated Action against Human Trafficking (CAAHT) includes members of the coalition that were among the 24 organizations that reported data.⁷ From the first half of 2008, NCATS members have provided information on assistance to trafficked persons to the Office of the National Anti-Trafficking Coordinator (ONAC). This information is reflected in periodical ONAC reports on monitoring of anti-trafficking strategies. Periodically, NCATS members provided information on assistance offered to victims of trafficking and that information is incorporated in the database on victims of trafficking by the members of the Responsible Authority (RA). According to requests by various institutions, such as Municipalities, Regional Anti-Trafficking Committees (RATCs), Regional State Social Service Offices (RSSOs), and others, NCATS members have shared information on assistance to victims of trafficking with these central and local institutions, both in the form of reports in requested formats and in the form of references in meetings held with or by these institutions.

II/3 Period covered by the report

This report provides information on the work of NCATS during the period October 2009 – September 2010, which coincides with the first year of the implementation of the project “Strengthening Anti-Trafficking Capacities in Albania”, supported by the United States Agency for International Development (USAID).

II/4 Methodology of the report

Methods used

Several methods were employed in preparation of this report:

- *Focus group discussions.*

5 meetings of focus group discussions with NCATS staff (directors and senior technical staff) were organized to draft and unify a format for collecting NCATS data and information and for reviewing drafts of the report.

- *Collection and analysis of primary data.*

A format for collection of NCATS information was drafted, discussed and agreed with NCATS directors and technical staff. The format intended to draw information that involved all topics of

⁶ You may find a complete list of publications of NCATS members in Annex 1 of this report, while complete publications by the members may be found by visiting the members’ websites on the internet on the addresses given above

⁷ Situation of efforts in Albania for the fight against trafficking in human beings 2007–2008, accessed at <http://www.caaht.com>, on January 4, 2011

interest to the members and their partners, was regularly registered and analysed by members, therefore easy to find. The format was distributed to the NCATS assigned staff. Using codes for not compromising the confidentiality of the beneficiaries, each NCATS member filled out the format with information from the files or by asking colleagues. The filled out formats were later conjoined in one which was revised by members giving clarifications or more detailed information was asked and provided when necessary and available.

- *Study of materials/documents on or related to anti-trafficking efforts in the country and the coalition's work.*

In order to ensure a complete presentation of the activity of NCATS, to provide information that had not been reflected fully due to information formats used previously, and to avoid repetitions, NCATS members guided the selection of materials to refer to, and supplied description of projects developed during the reporting period.

- *Continued phone, face to face, and email communication.*

Close communication with NCATS staff, was kept to clarify the data and concepts used in the report, to review the contents of the report and provide recommendations based on joined data findings.

Limitations of the used methods

- *The presented information was not collected for research purposes on the phenomenon of trafficking.* In part, this report seeks to draw conclusions on trafficking trends (movement of victims, types of exploitation suffered, conditions increasing vulnerability to trafficking, etc.). This effort was mainly based on information collected and recorded from interviews or conversations with victims during the period of their stay in shelters. This information was collected and recorded by the case managers not for pure research purposes on trafficking trends, but case by case, and on day to day basis, for the purpose of assessing the needs of beneficiaries and developing individual assistance plans. This naturally limited the amount of information reviewed, therefore, limits the ability of this report to draw conclusions about trafficking trends in the country.
- *The relatively small group reviewed by the report.*

NCATS considers that the level in which the group under review by the report represents the phenomenon of trafficking in the country or the peculiarities of reintegration may not be established with certainty but nevertheless, it might underestimate the real number of victims of trafficking in the country⁸. A quick overview of statistics finds that cases identified as trafficked for the exploitation of labour were very rare, while during the reporting period there was a large number of persons returned to Albania as illegal emigrants— a category considered as exposed to trafficking. Another group of persons on which NCATS members do not have information is that of persons who have not chosen the shelters as an alternative for assistance. To the knowledge of NCATS members, while there is a study focused also on Albania on the reasons why persons at risk of being trafficked, presumed victims of trafficking, or victims of trafficking are do not choose shelter as an alternative by shelters as an alternative to assistance⁹, there are still no clear

⁸ The group under review in this report: those identified as being at risk of being trafficked, presumed/potential victims, or victims of trafficking were assisted by assistance programmes in the shelters.

⁹ AnetteBrunovskis and Rebecca Surtees, Fafo and NEXUS, 2007, Leaving the past behind? When victims of Trafficking decline assistance

numbers of them. Another limitation of the data is that the cases under review in this report are all female and primarily for sexual exploitation; there is no male presumed victim or victim of trafficking as a primary beneficiary of NCATS services during the period covered by this report.

- *The unification of concepts and procedures for the identification, referral, and assistance for victims of trafficking was still in process.*

At the start of the initiative to draft this report, there was, among almost all report collaborators, a higher expectation regarding the unification and certainty in the existing concepts of the identification, referral, and assistance for victims of trafficking. In reality, focus group discussions and communications within NCATS had to prolong and concentrate on verification of common understanding of concepts/categories used in the format for collection and analysis of the data¹⁰. The discussions and contribution of NCATS in various events¹¹ continued after collection of the information for the report and evolved around themes such as: who would make the final determination on the status of a person vis-à-vis trafficking; should victims of trafficking receive assistance in the same shelters with victims of violence; how long should assistance be provided and what should reception, rehabilitation and reintegration of victims of trafficking entail; to what extent and how should information in referral be shared by an agency with another; to what extent and how should shelter staff be engaged in the process of cooperation of victims of trafficking with law enforcement authorities; and how would specific cases be handled¹².

- *Lack of practice of joint reports of NCATS and lack of a common database.*

Each of the NCATS members had applied and had experience with drafting reports on their activities to various donors. Due to lack of funds, priority given to direct assistance rather than reporting, or the use of different reporting formats used by different donors, NCATS members could not establish a database for victims' assistance and their activity. The data of this report were "manually" collected and processed: while having the advantage of better articulation, it had also disadvantages of spending substantial time to insert the data into the format developed, verify that the details provided fall under the same category etc..

II/5 Monitoring instruments and monitoring of NCATS work

Ensuring a high quality and quantity of services provided to victims of trafficking by all residential centres has been seen as a professional obligation of the staff and senior members of the centres/shelters that are part of the coalition. Therefore, the members of the coalition have taken an active part and contributed concretely with models of their best practices initially to the drafting of standards for residential care for victims of trafficking and then to drafting guidelines for the implementation of these standards. Reflecting this contribution, in its document on standards, MOLSAEO maintains: "Drafting of Standards of Social Care Services for Trafficked Persons or Persons at Risk of Trafficking in residential centres was made possible through the contribution of a working team consisting of specialists from the Ministry of Labour, Social Affairs, and Equal

¹⁰ Please refer to Annex II for NCATS agreed terminology and concepts for the report

¹¹ Events such as the discussion of Standard Operating Procedures for the Identification and Referral of Victims of Trafficking (SOPs), or the discussion about the implementation of the law on economic assistance for victims of trafficking, including the discussion on the agreement for the funding of shelters with local government funds

¹² Cases of children, cases of persons assisted by more than one shelter, cases of persons with mental disorders, cases needing services after a long period of stay in the family or of independent living, etc.

Opportunities, representatives of organizations offering services for trafficked persons and residential institutions, municipalities, and international organizations, etc”¹³.

Aside from drafting the national standards for residential services for victims of trafficking, NCATS members have contributed to drafting international documents and guidelines on reintegration services for victims of trafficking. Thus, D&E and OV have contributed to drafting 3 Issues Papers, published by the King Baudoin Foundation and Nexus Institute in the context of their program in South–Eastern Europe, namely: *Reintegration of trafficked persons: how can our work be more effective* (2008), *Reintegration of trafficked persons: handling difficult cases* (2008), *Reintegration of trafficked persons: developing monitoring and evaluation mechanisms* (2009).

The quality of services provided to victims of trafficking by NCSAT members is regularly inspected by the Ministry of Labour, Social Affairs, and Equal Opportunities (MOLSAEO) and the State Social Service (SSS) directly or through the Regional State Social Services Offices (RSSSO) according to standards and instructions^{14,15}.

In fact, respect for NRM obligations by NCATS members has been accomplished by their strong feeling of responsibility. During the reporting period, there were no official monitoring activities conducted as regards implementation of the NRM in spite of state obligations to do so¹⁶. During the period covered by this report, confusion and wrong perceptions remained with regard to who monitors identification and referral of victims of trafficking and with regard to the specific roles of NRM members for identification and referral. MOLSAEO inspectors doubted the identification of victims of trafficking conducted by the staff of centres, and questioned proper functioning of non-profit organizations that are part of NCATS. For a couple of months, the referrals to NCATS and assistance to victims, was seriously jeopardized¹⁷. The created situation was reflected in the U.S. Department of State report of June 2011, which noted “During the reporting period, one government ministry bypassed the NRM completely and attempted to unilaterally revoke the licenses of three of the NGO signatories providing shelter and assistance to trafficking victims; the Ministry rescinded this order after repeated interventions by the international community. These threatened closures damaged the trust and partnership between the government and civil society on trafficking victim protection issues”¹⁸.

With regard to special projects of direct assistance to victims of trafficking and other categories of persons in need of assistance, the activity of NCATS members is monitored according to agreements with various donors. For instance, during the period covered by this report, services provided to trafficking victims by three of the coalition’s members, D&E, Vatra, and OV, were

13 Standards of Social Care Services for Trafficked Persons or at Risk of Trafficking in Residential Centres, 2008, published with OSCE support.

14 Instruction by the Minister of Labour, Social Affairs, and Equal Opportunities, No. 316, dated 10.2.2010, “On the implementation of standards of social care in residential centres, for trafficked persons or persons at risk of trafficking, Official Gazette No. 19, 2010.

15 During the period covered by this report, MOLSAEO conducted three inspections at the NRCVT (on 06.11.2009 by SSS, on 10.05.2010 by the RSSSD, on 1.7.2010 by the SSS, on 19.7.2010 by the MOLSAEO), and 4 inspections at OV (on 13.5.2009 by SSS, on 13.7.2009 by the MOLSAEO, on 27.09.2010 and 4.12.2009 by the RSSSD, on 19.7.2010 by the MOLSAEO).

16 Article 6 of NRM, “Implementation, Monitoring and Coordination of the Cooperation Agreement for the Creation of the National Referral Mechanism for the identification and improved assistance to victims of trafficking, and Instruction of Ministry of Interior, No. 30, dated 5.02, 2010, “ On joint action of the structures implementing the National Strategy to Combat Trafficking of Human Beings

17 Financial support for shelters according the Law No. 10252, dated 11.03.2010 “On some amendments to Law No. 9355, dated 10.03.2005, “On social aid and services,” amended, was dragged for months.

18 Trafficking in Persons Report 2011, June 2011, accessed in English at the address www.state.gov

monitored on a monthly basis by the staff of IOM. For D&E, other donors who have conducted monitoring include: Vodafone Foundation Albania and King Baudouin Foundation (KBF). For Vatra, other donors who conducted monitoring include: The Sigrid Rausing Trust/England, Kvinna Till Kvinna Foundation, Open Society Foundation SOROS, Austrian Development Agency, and Norwegian Church Aid. For OV, other donors who conducted monitoring include KBF and CIES-MAE.

CHAPTER III

REFERRAL AND PROFILE OF CASES REFERRED TO NCATS

III/I. NCATS approach to identification and referral of victims of trafficking

NCATS has deemed a correct and quick identification and referral system as a key step for (a) the care and protection which trafficked persons are entitled to, (b) an opportunity to victims to have access to the justice system, (c) avoiding the treatment of victims as illegal migrants or legal offenders, (d) an opportunity to plan necessary and appropriate assistance, (e) immediate assistance for acute health problems, (f) undertaking special safety measures for victims of trafficking as victims of serious crimes, (g) protection against infiltration of criminals to locate/find and harm victims. In their actions carried out during the reporting period, NCATS members have tried for the identification and referral process conducted by their staffs in cooperation with partner agencies or institutions to have the following features:

- Be a process based on respect for human rights;
- Be conducted at the quickest time possible;
- Be based on the full and accurate understanding of trafficking in human beings;
- Be an integrated part of a protection and support programme;
- Be a process that is unified and equally conducted by all (be based on the instrument of the determination, the interview attached to the NRM Agreement);
- Be conducted by experienced staff with very good communication and risk measurement and management skills;
- Be a process in which NCATS members coordinate and cooperate well with one another, with law enforcement agencies, and other assistance agencies;
- Give the victims sufficient time to make decisions;
- Be a reactive and assisting process to other groups in need;
- Be a process that boosts the victims' confidence in the justice system and anti-trafficking actors;
- Give victims the choice to choose alternative solutions to seek and receive assistance;¹⁹

In order to encourage identification and referral, during the period covered by this report, NCATS has developed a series of informative activities for actors that may come into contact with and identify victims of trafficking. This was done in cooperation with IOM, in the context of the project, "Strengthening Anti-Trafficking Capacities in Albania," with support from USAID.

¹⁹ As its signatories, NCATS members respect the basic principles in identification, referral, and assistance for victims, both adult and minor contained in the Cooperation Agreement for the Establishment of a National Referral Mechanism for the Identification and Improved Assistance to Victims of Trafficking in Human Beings, of July 18, 2005

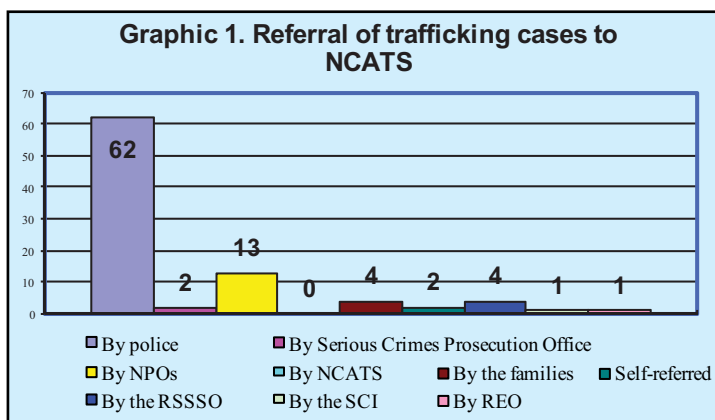
IOM assisted NCATS with the production of 1,000 leaflets, 500 posters, and 2,000 business cards. Below is a photograph of the poster at one of the border crossing points.



III/2. Identification and referral of trafficking cases

III/2/A Sources of identification and referral to NCATS

During the reporting period, various agencies or institutions have referred to NCATS assistance a total of 89 persons, all of whom were females, Albanian, and were considered trafficking cases²⁰. 62 persons were referred by county police and the General Directory of State Police; 2 persons were referred by the Serious Crimes Prosecutor's Office; 13 persons were referred by NPOs; 4 persons were referred by their families; 2 persons were self-referred; 4 persons were referred by the Regional State Social Service Offices; 1 person was referred by a social care institution; and 1 person was referred by a Regional Employment Office²¹.



III/2/B Identification and referral of trafficking cases by other various state and non-state agencies

As may be seen in Graphic 1, the police was the most important source for the identification and referral of victims for assistance to NCATS. Referrals by police structures (police directories in the districts and the General Directory of State Police (GDSP) make up for about 70 % of identifications and referrals of trafficking cases. As will be seen below, referrals by police also

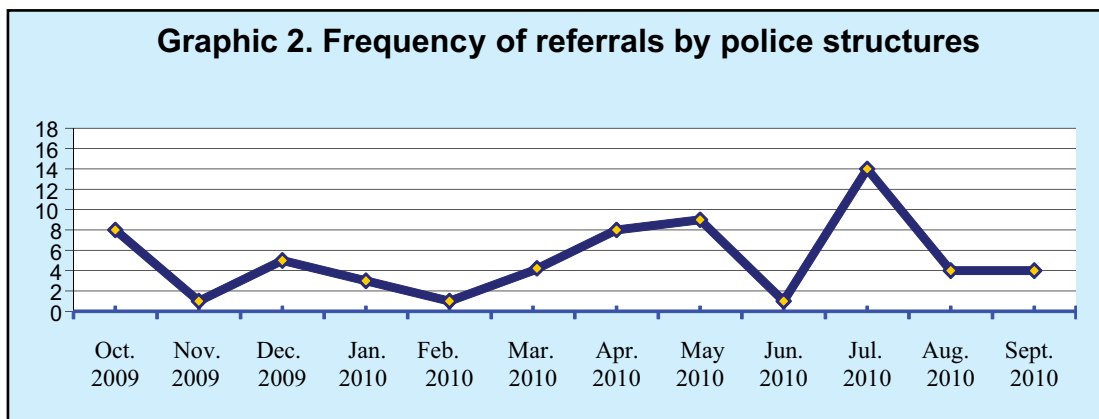
²⁰ These are trafficking cases alone, for cases of other persons in need referred to NCATS, see sections below

²¹ The number 89 is that of new trafficking cases referred to NCATS during the reporting period. The number does not include cases referred from one member to the other : that's why referral graph indicates 0 on "From NCATS" bar.

make up for a high %age of referrals for other than trafficking cases too (46 % of other referrals, mainly of victims of domestic violence).

The level of referrals of trafficking cases by police to various NCATS members is disproportionate. Referrals of trafficking cases by police make up 100 % of referrals to the NRCVT, 24.4 % of cases to D&E, 57.14 % of cases to Vatra, and 72.73 % of cases to OV. According to NCATS, the differences, aside from reflecting the different profile of programmes/ fulfillment of different needs of trafficked individuals, reflect also the need for information exchange and strengthening of trust and cooperation between non-state members of NCATS and law enforcement structures/ police.

During the period covered by this report, major differences are noticed in the fluctuation of referrals of trafficking cases by the police. Police referrals range from low of 1 case per months to a high of 14 cases in a month. Below is a graphic representation of referrals of trafficking cases by police structures to NCATS during the reporting period: NCATS members see these differences as indicators of a lack of sustainability in efforts made by state police structures for the identification of and intervention for trafficking cases.



III/2/C Identification and referral of trafficking cases by other various state and non-state agencies

The number of persons identified and referred as trafficking cases by other various state agencies to NCATS has been low. In total, only 6 trafficking cases (representing approximately 7 % of new cases) have been referred for assistance to NCATS members from other public agencies: 1 from an employment office, 4 from SSS regional directories, and 1 from a state social care centre.

To NCATS knowledge, during the reporting period, numerous efforts were made by the State Social Service Directory in cooperation with various NPOs or IOs to build the capacities of state social workers to identify and refer trafficking cases. Nevertheless, only 4 trafficking cases were referred for assistance by regional SSS directories.

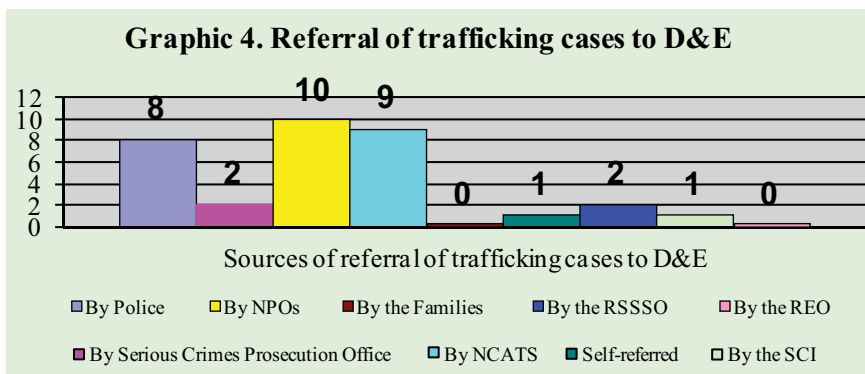
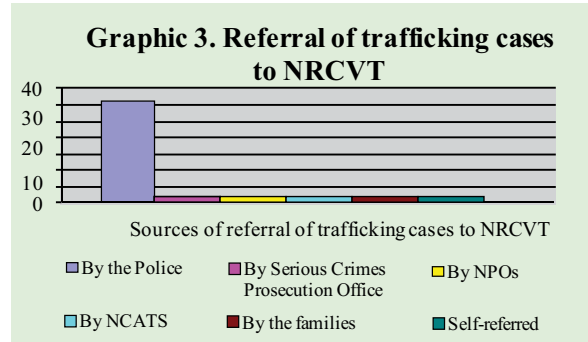
There was no single case being referred to NCATS assistance through the hotline for trafficking victims 08001212, or the police hotline 129.

Although there is a significant number of cases referred as trafficking victims by NPOs and IOs, 13 such cases, yet the ratio with other sources of referral and the diversity of agencies or persons involved in the identification of victims and their referral remain low.

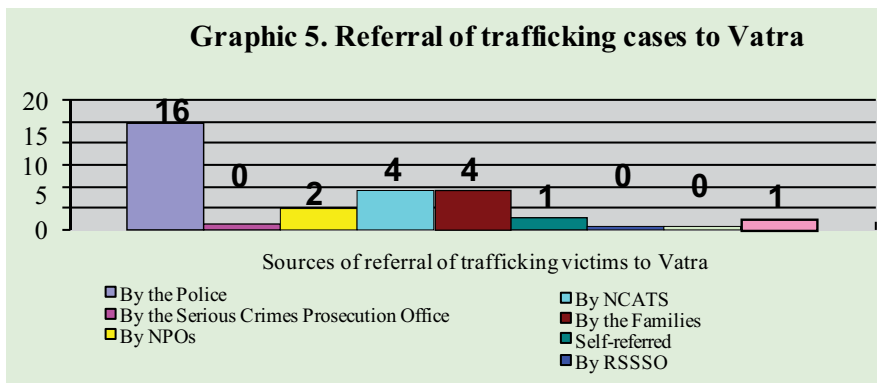
III/2/D Referrals to different members

Referral sources have different proportions for different NCATS members. Below are graphic presentations of the referral of trafficking cases for each coalition member.

The National Reception Centre for Victims of Trafficking (NRCVT) has been referred a total of 36 new cases, of which 31 were referred as trafficking cases:²² 14 as victims of trafficking; 12 as persons at risk of trafficking; and 5 cases as potential victims of trafficking.²³ All trafficking cases (31) were referred by police structures: 21 by Tirana police, 3 cases by Durrës police, 2 cases by Lezhë police, 2 cases by Kukës police, 2 cases by Korçë police, and 1 case by the Sarandë police.



D&E has been referred a total of 38 new cases, of which 33 were referred as trafficking cases²⁴: 27 as victims of trafficking; 4 as persons at risk of trafficking, and 2 as potential victims of trafficking. Of the 33 trafficking cases, 8 new cases were referred by police structures, 2 cases by the Serious Crimes Prosecution Office, 6 cases by the NRCVT, 2 cases by OV, 1 case by Vatra, 2 cases by the Tiranë Regional State Social Service Directory, 1 case was self-referred, 1 case by the “New Beginning” orphanage in Tiranë²⁵, 2 cases by Terre des Hommes and child protection units, and 8 cases by other various organizations, such as: Madonnina della Grappa Shkodër, Global Care Albania/ Bathore, Christian Association of Albanian Prisoners (CAAP), Mother Teresa’s Sisters, Elbasan Women’s Centre, “Useful to Albanian Women”.



Vatra was referred a total of 47 new cases of which 28 as trafficking cases²⁶: 17 as victims of trafficking, 10 as persons at risk of trafficking, and 1 as a presumed victim of trafficking. Of the 28 persons referred for assistance as trafficking

22 Aside from trafficking cases, NRCVT has been referred 2 victims of violence (female), and 3 unaccompanied male children.

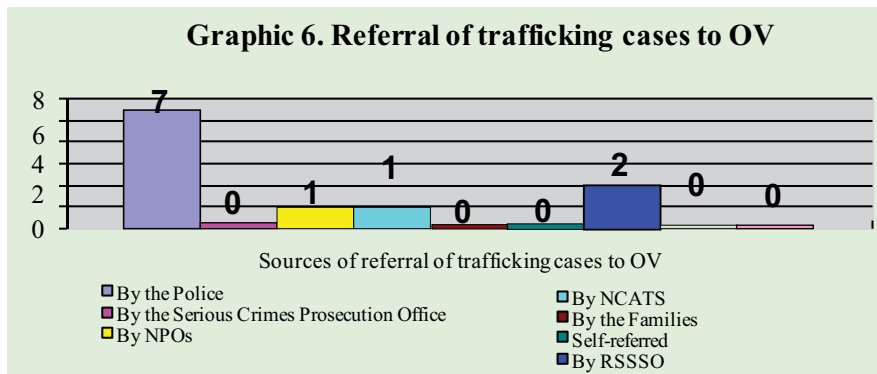
23 One case was referred twice within a one-month period and it was counted by the NRCVT only once—as a single case

24 5 other cases were victims of violence (all female)

25 SCI in the graphic – social care institution

26 The other 19 cases all female were referred mainly as victims of violence: 18 victims of violence and 1 case was an irregular female. migrant in need of temporary shelter.

cases, 16 were referred by police structures, 4 were referred by the family, 1 was self-referred, 1 was referred by the Employment Office, 1 by the Murialdo Centre, 1 by the Catholic nuns, 3 by NRCVT, and 1 by D&E.



OV was referred a total of 18 new cases, of which 11 as trafficking cases²⁷. Of these 11 trafficking cases, 4 cases were referred as victims of trafficking and 7 as cases at risk of trafficking. Of the 11 trafficking cases, 7 cases were referred by police structures, 1 case by D&E, 1 case was referred by the Elbasan Women’s Forum, 1 case was referred by the Regional State Social Service Office (RSSSO) in Korçë, and 1 case by the RSSSO in Lezhë.

III/2/E Referral of cases by one NCATS member to another

Led by the ethical principles of assistance and safety for victims of trafficking²⁸ and particularly the principle of referral for ensuring continued services for the full and safe rehabilitation and reintegration, NCATS members were also a source of referral of cases. Thus, 9 victims who received rehabilitation assistance at the NRCVT were referred further to reintegration services at D&E, OV, or Vatra. Due to the potential of prolonged stay in shelters – especially closed shelters – to harm the empowerment and self-sufficiency process and in order to encourage the development of durable solutions, NCATS tried to limit referrals with direction from D&E, Vatra, or OV to the NRCVT, but also between D&E, Vatra, and OV. During the period under review, only 5 victims of trafficking who asked for it and for which a profound analysis of the individuals’ needs and advantages of transfer (particularly in terms of safety) were identified, were referred between D&E, Vatra, and OV.

III/2/F Self-referral of cases

The number of persons or family members who requested direct assistance / were self-referred to NCATS during the reporting period was low. Self-referral is one way of reaching assistance and it appears in only two of the four NCATS members, which is a concern with regard to information on assistance and direct access of victims to assistance.

III/2/G Sex of identified and referred cases

Independently from which agency or individual made the identification and referral, all identified and referred cases of trafficking are female; there was no single identification or referral to NCATS of adult male victims of trafficking. Considering that the tendency in adult male victims is to not need accommodation in shelters (Rosenberg, 2010), NCATS members have made efforts to make known the possibilities that persons may receive assistance in their communities without

²⁷ 7 other referred cases were all female victims of violence.

²⁸ World Health Organization, 2003, “ WHO Ethical and Safety Recommendations for Interviewing Trafficked Women”

the need to be accommodated in a shelter/centre. Besides, the NRCVT has made known that there are capacities to assist trafficked male minors. In such circumstances, NCATS considers that there are deficiencies in the system of identification of adult male victims.

III/2/H Referral of cases collaborating with justice

The UNODC Toolkit to Combat Trafficking in Persons (2006) draws attention to: “Sometimes, in a rush to accomplish other goals, such as prosecuting the traffickers, States focus on victims for the information they can provide or their usefulness to the criminal justice system. The danger is that States might treat the victims as merely pawns in a struggle between the State and the traffickers and not as human beings in need of protection and assistance and deserving of respect”.

Graphic 7. Collaboration with justice



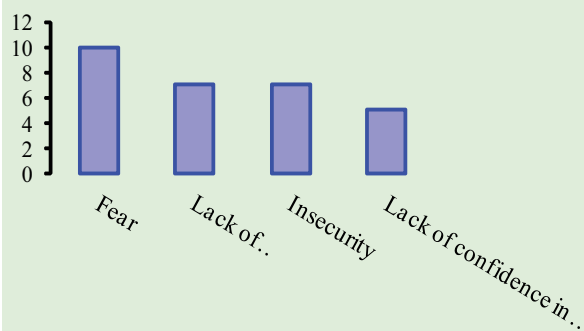
Data indicate that police refer victims to NCATS assistance without condition; they are not obligated to collaborate with law enforcement. Of the 64 victims of trafficking referred by police and the prosecutor’s office 25 collaborated with law enforcement authorities / filed a report/ denounced their traffickers.

Nevertheless, it is worth mentioning that all cases of the victims who filed a report/collaborated with justice were referred to NCATS *after* obtaining their report, which raises the issue that victims are not allowed much time to reflect upon their decision to collaborate. That might indicate that priority for law enforcement structures is to seize offenders of the law more than immediately responding to the needs of the victims and their accommodation in a safe facility.

There are also differences between NCATS members in the referral of cases that collaborate with law enforcement authorities. There is a tendency to refer collaborating victims/ those who have filed a report to the NRCVT and D&E, which corresponds to the location of these shelters/centres in the capital, where the Serious Crimes Prosecution Office following trafficking cases is located.

The number of those who do not denounce the traffickers remains high: 72 % of the trafficking

Graphic 8. Reasons for non-collaboration



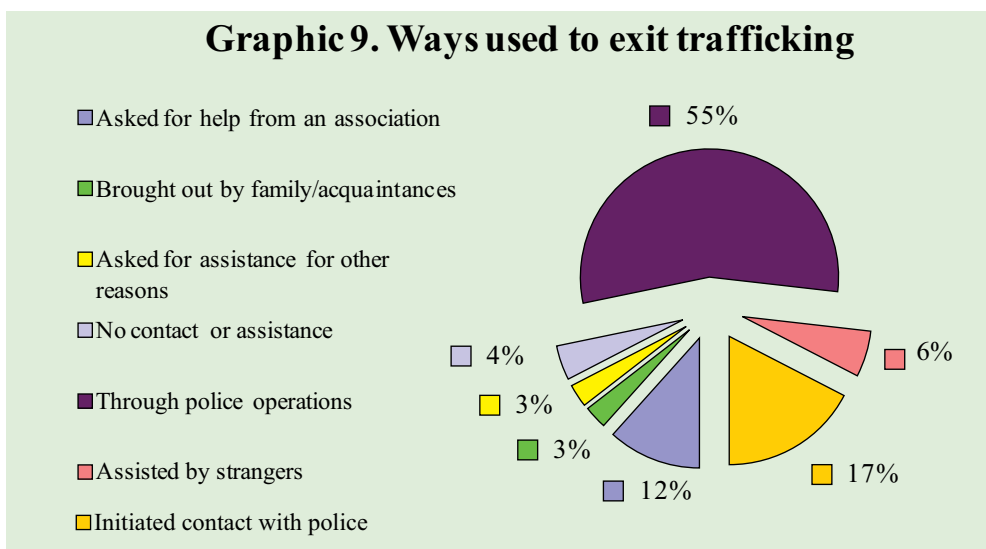
cases. NCATS has no record of the reasons for every single one of the 64 cases that did not file a report and has not used any categorization/ classification on the reasons for not reporting the traffickers. Nevertheless, for the 21 cases in which the victims told NCATS staff their reasons, the responses could be grouped as follows: *fear* in 10 of 21 cases or 47.61 % of the cases, (in 4 of the cases, fear included fear the trafficker may harm the family), *lack of consciousness/ awareness* that the experience was trafficking: 7 of 21 cases or 33.33 %, *insecurity* 7 of 21 cases or 33.33 %, *lack of confidence in justice system* (police, prosecution, lack of protection, judicial procrastination: 5 of 21 cases, or 23.80 %.

lack of confidence in justice system (police, prosecution, lack of protection, judicial procrastination: 5 of 21 cases, or 23.80 %.

Lack of confidence in the justice system for its slowness or other reasons, has also been highlighted in other publications by NCATS members. Thus, in its 2009 research study, D&E²⁹ notes that "...long judicial process and scarce protection of victims lead the latter and other involved individuals to lose their confidence in state institutions...". As a recent Vatra³⁰ research study notes, "Procrastination of judicial processes is one of the factors that has led to the unsuccessful conclusion of some of them. Furthermore, we may mention also the exposure of victims in courtrooms before criminal elements, without the possibility for secrecy and keeping information. They and the accompanying staff are faced with traffickers, thus being in danger and lacking proper protection. The same issue was raised again in the 2009 Vatra report: "The lack of a victims' attorney and their protection by state prosecutors has led us to facing numerous problems and difficulties because these state employees, before taking them under protection, are prejudiced toward what the victims have done, thus leading to unserious processes that last for years... If a prosecutor who addresses the victim (of sexual exploitation)³¹ with the words, "You want to do it," what kind of defense attorney is he going to be for her?!!"³²

III/2/I Ways to exit/ escape trafficking

In the group of new cases, NCATS has analysed available data on the ways of exiting/ escaping trafficking of 69 persons who exited trafficking in the period 2009–2010. 12 of them initiated contact with the police themselves or through the family, 38 persons exited through police operations/ interviews in the districts or the border (notified/ having signals or not about the possibility of trafficking), 8 persons turned to an association themselves or together with their family, 3 persons exited themselves without any kind of contact or assistance, 4 persons were assisted by strangers, 2 persons asked for assistance for other reasons and were found and rescued as victims of trafficking, 2 persons were brought out by the family or acquaintances. Below is a graphic presentation of ways used to exit trafficking.



29 Different & Equal 2009 "Study on social-economic reintegration of victims of trafficking in Albania," available online at http://www.differentandequal.org/Studimi_per_cent20final_per_cent20shqip.pdf

30 Vatra Psychosocial Centre, Evolution of trafficking in human beings, 2001–2009, Research Study.

31 Explanatory note

32 Vatra Psychosocial Centre, Annual Report 2009

As may be seen in Graphic 9, there is a low %age of persons who initiated contact with police themselves (17 %), which corresponds to the low level of confidence by victims in the police and the justice system³³.

III/3. Practices of identification and referral of other cases

III/3/A NCATS approach to identification and referral of other cases

NCATS members have a long experience in providing assistance to victims of domestic violence. During the years, NCATS members have built human and logistic resources to assist victims of violence and have assisted numerous victims of domestic violence. Until the beginning of the reporting period, the NRCVT had assisted 20 victims of domestic violence, D&E had assisted 9, Vatra had assisted 82 victims of domestic violence and 28 children of victims and OV assisted 63 women and 101 child victims of domestic violence.

Service providers for victims of trafficking, including NCATS members, were always aware of the fact that many trafficking cases are initially presented as domestic violence cases. Fear from traffickers, immediate mental association of trafficking with the exercise of prostitution and, as a result, exclusion and stigma toward victims of trafficking, lack of understanding of the distinction between domestic violence and trafficking by the victims and the community in general, the dominant method of recruitment as a promise for marriage and the organization of exploitation as a source of income for the “family,” make it easier and more acceptable to present as a victim of violence rather than trafficking³⁴.

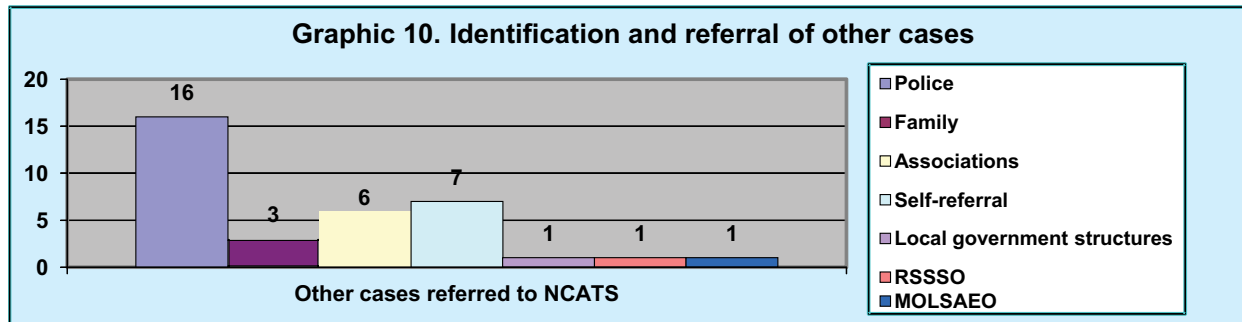
In the experience of service providers including NCATS, there are no absolute controversies regarding mixing victims of trafficking with victims of domestic violence. The main principle used is that services for persons subjected to violence and trafficking should be individualized, and proper attention should be given to avoid bias and discrimination amongst beneficiaries. The report “Methods and models for mixing services for victims of domestic violence and trafficking in persons in Europe & Eurasia” (Surtees & Somach, 2008) notes, “Providing joint residential services in the same place [shelter] for victims of violence and trafficking may be an issue, given the highly stigmatized nature of prostitution in most societies in the E&E [Europe and Eurasia] region, even when prostitution is forced upon the victim. Many service providers flag discrimination and bias as a critical point in the discussion of mixing services. However, what divides people may be more about identity issues – different backgrounds, education levels, culture and language, socioeconomic status, ethnicity, and so on, and less about their specific experience as a victim of trafficking and domestic violence. Although stigma and bias between victims of trafficking and of domestic violence is likely to be particularly pronounced in residential settings where contact is intense and ongoing, in non-residential programmes – for example, educational or training programmes – such biases and tensions also occur”. Annex 3 includes part of the conclusions and recommendations of the report “Methods and models for mixing services for victims of domestic violence and trafficking in persons in Europe & Eurasia” that NCATS finds applied in its practice and approach.

³³ See above on the reasons for non-collaboration/non-reporting

³⁴ In fact, comparing sources of referral, (trafficking above and domestic violence in the later section) there is a higher per centage of victims of violence who are self-referred or referred by the family.

III/3/B Source of identification and referral of other cases

Aside from trafficking cases, during the reporting period, NCATS has received referrals for assistance for a total of 35 other cases: 31 victims of domestic violence, 1 female irregular migrant in need of temporary shelter³⁵, and 3 unaccompanied male minors^{36,37}. Sources of referral for the other cases are: police 16, family 3, associations 6, self-referral 7, local government structures 1, regional state social services offices 1, MOLSAEO 1.



III/4 Recommendations for improving the practices of the identification and referral of trafficking cases

- Improvement of instruments for the identification of victims of trafficking in order enable the identification of male victims of trafficking;
- Creation of appropriate programmes/alternatives of assistance that may be offered for male victims of trafficking;
- Extend protection measures to endangered family members of victims of trafficking;
- Expand and extend the network of identification actors, particularly national and local state institutions;
- Correct and early measurement of risk to victims and assistance staff where they are referred and improvement of information exchange regarding safety and cooperation with law enforcement authorities so that cases are consistently and appropriately protected;
- Provision of immediate assistance to persons considered potential victims of trafficking and allowing them time to make decisions on collaboration with law enforcement authorities;
- Promotion of confidential methods of accessing assistance such as trafficking hotline 08001212, or police hotline 129 and encouragement of self-referral;
- Awareness raising for the public and the victims on the crime of trafficking;
- Sensitizing the prosecutor's office and courts on the effects of procrastinations and dragging out of investigations and adjudications of trafficking cases on victims of trafficking;
- Continuity of public information on sources of assistance for victims of trafficking;
- Better exploitation of NCATS capacities for assistance to victims of violence;
- Promoting police as agents for the protection of victims and facilitating contact of victims with the police;
- Intensification of proactive identification methods used by the police, and outreach work by civil society.

³⁵ See later in the report.

³⁶ NRCVT: 5 other cases, 2 of violence and 3 unaccompanied children, D&E: 5 other cases of violence, Vatra: 18 cases of violence and 1 irregular migrant in need of temporary shelter, OV: 11 trafficking cases and 7 other cases of violence.

³⁷ One of the violence cases for security reasons changed accommodation within NCATS.

CHAPTER IV

SITUATION PRIOR TO AND DURING TRAFFICKING AND RECOMMENDATIONS FOR THE PREVENTION OF TRAFFICKING

IV/I Situation prior to trafficking

IV/I/A Main themes in describing situations prior to trafficking³⁸

As highlighted by previous information, reports, and statistics of NCATS members and other anti-trafficking actors, the conditions making persons vulnerable to trafficking are complex, but most of them are related to living conditions in the family and domestic relations. Domestic violence and abuse of a physical, psychological, emotional, and economic character appear to be the most frequently encountered characteristic of the situation of victims of trafficking prior to trafficking.

In order to see and analyse the perceived and expressed causal relations, staff notes on 48 new cases of trafficking were used. These notes indicate that most of the victims (31) have perceived and expressed that there is more than one single cause for trafficking.

The table below presents the types of connections made (including cases when only one causal connection was perceived) and the frequency of these perceptions in %ages.

Graphic 11. One sole cause or a complexity of causes

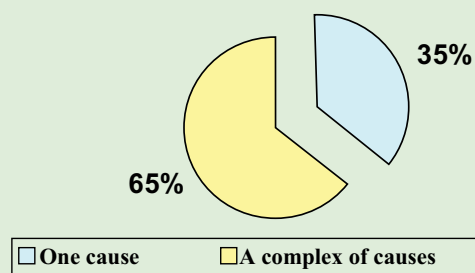


Table I. Situations prior to trafficking considered as causes

Expressed causes of trafficking	Number of cases	Frequency of encounter in %ages
Poverty / Economic family difficulties	27	34.18
Poor domestic relations, including domestic violence	25	31.65
Divorce or parent separation / absence of one parent	10	12.66
Death of parents or family member	6	7.59
Feeling without support	6	7.59
Excessive confidence in people	4	5.06
Domestic conflicts	4	5.06
Difficult life for minors in general	4	5.06

³⁸ Note again that no interviews with beneficiaries were conducted for this report; these perceptions and expressions were collected from the notes of staff members

Poor social status	3	3.80
Impact of bad company	3	3.80
Lack of opportunities / living in isolated villages	3	3.80
Fraud	2	2.53
Limitations or disallowed by the family ³⁹	2	2.53
Domestic sexual abuse	2	2.53
Parents' mental health problems	2	2.53
Wishing for a better life	1	1.27
Unemployment	1	1.27
Separation from boyfriend	1	1.27
Difficulties of adjusting to new environment	1	1.27
Community mentality	1	1.27
Growing up in institutions	1	1.27
Mental retardation	1	1.27
Forced engagement	1	1.27

As may be seen, victims consider themselves guilty of falling prey to deceit and there is no clearly readable expression of blaming the traffickers for the committed crime, which corresponds with the lack of awareness of victimization⁴⁰. Besides the groups of situation descriptions on causal connections above, NCATS has further analysed some dimensions of trafficked persons that are often considered to be indicators of vulnerability to trafficking.

IV/1/B Dimension of domestic violence and abuse

According to a report of INSTAT in 2009⁴¹, at least 56 % of Albanian women aged 15 – 49 experienced one of the forms of domestic violence measured in the survey (emotional abuse – 50.6 %; psychological abuse – 39.1 %; physical violence – 31.2 %; sexual violence – 12.7 %). Another report by INSTAT notes, “By region, the %age of children who experienced severe physical violence varies from 1 % in Tiranë to 27 % in the Mountain Region”⁴².

Analysis of data for this report indicates a similar and even darker family situation of victims of trafficking. For the 79 new cases which included information on violence experienced prior to trafficking, 64 cases (81.01 %) experienced physical and/or emotional/psychological violence prior to trafficking. 17 cases (21.51 %) experienced only psychological/emotional violence; 6 cases (7.59 %) experienced sexual violence.

39 Not allowed to attend school, isolation of girls in the home

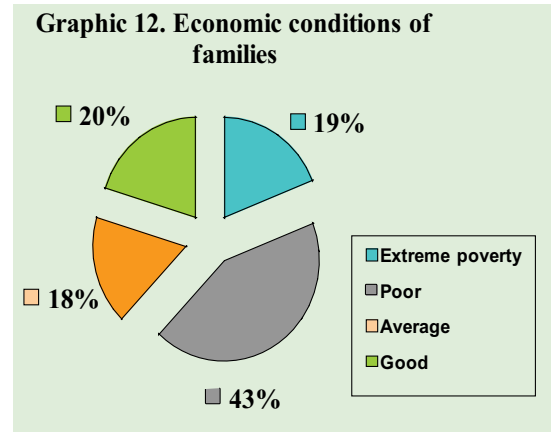
40 See above the reasons of victims for not reporting traffickers

41 INSTAT, Domestic violence in Albania: population based National Survey, 2009, accessible at <http://mdhamo.files.wordpress.com/2010/01/final-dv-survey-report-albanian.pdf>

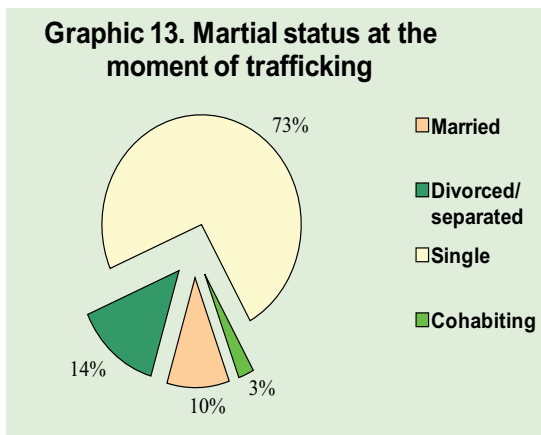
42 National Institute of Statistics & the Public Health Institute, Demographic Health Survey in Albania, 2009, accessed at www.instat.gov.al.

IV/1/C Dimension of economic conditions at the time of entering trafficking⁴³

The vast majority (62 %) of assisted victims of trafficking lived in poverty prior to being trafficked. In 79 cases on which there was information, 15 lived in extreme poverty, 34 lived in poor conditions, 14 lived in average conditions, and 16 lived in good conditions.



V/1/D Dimension of marital status when entering trafficking

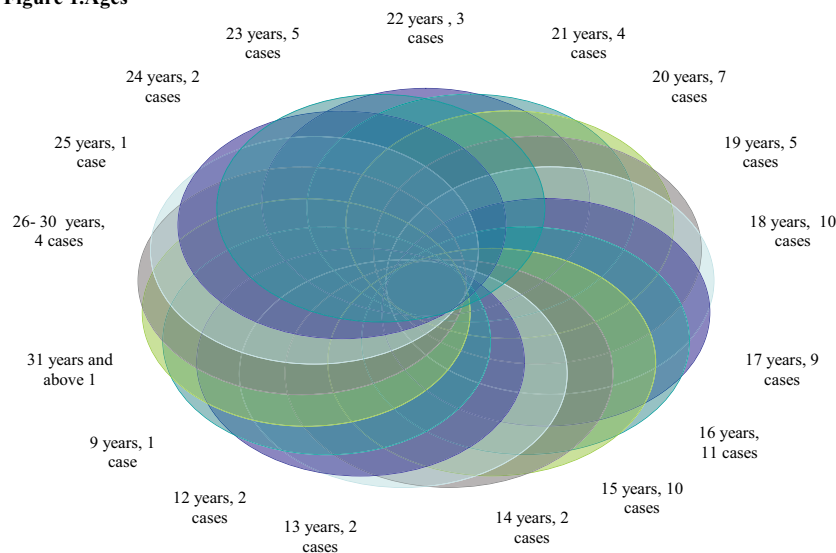


Of the new 79 trafficking cases, 58 (73.41 %) were single when trafficked, 8 cases (10.12 %) were married, 11 (13.92 %) were divorced/separated from husbands or partners, and 2 cases (2.53 %) cohabitated.

IV/1/E Dimension of age when entering trafficking

The figure below provides a distribution of 79 new cases referred to NCATS according to age when trafficked:

Figure 1. Ages



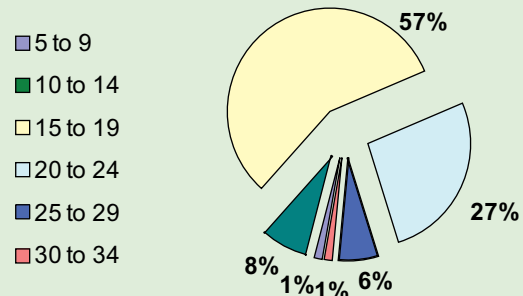
⁴³ In the collection and analysis of data, no unified categorizations were used for the poor, average, standard economic situations were used, but the categorization was left up to the professional judgment of the NCATS staff. Records of information were not available on all cases.

The following graphic groups the data on these new cases by age-group

As may be seen in graphic 14, the majority were of the age 15 to 19 years when trafficked.

The age ranges seen here are likely linked to the fact the predominant victim profile assisted by NCATS members is female, trafficked for prostitution, therefore they tend to be adolescents and young adults.

Graphic 14. Age groups when entering trafficking



IV/1/F Dimension of place of residence of victims when trafficked

The majority of the 79 new trafficking cases of NCATS on which NCATS had information regarding the place of residence at the moment of trafficking, resided in Tiranë, Durrës, Shkodër, Elbasan, Berat, or Vlorë. Below is a table with the location/place of residence of all cases when entering trafficking and a map that seeks to visualize the impact of trafficking on the Albanian territory.



Residence	Number	Village	City
Tiranë	19	0	19
Durrës	11	1	10
Shkodër	7	0	7
Elbasan	6	1	5
Berat	6	2	4
Vlorë	5	2	3
Korçë	5	1	4
Fier	2	2	0
Sarandë	2	1	1
Lushnjë	2	1	1
Tepelenë	2	1	1
Librazhd	1	0	1
Lezhë	1		
Dibër	1	1	0
Mirditë	1	1	0
Divjakë	1	0	1
Fushë-Krujë	1	0	1
Klos	1	0	1
Kavajë	1	0	1
Kukës	1	1	0
Kosovë	2		
Italy	1		
Total Albania	76	15	61

As may be seen from the table above and Graphic 15, the majority lived in an urban location when trafficked, and only 15 (20 %) lived in the countryside.

IV/I/G Dimension of migration of victims' families

NCATS data indicate a relatively high %age of movement of the families of victims of trafficking, which may lead to considering family migration a significant vulnerability factor⁴⁴.

25.16 % of the victims' families migrated inside the country and 7.76 % migrated abroad.

Migratory movements of the families inside the country include moving from the area of Pukë, Kukës, Dibër, Tropojë to Tiranë, Durrës, or Vlorë. The specific settlements of the migratory families in the Tiranë area are in Bathore, Sauk, Shkozë, for Durrës– Spitalë, Sukth. Families' movements abroad include Greece and Italy. The map attempts to give an overview of these movements⁴⁵.

IV/I/H Dimension of employment when /prior to being trafficked

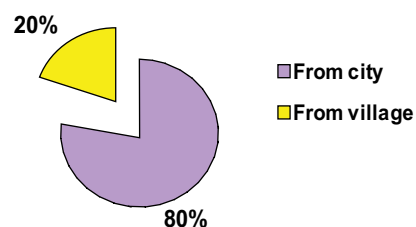
15 out of 62 cases at work allowable age (24.19 %) had been employed prior to being trafficked. Out of 15, 3 were between 16–18 years of age (all aged 17) and employed as a waitress (1), 1 as a night club waitress and dancer (1), and at an internet café (1). 12 other cases were over 18 years of age. Employment included waitresses and/or bar tenders, in 7 cases, singers and dancers in 1 case, shopkeepers in 2 cases, tailors in 1 case, fast food worker in 1 case. As may be seen, employment among victims of trafficking is low and even lower than the national statistics show⁴⁶ and the most encountered types of work are as waitresses, bar tenders, and dancers.

44 According to a study by INSTAT in 2009, 9 per cent of the Albanian population migrated inside the country, of these 11 per cent were female and 7 per cent were male. In general, most of internal migrants (30 per cent) moved to Tiranë (27 per cent of females and 9 per cent of males), 8 per cent to Vlorë (7 per cent of females and 12 per cent of males), and 6 per cent to the districts of Lushnjë and Fier (6 per cent of females and 4 per cent of males). The Institute of Statistics and the Public Health Institute, Albania Demographic and Health Survey, 2009, accessed at www.instat.gov.al

45 Of the 33 cases on which there is information and D&E has reviewed, 12 cases (36.36 per cent) families of the victims of trafficking moved from areas such as Dibër, Pukë, or Kukës to Tiranë or Durrës. In 2 cases, there was migration abroad (from Fier and Shkodër to Italy and Greece). In more detail, 12 cases of the families' migration inside the country indicate these movements: from the area of Pukë to Tiranë or Durrës – 3 cases; from Kukës to Tiranë or Durrës – 2 cases; from Dibër to Tiranë or Durrës – 3 cases; from Korçë/Maliq, Tropojë, Pogradec, Lushnjë, Shkodër to Tiranë or Durrës – 4 cases. The specific settlements of families in Tiranë were in Bathore, Sauk, Shkozë. The specific settlements of families in Durrës were Spitalë and Sukth. The migration of cases appears in 4 of the cases on which information was available and that were reviewed by NRCVT, which represent 28.57 per cent (total of 14). Movements include: from Dibër to Tiranë – 2 cases; from Peshkopi to Shkodër – 1 case; from Tropojë to Tiranë – 1 case. Migration of families results in 10 cases reviewed by Vatra(28), which represent 35.71 per cent of the cases reviewed. Migration settlements of cases from Vatra appear as follows: 2 cases from Kukës to Durrës (Sukth), 1 case from Tropojë to Tiranë, 1 case from Mirditë to Tiranë, 1 case from Tepelenë to Vlorë, 1 case from Korçë to Vlorë, 1 case from Vlorë to Lushnjë, 1 case from Mirditë to Tiranë, 2 cases of migration from very remote villages of Vlorë to the city of Vlorë. Family migration abroad appears in one case of OV (25 per cent) of the 4 cases it had information about and reviewed: movement took place from the Skrapar area to Greece.

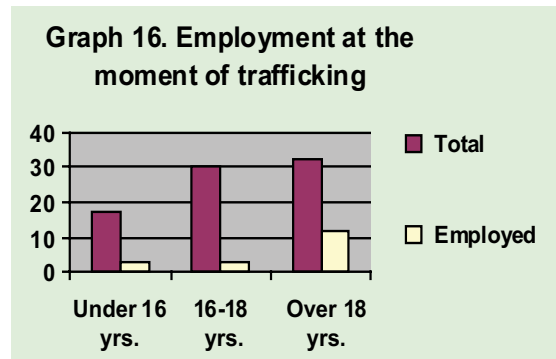
46 According to an INSTAT and Public Health Institute survey in 2009, thirty per cent of females and 66 per cent of males were employed until seven days before the interview. 45 per cent of working females are employed by a family member and 18 per cent are self-employed. National Institute of Statistics & Public Health Institute, Albania Demographic and Health Survey, 2009, accessed at www.instat.gov.al

Graphic 15. Location when trafficked



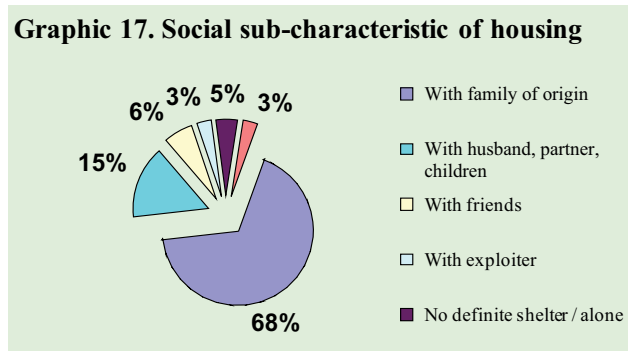
Article 98 of the Code of Labour of the Republic of Albania (amended by Law no. 9125, dated 29.07.2003) states, “It is forbidden to hire minors under 16 years. The exception are those cases when minors between 14 and 16 years of age are hired during school holidays only for light labour that does not harm their health and formation”. Article 99 of the Code of Labour of the Republic of Albania (amended by Law no. 9125, dated 29.07.2003), item (1) states, “Minors between 16 and 18 years of age may be employed in light labour that does not harm their health and formation”⁴⁷.

Of the 79 new trafficking cases referred and assisted by NCATS, 17 were under the age allowed to work. Three of these (2 at 14 years and 1 at 15 years) worked as waitresses at the time of being trafficked.



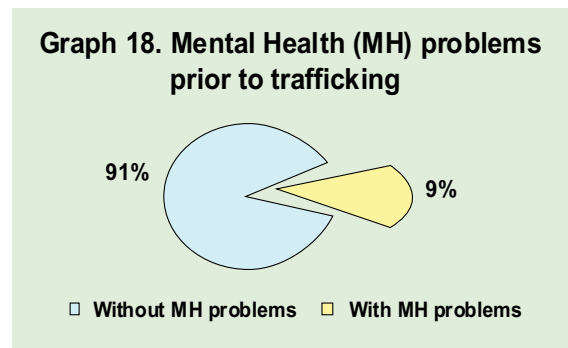
IV/III Dimension of housing/ social sub-characteristic of housing when trafficked

The vast majority (44) of assisted cases lived with the family of origin prior to being trafficked⁴⁸. 10 lived with the spouse, boyfriend, children; 4 lived with friends; 2 lived with the exploiter; 2 cases lived with relatives; and 3 had no permanent shelter.



IV/IIJ Dimension of mental or physical health problems considered to have existed at the time of trafficking

In the 79 new trafficking cases, we found that at the time of trafficking, only 1 had problems of physical health – epilepsy. A total of 7 (8.86 %) had problems of mental health. Of these, 3 had light intellectual disabilities, 2 had personality disorders, 2 had psychic disorders⁴⁹.



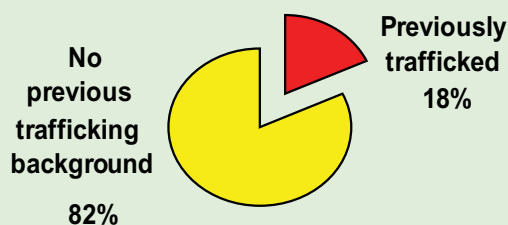
IV/IIK Dimension of re-trafficking

Previous trafficking remains a significant vulnerability factor: 16 (18 %) of the new trafficking cases referred to NCATS during the reporting period had been trafficked before. 10 of these had previously been identified and accommodated at the coalition’s centres.

47 Code of Labour of the Republic of Albania, published by the Centre for Official Publications, September 2003, accessible at http://www.mpcs.gov.al/dpshb/images/stories/files/kodet/3.3.1._Kodi_Punes.pdf

48 Of 65 cases for which information was available

49 It is considered that these problems existed at the time of trafficking as information was obtained from the family, other relatives, police (area inspector), the cases were previously followed in hospitals and had received medication for these conditions.

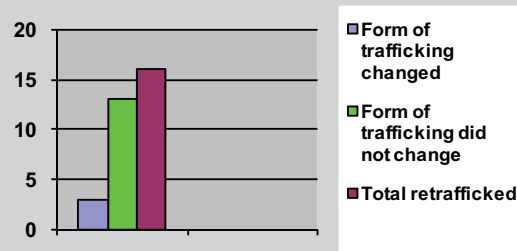
Graphic 19/1. Previous trafficking

* Difference from previous trafficking

Forms of exploitation in re-trafficking cases do not vary much: for 13 re-trafficked cases, the form of trafficking did not change; sexual exploitation remained. For the 3 other cases, there were changes: 2 cases had been exploited for begging and the second time were exploited sexually: 1 case was exploited for begging at 9–10 years and sexually at age 11; the other case was exploited for begging between 7 and 14 years and sexually at 16. 1 case had been exploited

sexually before and the latest time was exploited sexually and for the distribution of narcotics. This is another reason why it is important to pay attention to the children begging on the streets of Albania.

The trend of bringing trafficking inside the country is noticed. The table below presents changes in destinations of trafficking for previously trafficked / re-trafficked cases.

Graphic 19/2. Changes in form of trafficking

*Changes from previous places of exploitation.

Table 3. Changes in destination in re-trafficking cases

Changes in destination of exploitation	Specifics and direction of movement / change	Number of cases
Both times abroad Total 3 cases	Italy – Kosovo and Macedonia	1
	Greece – Kosovo	1
	Italy – Italy	1
Initially abroad and then inside Albania Total 5 cases	Greece – Albania	2
	Italy – Albania	3
Initially in Albania and then abroad Total 3 cases	Albania – Greece	1
	Albania – Kosovo	2
All times in Albania Total 5 cases	Elbasan – Durrës	1
	Vlorë – Tiranë / Durrës	1
	No information on direction of movement	3

Information about what happened with the new cases highlights the fact that previous trafficking increases vulnerability to trafficking. For the 12 new cases of trafficking (13.48 % of new cases), NCATS suspects or has information⁵⁰ that the victims were re-trafficked upon exiting the shelter. For 2 of the cases were re-trafficked that could be the third time, they are amongst the re-trafficked informed above. For 6 of the cases, there are suspicions that they were again trafficked by the same persons. The type of suspected or known exploitation for these cases is sexual exploitation in 8 cases, sexual exploitation and forced labour in 3 cases, and 1 case is not known. With the exception

⁵⁰ Suspects of 9 cases and has information in 3 cases

of 1 case, which stayed at the centre for 6 months, the period of stay for these cases in the shelter is much shorter than of other assisted cases and insufficient for being informed and reintegrated, and thus to avoid re-trafficking. In these cases, 3 persons left the centre either the same day or the day after entering the shelter. 5 cases left between the third day and two weeks after admission into the shelter; 3 cases stayed up to a maximum of two months. Except for 1 of these cases, all other cases were referred by police structures. The staff of NCATS judges that the reasons for re-trafficking in these cases are: a lack of awareness, threats (including threats to the family); fear; lack of support; and unchanged situation after leaving the program.

IV/2.Features of the trafficking process

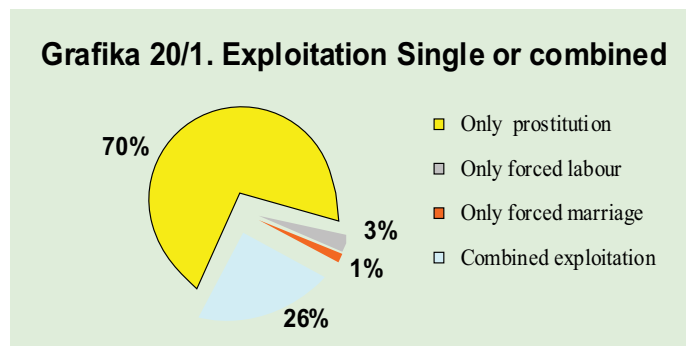
IV/2/A Methods of recruitment

Promises are dominant forms of recruitment and the most widespread form of recruitment is the promise for marriage. In a %age mean⁵¹ of 43.40 %, the recruiters promised marriage, and in 2.38 %, the recruiters even organized a fake marriage ceremony to fortify the deception. In a mean of 27.27%, the recruiters appeared as rescuers from difficult or crisis situations at home, in 12.45 % they promised jobs, in a mean %age of 9.34 % they kidnapped. In a %age mean of 2.78 % they raped and then trafficked the person, in a mean of 2.78 %, the recruiters bargained with family members. It should be noted that during the reporting period, there is a return of kidnapping as a recruitment form of victims⁵².

IV/2/B Forms of exploitation

In the most part, victims were exploited sexually (70 % of the new cases at NCATS) In combined exploitations, the most encountered is that for prostitution and forced labour followed by prostitution and begging. The tendency to exploit minor females either to beg and exploit sexually at the same time or first begging and then exploit sexually, is considerable.

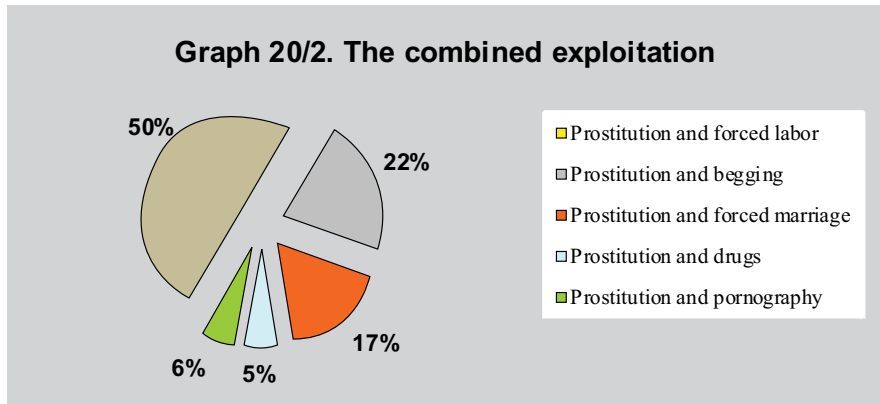
NCATS has not conducted any research on the domestic demand for services or work by victims of trafficking. However data from other sources indicate a domestic demand for paid sexual services or illegal/ unprotected work by victims of trafficking. According to an INSTAT research, 1 % of males in the age 15–49 years said they had paid to have sex in the last 12 months before the survey⁵³.



51 Mean of per centages calculated on each NCATS member new caseload

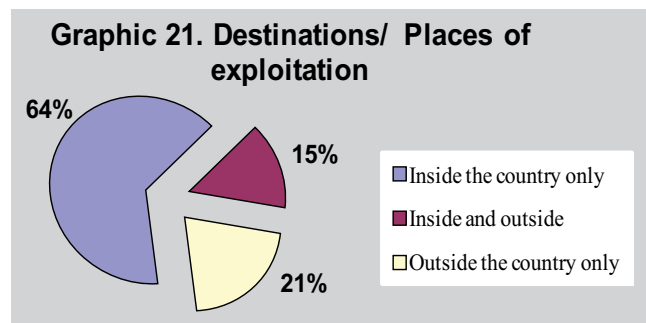
52 Referring to the D&E Annual Reports in 2007 & 2009, the number of cases recruited in this way was low. Thus, according to 2007 Annual Report data, only one of the beneficiaries referred for assistance to D&E had been recruited by kidnapping; the same is valid for the 2009 Report.

53 Institute of Statistics & Public Health Institute, Albania Demographic and Health Survey, 2009, accessed at www.instat.gov.al



IV/2/C Destinations/ places of exploitation

If times ago, the Albanian women were mainly exploited abroad, the data here certainly indicate that this is no longer the case. According to them, it results that the majority (79 %) of the victims were exploited inside the country⁵⁴. Of these, 15 % were exploited both internally and abroad. Places of destination in these cases include Italy, Greece, and Kosovo. 21 % were exploited only abroad, in Italy, Greece, and Kosovo.



The map of exploitation of victims of trafficking stretches broadly almost throughout the territory: Kuçovë, Tiranë, Vlorë, Fushë– Krujë, Berat, Fier, Durrës, Sarandë, Korçë, Elbasan, Librazhd, Pogradec, Kukës, Velipojë. NCATS has encountered also villages such as Novoselë, Babrru, and Spitalë as places of destination/exploitation.

Exploitation premises inside the country are hotels, motels, and rented houses. These premises are so popular that a report of Vatra in 2008 notes, “The analysis of a questionnaire that Vatra staff conducted with youth of high schools indicated that 57 % knew of concrete cases, 50 % knew of hotels and motels used for this purpose...”⁵⁵. The report “Situation of violence in Albania”, Alternative Report for the United Nations Committee Against Torture, Session 34⁵⁶, prepared by the Albanian Human Rights Group (AHRG), the Centre for Legal Civic Initiatives (CLC), the Children’s Rights Centre Albania (CRCA), and the World Organization Against Torture (OMCT), maintains, “A characteristic is that Albanian women exercise prostitution mainly out of the country (Italy, Greece, and less in Germany, England, France, or the United States) and a very small %age inside Albania. Facts have indicated that after the ‘90s, different people maintain, exploit, and rent out premises for the exercise of prostitution. This criminal offense is envisioned in article 115 of the Penal Code because prostitution and trafficking for prostitution purposes are criminal offences that generate major economic benefits”.

54 This is about 61 new cases exploited during the period 2008–2010.

55 Vatra, Annual Report, 2008

56 Situation of violence in Albania, Alternative Report for the United Nations Committee Against Torture, found on the internet as the Situation of Violence toward Women at http://www.psiologjia.com/pdf/gjendja_per_cent20e_per_cent20dhunes_per_cent20ndaj_per_cent20gruas.doc

IV/2/D Abuse and Control Mechanisms

There is a combination of methods to exercise control to maintain victims under exploitation, but physical violence, threats, and blackmailing the trafficked person, their family, and children remain the dominant forms of control by traffickers during exploitation.

Table 4. Methods of control

Methods of keeping under control / exploitation	Mean %age of cases reporting this form of control ⁵⁷
Threats and blackmail against the individual, their family, and children	40.05
Physical violence	39.81
Psychological / emotional violence	39.35
False promises / deceit	23.85
Rape & sexual violence	23.28
Isolation	23.24
Giving a small amount of money	10.42
Injection of drugs or forced use of alcohol	3.24

The entire trafficking process has necessarily had an impact on the victims' physical and mental health. Thus, more than half of the new cases referred to NCATS had problems of mental and physical health. In these cases, we also found a high %age of causal relations with trafficking experiences⁵⁸.

Table 5. Health problems as a result of exploitation and forms of control

Health problems	% encountered	Relation with trafficking in %
Featuring mental / physical health problems	52.84	87.44
No mental/ physical health problems	47.16	0.00

IV/2/E Profile of traffickers

There is a significant number of female traffickers: in 88.89 % of cases, traffickers were males, and in 11.11 % of the cases, the traffickers were females. Although the most encountered promises are those for marriage, in most cases the trafficker operates organized in a network⁵⁹. Only in 30.79 % of the cases the traffickers acted alone. In 6.47 % of the cases there was a family relation of traffickers or their collaborators with the victim. All traffickers were Albanians: 95.86 % from Albanian and 4.14 % from Kosovo⁶⁰. Only in 15.26 % of cases the victims & NCATS knew about other activities of the traffickers, and in most of the known cases (66.67 %), the traffickers were involved in other illicit activities beside trafficking of persons.

The collection of data for this report highlighted the lack of information on current whereabouts

⁵⁷ This is the mean of per centages calculated by each NCATS member

⁵⁸ In further parts of the report, you may find more explanations on encountered and treated health problems

⁵⁹ See above on the methods of recruitment

⁶⁰ This is the mean of per centages calculated by each NCATS member

of traffickers NCATS is facing with, making it difficult to plan and implement safe reintegration of victims. While NCATS is very little informed about what traffickers do, it is noted that on those there is information about, a high %age of traffickers is unpunished/ at large. The victims & KKSAT had information in only 14.70 % of the cases, and out of the 14.70 %, 4.44 % of traffickers had been punished.

IV/ 3 Recommendations to reduce vulnerability

- Increase the victims' awareness/ understanding that they are victims of crime and are not guilty of what has happened to them;
- Combination of awareness of the trafficking with the awareness of domestic violence;
- Focusing awareness work in communities with prevailing internal migration;
- Enhanced analysis/ study of the process of decision making for the ages most affected by trafficking, 15–18 years;
- Addressing internal family conflicts and psychological treatment of violators inside families;
- Improving community social services to address domestic violence problems and identify children in such homes who need special assistance and support.

CHAPTER V

NCATS ASSISTANCE FOR VICTIMS OF TRAFFICKING AND VIOLENCE

V/I. Approach and general data on assistance

As mentioned above, in providing assistance for trafficked persons, NCATS has applied NRM standards, the Standards and Instructions on Standards for trafficked persons, Standards of Services for Social Care Services, for Children in Residential Institutions⁶¹, Recommended Principles and Guidelines, for Human Rights and Trafficking in Human Beings of the United Nations Office of the High Commissioner for Human Rights (2002), UNICEF Guidelines for the Protection of Child Victims of Trafficking (2006), and other legislation and normative acts mentioned in this report.

During the reporting period, a total of 197 persons⁶² were offered and received various rehabilitation and reintegration services, in accordance with their needs and will. The table below provides information on caseload for each NCATS member:

NATCS member	Total assisted during the period	New cases of trafficking	New cases of domestic violence or others in need	Carry over cases of trafficking	Carry over cases of domestic violence or others in need	Number of cases assisted with their children	Number of cases pregnant when entering the program
NRCVT	44	31	5 ⁶³	6	2	2 ⁶⁴	
D&E	77	33	5	37	2	18 ⁶⁵	6
VATRA	66	28	19	15	4	4 ⁶⁶	
OV	24	11	7	2	4	11 ⁶⁷	1

The table below lists the services offered by NCATS for victims of trafficking⁶⁸ (VoT) and other persons in need of assistance (PNA)⁶⁹.

61 Council of Ministers Decision No. No.659, dated 17.10. 2005

62 211 primary cases in total, 14 cases were assisted by two NCATS members (8 new cases and 6 carryover cases)

63 2 cases of violence, and 3 cases of unaccompanied male minors

64 1 carryover and 1 new case

65 8 of the carryover cases (all trafficking cases) and 10 of the new cases (2 violence cases and 8 trafficking cases)

66 1 trafficking victim and 3 domestic violence victims

67 8 female victims of domestic violence and 3 female victims of trafficking

68 Before approval of PSV/ reporting period, it indicated: Victims of trafficking, persons at risk of trafficking, potential victims of trafficking

69 Domestic violence victims, unaccompanied children, etc.

Table 7. Offered services

Rehabilitation/ reintegration assistance activities	Centres							
	NRCVT		D&E		VATRA		OV	
	For VoT	For PNA	For VoT	For PNA	For VoT	For PNA	For VoT	For PNA
Safe housing and good living conditions	✓	✓	✓	✓	✓	✓	✓	✓
Safe transportation	✓	✓	✓	✓	✓	✓	✓	✓
Individual assistance plans	✓	✓	✓	✓	✓	✓	✓	✓
Food and clothing	✓	✓	✓	✓	✓	✓	✓	✓
Medical examinations	✓	✓	✓	✓	✓	✓	✓	✓
Medical treatment and care during hospitalization	✓	✓	✓	✓	✓	✓	✓	✓
Health information	✓	✓	✓	✓	✓	✓	✓	✓
Psychosocial counselling	✓	✓	✓	✓	✓	✓	✓	✓
Legal assistance	✓	✓	✓	✓	✓	✓	✓	✓
Counselling for employment and mediation for employment.			✓	✓	✓	✓	✓	✓
Reintegration grants			✓	✓	✓	✓	✓	✓
Re-enrolment in formal education system and support for schooling			✓	✓	✓	✓	✓	✓
Monitoring reintegration			✓	✓	✓	✓		✓
Entertainment activities	✓	✓	✓	✓	✓	✓		✓
Professional training	✓	✓	✓	✓	✓	✓		✓
Mediation with families	✓	✓	✓	✓	✓	✓		✓
Child care	✓	✓	✓	✓	✓	✓		✓
Care during pregnancy	✓	✓	✓	✓	✓	✓		✓

VI 2. Safe housing and good living conditions

VI/2/A Data on safe housing

Housing in NCATS shelters/ centres and apartments supported by NCATS were and remain entirely voluntary. The persons sheltered in the centres have been offered information on the program, rules and expected behavior by the beneficiaries and staff and agreement to benefit from the program has been declared in writing.

During the reporting period, NCATS shelters had the capacity to house in the shelters up to approximately 150 persons⁷⁰.

Below is a table of the main costs of shelter housing during the reporting period and the source of funding⁷¹:

⁷⁰ NRCVT can accommodate 100 persons, D&E 15 primary beneficiaries and 3 children, OV 16, and Vatra 20

⁷¹ NCATS members recorded the costs in the currency the funding has been provided . To easy the reading and comparisons, they have been here converted to Lekë with the rate: 1 Euro = 125 Lekë, 1 Dollar = 105 Lekë

Table 8. Costs of shelter housing

Costs of shelter housing				
Type of cost	Centre/ NCATS member	Amount/ month in Lekë	Source of funding for reporting period	Average Cost per person / month/lekë
Rent for premises/ building	NRCVT	0 ⁷²	State budget	0
	D&E	150.000	IOM, Norwegian MFA, Vodafone Albania Foundation	8.375
	VATRA	137.500	IOM (USAID funds), Norwegian Church Aid (Norwegian MFA funds), Austrian Cooperation Office, Kvinna Till Kvinna, The Sigrid Rausing TRUST, Vlorë Municipality	6.875
	OV	50.000	MAE, KBF, IOM, CIES.	4.545
Expenses of maintenance electricity, water, gas (heating and cooking)	NRCVT	190.000 – 210.000	State Budget	2.100
	D&E	70.000 – 80.000	IOM, Norwegian MFA, Vodafone Albania Foundation	3.900
	VATRA	80.000 – 90.000	Norwegian Church Aid (Norwegian MFA funds), Kvinna Till Kvinna, IOM (USAID funds), The Sigrid Rausing TRUST, England.	4.250
	OV	40.200 – 47.500	MAE, KBF, IOM, CIES	3.731
Security expenses / guard, security companies	NRCVT	0 ⁷³	Albanian Ministry of Interior	0
	D&E	99.000	Vodafone, KBF, UNODC, Norwegian MFA, IOM	5,500
	VATRA	70.000	IOM (USAID funds), Norwegian Church Aid (Norwegian MFA funds), Austrian Development Agency (ADA), The Sigrid Rausing TRUST, England	3.500
	OV	0		

• **Housing in apartments**

The D&E, Vatra, and OV programmes also include accommodation of beneficiaries in apartments supported and monitored by the centres for beneficiaries in the second phase of their reintegration. Housing capacity in these apartments is approximately 34 persons.

The table below provides data on accommodation in apartments during the reporting period⁷⁴:

72 NRCVT has no rent costs – building is made available by the state

73 The NRCVT has no physical protection costs, security is provided by state police

74 OV 11 persons, Vatra 3 persons, and D&E 20 persons

Table 9. Housing in apartments

Type of cost	Data on housing in apartments			
	Centre/ NCATS member	Number of cases with such accommodation	Source of funding for reporting period	Cost paid by the organization per person/ month/lekë
Rent	D&E	29	IOM, Norwegian MFA, SHKBSH	10.000
	VATRA	3	Norwegian Church Aid (Norwegian MFA funds), and World Learning (USAID funds)	6.000
	OV	10	MAE, KBF, IOM, CIES.	4.000
Electricity, water	D&E	29		0 ⁷⁵
	VATRA	3	Norwegian Church Aid (Norwegian MFA funds), The Sigrid Rausing TRUST	1000
	OV	10	MAE, KBF, IOM, CIES	890
Other ⁷⁶	D&E	29		0
	VATRA	3	Norwegian Church Aid (NCA)	700
	OV	10	MAE, KBF, IOM, CIES	2.170

V12/B Security problems

Safe accommodation in the shelters has been jeopardized by a series of circumstances during the reporting period. The most significant of these include: a) disclosure of the location of the shelters; b) perceptions and behavior of beneficiaries toward traffickers; c) lack of capture and punishment of traffickers; d) health problems of victims due to the trafficking; e) lack of assessment of real risk to victims and lack of disclosure of security risks to NCATS members; f) release of identifying information about the victims and the centres by the media; g) high costs for security paid by non-state members of NCATS; h) lack of funds or support for evaluating security needs or providing centres with security equipment.

a) One of the highest risks to the staff and victims assisted in the coalition shelters is the disclosure of the location of the shelters. All coalition members have included in their rules of procedure and other assistance documents, both for the staff and beneficiaries, the strict rule of not sharing such information. Sporadic but still very harmful, there have been cases of disclosure of such information by collaborators. This is how one of the NCATS members describes a situation in response to a referral that disclosed the location of the centre.

At 19.00, we were notified by police in X that a foreign girl had been caught on the border while attempting to cross into Greece together with two Albanian men. One of the men was the brother of the person whom the girl lived with in Italy. Police asked us to go to X immediately, to help with her accommodation because, as we were told, it was impossible for her to stay in police premises or another location in X. We immediately sent a social worker there who met with the girl. It was very late and the girl and the social worker

⁷⁵ At this phase of reintegration, D&E beneficiaries are financially supported for renting the apartments. They are expected to provide for their own food, electricity, water, hygiene items etc.

⁷⁶ Food, cleaning materials, hygiene items

of our centre traveled at night. Police offered no escort. Throughout the way, a car was following us, with foreign license plates, and it stopped following only after we entered into our city. After a few days, two men knocked on the door of the centre asking for information about the girl with the pretext that they had brought clothes for her. Although the employee denied the fact that we were an accommodation centre, (she pretended a family lived there), they insisted saying they had precise information that the girl was with us and that they had obtained information from a policeman in X. We notified our local police immediately, but when they arrived the men had left.

b) Another source of risk is perceptions and behavior of the beneficiaries toward their traffickers. A large part of the beneficiaries came to the program without being aware that they had been trafficked; they continued to believe the early promises made by the traffickers were going to be kept. Such a perception makes them interpret security as measures that penalize rather than help them and end up doing things like leaving without notification or trying to re-establish contact with the traffickers.

c) Another source of risk NCATS members encounter comes as a result of the failure to capture and punish traffickers. The prolongation of investigations, repeated questioning of the victims, long stays in police or prosecutors' premises expose the victim and the staff helping her to traffickers. This is how an NCATS employee describes such a situation:

The beneficiary had denounced her exploiters, was staying in our shelter. We were trying to keep outings at a very minimum, only when necessary. She had to show up several times in the Serious Crimes Court. The centre's lawyer and one staff member accompanied her each time. They had to travel back and forth hundreds of kilometers while the trafficker was at large.

d) Another source of risk to the life and safety of the victims comes as a result of psychological problems caused by trafficking. Suicide attempts, anorexia, self-harm, aggressive behavior toward others, are another source of risk for the victims and the staff working with them (please refer below to health problems and their treatment). Although there is a system of actions to prevent and treat such cases in the shelter, there are times when this is not sufficient. Aside from temporary hospitalization, there is no other alternative for dealing effectively with such situations which can put the victim.

e) The lack of assessment of risks and the disclosure of risks to the centres puts beneficiaries and staff at risk. The centres' staffs are not given sufficient information about criminal proceedings or the capture or punishment of traffickers, so as to convey it to the victim or to draft a careful security plan for the victim. Such a security plan is essential to ensuring that the assistance plan as well as transport of the victim is done safely and securely.. During the reporting period no NCATS member received an assessment of risk to the victim from law enforcement, which would help NCATS members plan appropriate protection for them and their staff.

f) Release of personal information of the victims by the media represents an eventual risk for the life of the victims and the assisting staff. Although rare, this did happen twice during the reporting period: during the broadcast of a TV program showing the history of trafficking and

exploitation of a victim and in an article in the newspaper that released information about a case, her story and all of her personal details, and, in this case, the girl was a minor.

g) Another security problem is the very high cost for security paid by non-state members of NCATS. Except for NRCVT, the other three members of NCATS must hire private security firms to guard the shelter premises 24 hours a day. As a result, the centres spend a substantial part of their budget on security.

h) Last on the non-exhaustive list is the lack of funds or financial support for evaluating security needs or providing security equipment.

V/2/C Recommendations for safe housing and good living conditions:

- The identifying and referring law enforcement agency should conduct the risk assessment and convey information on the risk and instructions for protection to NCATS members receiving the referral;
- Every centre should have an alarm system connected to the police, as well as cameras in the centres which allow those inside to see who is outside their premises;
- State institutions should provide timely and responsible responses to health problems and provide community services for victims of trafficking and violence;
- The state should have special programmes for victims of trafficking and violence that have mental health problems;
- The court and prosecutor's office should be responsible for the protection of the victims and staff attending trial sessions and should try to complete within acceptable timelines criminal proceedings against traffickers;
- Build community programmes for the specialized treatment of the trauma of victims of violence and trafficking, taking into consideration the specifics of these categories;
- Sensitize the media on ethical and safety issues in handling victims of trafficking;
- The state should make available appropriate premises for protected housing;
- Better screening of beneficiaries before placement into shelters. Conduct better assessments of whether the cases really need accommodation in the centre or could safely receive community-based services;
- Provide more community-based / non-shelter alternatives for those cases that do not wish to and don't benefit from placement in shelters;
- Have a balanced system of security measures particularly closed stay inside a centre vis-à-vis the need for protection;
- Make efforts to minimize the period of stay in the centre. Recognize shelters as facilities that help with rehabilitation, but that could have harmful consequences for the persons' self-sufficiency and integration if their stay in the shelter is prolonged;
- The shelters should develop a good system of collaboration with authorities and interventions when there are suspicions that a case being assisted is at risk of being re-trafficked.

V/3 Safe transportation

V/3/A Data on safe transport

All NCATS members provide for the transport of beneficiaries from referral points (picking up a referred case from border points or other points of referral) to shelter, transport to and from events out of the shelter, for medical examinations or treatment, for visits to their families and for meetings with family members or others appointments. NCATS members have applied protection measures for safe transport, such as escort by a shelter employee, careful risk assessment, and dark windows in vehicles to disallow identification of passengers. Coalition members have also covered public transportation costs of the beneficiaries. Below is a table of expenses incurred for transport.

Table 10.Safe transport

Type of cost of transport	Data on safe transport			
	Centre/ NCATS member	Amount/ month/lekë	Source of funding for reporting period	Cost of transport per person/ month/lekë
Fuel	NRCVT	150.000 ⁷⁷	State budget	1.500
	D&E	32.500	MIVA, KBF	1.805
	VATRA	50.000 – 60.000 ⁷⁸	IOM (with USAID funds), Norwegian Church Aid (Norwegian MFA funds), Austrian Cooperation Office, The Sigrid Rausing TRUST, England	2.750
	OV	35.000	MAE, KBF, IOM, CIES.	1.842
Vehicle Maintenance	NRCVT	40.000	State budget	4.000
	D&E	25.000	IOM, KBF	1.350
	VATRA	25.000– 30.000	IOM (with USAID funds), Norwegian Church Aid (Norwegian MFA funds)	1.500
	OV	48.000	MAE,KBF,IOM,CIES	2.526
Driver's salary	NRCVT	54.000 ⁷⁹	State budget	540
	D&E	51,718 ⁸⁰	Vodafone, KBF, Norwegian MFA, IOM	2.900
	VATRA	62,000 ⁸¹	IOM (USAID funds), The Sigrid Rausing TRUST, England, Norwegian Church Aid (Norwegian MFA), Kvinna Till Kvinna	3.100
	OV	29.350	MAE, IOM	1.545
Other costs (vehicle insurance & taxes, drivers' per diems)	NRCVT			
	D&E	15,000	MIVA, KBF	1.100
	VATRA	25,000	Norwegian Church Aid, IOM, Kvinna till Kvinna	1.125
	OV	7.000	KBF, MAE	368

77 This includes transport of staff working on shifts also, to and from the shelter

78 These do not include transport costs for staff and participation in anti-trafficking events in Tirana

79 2 drivers

80 Salary + social insurance

81Including taxes, insurance, income tax

V/3/B Recommendations for safe transport

- Avoid referral and pick up of cases at night;
- Police should make available vehicles and escort by police when the cases present risks and/or movement is done at night;
- Make available female police escorts for female cases;
- Transport of victims of trafficking to court hearings should be done with police escort and in police vehicles in order to avoid exposing the centre vehicle.

V/4 Planning assistance*V/4/A Data on assistance plans*

All NCATS members have used assistance plans in accordance with prevailing standards, “The assistance plan is an orienting mechanism of the multi-disciplinary team in offering necessary services for beneficiaries included in the program, which is drafted within one month from the beneficiary’s entrance into the shelter. The assistance plan shall be drafted by professionals of the multi-disciplinary team on the basis of previously assessed needs of the beneficiary, in cooperation with the beneficiary (and the caretaking parent in the case of minors). These establish clear, achievable objectives that will have a direct impact on improving the beneficiary’s status”⁸².

During the reporting period, NCATS members drafted and reviewed assistance plans with 94 beneficiaries^{83,84}. The assistance plans took into account the beneficiaries’ desires and skills, services provided by NCATS centres directly or through reliable partners, the anticipated timeline of the person’s stay in the program, availability of the needed services etc. While setting goals and objectives is, in general, a very positive experience for both beneficiaries and staff, the goals and objectives were challenged or complicated by a couple of factors.

Complications in planning assistance have been related primarily to the following types of cases a) beneficiaries who have collaborated with justice; b) custody and cooperation with families in cases involving minors; c) sudden departures of beneficiaries from programmes; d) assisting cases with mental health problems.

a) Planning assistance for beneficiaries who collaborated with justice

When victims reported their traffickers and an investigation or adjudication process was initiated toward the traffickers, assistance planning was complicated. That was more so when there was a lack of information from justice/prosecution bodies on the progress of the judicial process and in cases where the situation of the trafficker (at large or arrested) was unknown. In such cases, NCATS members found it hard to draft and implement assistance plans with the beneficiaries. In many cases, the victims get tired and lose interest in the punishment of the trafficker or lose confidence in the purpose of assistance. The judicial proceedings often interrupt the progress of the assistance process, can affect the victims’ psychological state and reduce their desire to realize rehabilitation and reintegration objectives.

⁸² Standards of Social Care Services for Trafficked Persons or Persons at Risk of Trafficking in Residential Centres, 2008, published with OSCE support

⁸³ Victims of trafficking and other cases.

⁸⁴ For some beneficiaries, it was not possible to draft assistance plans due to their short stay in the program.

b) Custody and cooperation with families in the case of minors

According to Albanian laws and regulations, the parent or legal guardian of a minor must agree in writing with the centre for the child's stay and assistance in the shelter. If a parent or legal guardian is not available or capable of exercising their responsibilities toward the minor, custody of the minor can be granted to the centre by the court⁸⁵. Many issues must be taken into consideration when deciding how to approach the protection and assistance of minors. These must be balanced against the emergent need to save the minor from the trafficking situation and assess his/her need for accommodation in a protected facility. In some cases families may have been involved in the trafficking of the minor. At the same time, procedures to take custody through the court can be lengthy and difficult. There are also difficulties for an institution staff member to meet the duties of the custodian⁸⁶. Coalition members have applied various methods to obtain custody and care of the minors in order to assist them in their centres. Thus, during the reporting period, custody was requested and obtained from the Court in only 1 case⁸⁷, authorization was granted by the parent for accommodation and care in 10 cases (9 cases through a notary's statement), the authorization was given by relatives in 1 case. In 4 cases minors were placed in the care on NCATS member through the anti-trafficking office specialist through a process-verbal (in one case, the mother also signed the process verbal).

c) Sudden departures of beneficiaries

As was described above, to a considerable extent, beneficiaries were not aware of the fact that their experience was trafficking, and do not have confidence in justice. Due to the lack of alternatives to stay in the community or live independently, staying in the shelter is perceived by some of the beneficiaries as a forced solution and as a result of this sometimes they take even risky steps and leave the shelter suddenly and without a proper plan for their future.

d) Planning and implementation of specialized rehabilitation and reintegration assistance for cases with mental health problems

As was noted above, the victims of trafficking come to NCATS assistance with complex mental

85 According to article 271 "Custody in care institutions" of the Family Code of the Republic of Albania, (Reprint of the Centre for Official Publications, October 2004), "Custody on the minor who does not have known relatives who are capable of exercising the custodian's duty, may be granted by the court to a licensed public or private institution for child care. The head of the institution delegates to one of the staff members the duty to exercise the custody duties. The head of the institution, within 10 days from the assignment of the person who assumes custody functions, shall send the court the relevant act, which is deposited in the judicial file and reflected in the custody register".

The standards of residential care for victims of trafficking require that providers of residential services for victims of trafficking have a set of rules and conditions that should be respected by the service provider and these rules should represent the basis of the Agreement/ Statement of the beneficiary with the service provider. The proof of fulfilling such a criterion is that every beneficiary shall have an agreement with the service provider and in cases of children, the legal agreement shall be done with the parent or legal custodian of the child, also making sure that the child is aware of the conditions.

According to the instruction of the Minister of Labour, Social Affairs, and Equal Opportunities, No. 1934, dated 18.10.2007, "On procedures of accommodating persons in public or private residential institutions of social care," "Admission of persons in public and private residential institutions of social care shall be done by decision of the State Social Service for institutions subordinate to it, upon decision of the county council or the municipal/commune council for their subordinate institutions, upon completion of documentation established in the Council of Ministers Decision No. 209, dated 12.4.2006, "On determining criteria and necessary documentation for admission into social care public and private residential institutions". For children of the age 0-15 years, the public or private social care residential institution where the child is accommodated shall submit a request to obtain custody over them to the district court of the district of the place of residence or place of stay of the child.

86 In the case of a private institution, the staff has a limited span contract and is paid by projects, which are also limited.

87 The Lezhë District Court of First Instance gave custody of the minor to Other Vision.

health problems, some carried over and others caused directly by trafficking⁸⁸. The summary of findings of the study by the London School of Hygiene & Tropical Medicine notes, “Risks to health, consequences and barriers to services for victims of trafficking are similar to those of other marginalized groups, such as migrant women, sexually abused, raped, or tortured women, female sex workers, and women whose work is exploited”⁸⁹. NCATS members have years of specific experience in assisting victims of trafficking, including those with mental health problems, still, treatment in the shelter of victims of trafficking with suicidal ideation, or other problems creating imminent risks for life is a source of continued stress.

V/4/B Recommendations for facilitation of planning and ensuring implementation

- District prosecutor’s offices and the Serious Crimes Prosecutor’s Office should inform victims about the progress of investigations and adjudication of reported traffickers;
- Change the law on temporary custody;
- Increase understanding of victims about the crime committed against them throughout the identification, referral, and assistance process;
- Draft a protocol for the treatment of victims of trafficking with mental health problems, applicable in the context of shelters and community;
- Further develop programmes to assist victims in their communities.

V/5. Food and clothing

V/5/A Data on food and clothing

All cases that entered into the NCATS assistance program, along with their children, when applicable, were provided clothing and hygiene throughout the period of stay in the shelter.

Table II. Food and clothing

Type of cost	Data on food and clothing			
	Centre/ NCATS member	Amount/ month/ lekë	Source of funding for reporting period	Cost per person/ month/lekë
Food	NRCVT		State budget	8.400 Or 9.600 ⁹⁰
	D&E	155.000–160.000	IOM, UNOHCHR, Vodafone Albania Foundation	10.500
	VATRA	180.000	IOM (USAID funds), Norwegian Church Aid (Norwegian MFA funds)	12.000
	OV	252.000–264.000	MAE, KBF, IOM, CIES.	10.750

⁸⁸ See above.

⁸⁹ The health risks and consequences of trafficking in women and adolescents, findings from a European study, London, London School of Hygiene & Tropical Medicine (2003)

⁹⁰ According to MOLSAEO instructions, the daily cost for food varies from 280 Lekë per day for adults to 320 Lekë per day for minors and children.

Clothing/ hygiene items	NRCVT		State budget	6.000
	D&E	40.000–45.000	IOM, Norwegian MFA, Vodafone Albania Foundation, UNOHCHR	3.000
	VATRA	37.500	IOM (USAID funds), Norwegian Church Aid, Austrian Development Agency, Kvinna Till Kvinna	2.750
	OV	60000 –72000	MAE,KBF,IOM,CIES	2.750

Except for NRCVT, all other NCATS members were supported by foreign donors' funds for food and clothing. State funding for food for D&E and OV began in the first six months of 2011, and for Vatra, in April 2011.

V/5/B Recommendations for food and clothing

- Continuity of support for food, clothing, and hygienic supplies is crucial for shelter assistance, and that can be jeopardized by project duration fragmentations and gaps. Therefore specially for these basic needs, continuous funding from state resources should be planned and implemented.

V/ 6 Information on health

V/6/A Data on information on health

As an important part of their empowerment, all beneficiaries in the centres are provided information on a variety of health topics. Below is a table on health information provided during the reporting period.

Centre	Type of health information	Methods used	Centre personnel involved	Other external sources used
NRCVT	Consequences of alcohol, drugs, smoking, personal and collective hygiene, child care, STDs: types, prevention and treatment, first aid.	Group discussions, role play, informative leaflets.	Doctor and social workers of the centre	
D&E	STDs, how to protect against and prevent them; alcohol, smoking and their consequences; pregnancy and care during it; birth process and post-natal care; importance of breastfeeding and care for the newborn; first aid; personal and collective hygiene, stress and stress management, etc.	Group discussions	Doctor and nurses	Invited trainers, specialists, on first aid, parenting, child development, etc. Pediatricians, psychologists.
VATRA	Personal hygiene, smoking and health impact; alcohol and consequences; violence and its consequences; sexually transmitted diseases, how to prevent and protect against them; gastrointestinal disorders; viruses and seasonal flu; healthy nutrition; breast cancer, abortion, etc.	Group discussions; individual counselling	Centre doctor	Aulona Women's Centre, Vlorë. Public Health Directory, Vlorë.

OV	Self-examination for breast cancer; importance of general checkups; protecting against seasonal flu; prevention of STDs, importance of protective measures during sexual relations, protection against unwanted pregnancy; alcohol and drugs and problems to health; AIDS, protective measures and signs of the disease.	Informative sessions; informative materials, medical magazines; TV programmes on health issues.	Centre nurse	Invited gynecologists
-----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------	--------------	-----------------------

As may be seen, all centres made attempts to include as many topics as possible on health in their information and particularly the prevention and treatment of primary health issues of the victims. Nevertheless, NCATS considers necessary the drafting and use of a unified packet/health information module that could be used by all shelters, avoiding repetition of information when beneficiaries decide to move from one shelter to the other.

V/6/B Recommendations for information on health

- Drafting and use of a unified / information module on health information that could be used by all shelters.

V/7. Medical examinations

V/7/A Data on medical examinations

During the reporting period, the personnel of every NCATS member included medical staff. Thus, NRCVT had a full time medical doctor; D&E had a part time doctor and two nurses; Vatra had a part time medical doctor; OV had a full time nurse and a consultant doctor. All referred persons who agreed to benefit from the NCATS assistance programmes were offered the possibility to conduct basic medical examinations, which were considered necessary for victims of trafficking on the basis of work experience and consultations with other experiences. The conduct of such examinations was on the basis of the full free will of the beneficiaries. Aside from basic examinations, depending on health problems, beneficiaries were also offered other examinations recommended by the doctors. For examinations, NCATS members used both their own personnel and other private or public diagnostics clinics. Below is a table of basic examinations and specific examinations.

As may be seen from Table 12, the cost of examinations per person is high and most of them were conducted in private clinics and paid for by foreign donors. There were only three cases with health insurance during the reporting period, 2 of which had insurance from their families and 1 was provided insurance by the centre⁹¹. Another concern was the high cost of dental examination services.

⁹¹ The three cases are of D&E

Table 12. Medical examinations

Type of examinations	Centre	Data on examinations							Funds for basic examinations and/or source of funding
		Conducted examinations	Number of persons	Cost of examinations per person/lehtë	Number of cases / individuals in public clinics	Number of cases/ individuals in private clinics			
Basic examinations	NRCVT	Complete blood tests/ complete urine tests, vaginal smear, HIV, HbsAg	21	0	21	0	free		
	D&E	Pathologist visit, complete blood tests, complete urine tests, Vaginal smear, HbsAg and HIV/AIDS test	21	2500-3000	0	21	Vodafone Albania Foundation, UNOHCHR IOM, UN.GIFT, KBF		
	VATRA	Visit by centre pathologist, IST tests, HIV, HEPATITE A, B, C, vaginal smear, pap test, complete urine and blood tests.	31	Partially free. Complete blood tests, urine tests, cost 700 - 1200	31 ⁹²	0	IOM (USAID funds), NCA (Norwegian MFA funds), ADA		
	OV	HIV 1-2 and ELISA, complete blood tests, complete urine tests, vaginal pad, HBsAg	21	1.500	15	6	MAE,KBF,IOM		
	NRCVT		14	Free	13	1 ⁹³	State budget		
Specific examinations	D&E	Gynecologist; Obstetrical X-ray; nephrologists; dermatologist; ORL; neurologist; oculist; psychiatric; abdominal X-ray; dentist; rheumatologist; head scan; pulmonary X-ray; Sinuses X-ray;	21	4000-5000		21	Vodafone Albania Foundation, UNOHCHR IOM, UN.GIFT, KBF		
	VATRA	Gynecologist; X-ray; pap tests; dentist examinations; neurologist, psychiatrist, dermatologist, oculist.	23	3800 ⁹⁴	16 ⁹⁵	7	IOM (USAID funds), NCA (Norwegian MFA funds), ADA		
	OV		6 ⁹⁶	5.000		6	KBF,MAE,IOM		

⁹² Provided at public health clinics, coordinated by Regional Public Health Directory/ Department that Vatra has a cooperation agreement with.

⁹³ 14 persons were offered specialized examinations; free in 13 cases by public clinics; in one case a gynecologist visit in a private clinic, paid for by NRCVT

⁹⁴ free gynecologist visits and X-rays

⁹⁵ "Aulona" Women's Centre, with which Vatra has a cooperation agreement. This centre offers beneficiaries treated by Vatra the following examinations: pap test, gynecologist visits, and x-rays for gynecology matters.

⁹⁶ 6 cases were offered pap tests and mammography

V/7/B Recommendation for medical examinations

- Waiving payments to public clinics for medical examinations of the victims;
- Providing all cases with health insurance;

V/8 Medical treatment and care during hospitalization*V/8/A Data on medical treatment and hospitalization*

NCATS members offered medical treatment to all cases that were diagnosed with physical and mental health problems. Below is a summarizing table on medical treatments.

Table 13. Medical treatment

Table 13 Centre	Type of treatment most encountered	Number of persons receiving treatment	Cost of treatment per person/month/lekë	Number in public clinics	Number in private clinics	Funding for treatment and/or source of funding
NRCVT	Psychiatric, dental, oculist, hematology, rheumatology, neurology, gastroenterology, nephrology, obstetrics-gynecology, pediatric treatment	18	100–1500	4 ⁹⁷	14	NRCVT /state budget
D&E	Treatment with medicaments according to diagnosis determined by specialist doctors upon basic and specific examinations above	25	1000–7000 ⁹⁸	0	25	Vodafone Albania Foundation, UNOHCHR IOM, UN.GIFT, KBF
VATRA	Treatment for drug addiction. Psychiatric, dental, dermatological, oculist treatment	31	1700 ⁹⁹	16	24	IOM (USAID funds), NCA (Norwegian MFA funds), ADA
OV	Psychiatric, dental, dermatological, gynecological, oculist, rheumatologic treatment	19	1.500	19	0	MAE, KBF

During the reporting period, 4 primary beneficiaries and 1 secondary beneficiary / child of primary beneficiary needed hospitalization services. In these cases, NCATS staff offered all the support and assistance that a family would offer for a member of its own. So, for 3 cases in the care of D&E, (2 with mental health, and 1 with neurological problems) D&E staff accompanied and stayed with the beneficiary in hospital. D&E paid for medicaments, tests and examinations that the hospital staff prescribed but the hospital did not provide, and for food and hygienic supplies not available in hospital. The same assistance during hospitalization was given by Vatra to 1 beneficiary with serious gynecological problems and one child of a beneficiary with complications of seasonal flu.

97 NRCVToffered necessary therapy (medicaments treatment and specialized intervention) for 18 cases and paid for therapy in 14 cases.

98 Average cost of treatment of cases with chronic diagnosis is up to 7,000 Lekë; average cost of treatment with acute diagnosis is up to 1,000 Lekë per person/month.

99 Dental treatment 1000 – 2500 Lekë

Issues of concern for NCATS with regard to medical treatment included lack of specialization of its own staff for treating specific cases, particularly cases of mental health problems.

Also a concern was the high cost of medical treatments, particularly treatment of drug addiction cases, serious mental health problems, dental and gynecological problems, Hepatitis B or C cases, and lack of alternatives for the treatment of cases with mental health problems.

Issues of concern regarding hospitalization included: a) providing for the security of beneficiaries b) lack of documentation; c) high costs of hospitalization and care; d) difficulty to hospitalize cases of mental health problems or to find alternative care services in communities.

a) safety of beneficiaries with high security problems

The safety of beneficiaries with high security problems makes it difficult to ensure their security during hospitalization. Likewise, centres encountered difficulties in taking measures when there is no information about the source of risk.

b) lack of documentation and non-acceptance of cases whose place of residence is another district

As will be seen in further data in the report, in many cases, beneficiaries come to receive NCATS assistance without identity documents and NCATS has considered provision of such documents an important part of the protection process. While the lack of documents has not been a condition for NCATS assistance, this lack of documents creates difficulties in receiving medical services and hospitalizations. Even in cases of chronic problems, beneficiaries lack medical documentation that would ensure the compatibility and continuity of treatment. In cases when beneficiaries were from areas other than where the hospital centre is located, hospitals have refused to offer necessary services.

c) high costs of hospitalization and hospital care

In the cases of hospitalization of beneficiaries, the centres were obliged to make payments for the purchase of medicaments and food or to assign a staff member to care for the beneficiary due to insufficiency or negligence of hospital personnel.

d) difficulty to hospitalize cases with mental health problems or find alternative care services in communities

During the reporting period, it was difficult to place cases with mental health problems in appropriate facilities or specialized community centres.

During the reporting period, hospital mental health centres worked almost to the limits of their capacities. At the same time with the activities of this report, a very well-known specialist of mental health in Albania described the situation: “Mental health services are concentrated in four districts of the country where psychiatric facilities are located. Facilities with beds include two psychiatric hospitals (Elbasan, with a capacity of 130 beds, currently having 300 hospitalized), and Vlorë, with a capacity for 240 persons and with 219 hospitalized at present) and two psychiatric pavilions, Tirana with a capacity for 120 beds – 90 at present, and Shkodër with a capacity of 110 persons, with 75 hospitalized at present)”¹⁰⁰.

100 Anastas Suli, “Mental Health Reform in Albania: Progress” October 2009, accessed at [http://www.who-albania.org/mnh/report/Prezsh/Reforma per cent20e per cent20shendetit per cent20mendor per cent20e per cent20shqiperi.pdf](http://www.who-albania.org/mnh/report/Prezsh/Reforma%20e%20shendetit%20n%20mendor%20e%20shqiperi.pdf)

The specialist informs that community services for mental health remain scarce, "...We do not yet have the right to say that we have built the Balanced Community Mental Health System, as the community system we have continues to be a structure incapable of carrying out its community duties, the duty to limit hospitalization only to those cases for whom hospitalization is very necessary and only when the holistic community treatment has failed..."¹⁰¹.

V/8/B Recommendations for medical treatments and hospitalization

- Training for staff on better assistance for beneficiaries with mental health problems;
- All cases assisted in the centres should have the possibility to receive basic health services in the clinics where the centre operates, regardless of their official place of residence;
- There should not be medical treatment tariffs for victims of trafficking, or at least they should be reduced;
- Public health authorities should monitor hospitalization and not tolerate unlawful charging of patients' and families in public clinics.

V/9. Psychosocial counselling

V/9/A Data on psychosocial counselling

NCATS's psychologists and social workers have provided psychosocial support in form of individual and group sessions. Themes of individual and group sessions were closely linked and in function of beneficiaries' rehabilitation and reintegration plan¹⁰². The table below provides data on psychosocial counselling by NCATS.

¹⁰¹ Ibid

¹⁰² See above the citation of Standards on the assistance plan

Table 14. Psychosocial counselling during the reporting period

Centre	Topics addressed in individual counselling sessions ¹⁰³	Centre personnel conducting counselling	Number of individuals receiving individual counselling	Total number of counselling sessions	Topics addressed in group counselling sessions/discussions	Number of group sessions
N R C V T	Adjusting to living in groups, roles and impact of clans in places we live in, emotional facilitation, conflict management, curing headaches, centre rules and respect for them, creating clear ideas about reintegration process, highlighting professional aptitude and skills, etc.	Psychologist and social workers/ case managers	44	415 ¹⁰⁴	Respect for rules and obligations to the centre, adaptation and settling in the centre, personal hygiene and the place we live in, interpersonal communication, conflict management	420
D & E	Exploring the past and childhood, emotional support, boosting self-esteem, treatment of inferiority feelings, motivation for achieving goals, family relations, communication problems, smoking, becoming aware of needs and desires, integration of desires and needs in plan of goals to be realized at the conclusion of sessions, plans for the future, education, courses, awareness on various trafficking problems, interpersonal relations, etc.	Psychologist, case managers, centre coordinator, reintegration coordinator	43	1634 ¹⁰⁵	Interpersonal communication, human relations and intimate relations, income management, job interviews, employer-employee relations, trafficking and methods of trafficking, human rights, motivation and types of motivation, conflicts and conflict management, managing free time at the centre, altruism and social aid, domestic violence and consequences.	96
V A T R A	Parenting and parent's rights, increasing self-esteem, reduction of dependence and strengthening relations with the family of origin, awareness on the risks of trafficking, information on importance of employment, interpersonal relations, independent living, etc.	Social worker, psychologist, and shelter coordinator	55	1141 ¹⁰⁶	Freedom and being free, conflict management, improving relations with beneficiaries, brain and love, communication and its styles, human relations, importance of education, rights and responsibilities of community living, managing daily life, love and harmony, nutrition and mood, public behavior, company, religion, God and world creation, stress and stress management.	116
O V	Recollection of history, importance of attending professional course, relations with permissive parent and authoritarian parent, support and encouragement to find and maintain a job, preparation for leaving the centre and reintegration outside the centre, etc.	Social workers/ case managers	24	255 ¹⁰⁷	Position of social worker in cases of conflicts in the centre, comments on books read by beneficiaries, role of husband and wife in the family, importance of professional courses, balance with permissive and authoritarian parent, secrets of being simple, mother's responsibility toward children, direct communication between beneficiaries at the centre, respect for centre rules, finding a job and the importance of respect for work rules, causes and factors of domestic violence, difference between a friend and a mate, marriage and living together.	42

¹⁰³ Individual counselling strictly follow and contribute to the implementation of individual plans; different topics addressed with every individual. The column only presents one example per each centre

¹⁰⁴ Average length of an individual session at the NRCVT is 45 minutes

¹⁰⁵ Average length of an individual session at D&E is 55 minutes

¹⁰⁶ Average length of an individual session at Vatra is 30–40 minutes

¹⁰⁷ Average length of an individual session is 40–45 minutes

Issues of concern regarding individual and group psychosocial counselling during the reporting period included:

- Difficulties in treating cases of mental health problems and drug addiction through counselling sessions, considering the treatment of such cases requires sustainable rehabilitation and treatment in special institutions;
- Difficulties of managing group discussions while preserving confidentiality for every individual;
- The impact on staff of issues brought to counselling sessions by beneficiaries: this can result in secondary trauma and burnout of professionals in the assistance process;
- Dependence of beneficiaries on counselling staff regarding decision making.

V/9/B Recommendations on individual and group psychosocial counselling

- Continued staff support for one another;
- Continued counselling sessions for staff in treating secondary trauma;
- Increasing professional skills of shelter staff regarding group counselling.

V/10 Legal assistance

V/10/A Data on legal assistance

All NCATS members inform all beneficiaries about their rights by law. Information is provided through group discussions and individual counselling in the shelters, as well as through consultations with legal specialists. During the reporting period, in D&E and OV, information was provided by staff and invited specialists from Centre for Legal Civic Initiatives and Women's Advocacy Centre respectively, while in NRCVT and Vatra having lawyers in their staff, information was provided by them. Information on rights included information on:

- Human rights and rights of victims of trafficking;
- Application of the law on witness protection;
- Right to compensation – cases of filing civil lawsuit during criminal process;
- Making statements to police and prosecutors and securing & providing evidence;
- Human rights conventions and other conventions ratified by Albania on trafficking in human beings;
- Family code: parent's rights, divorce, custody of the children;
- Rights of victims of violence and measures against domestic violence;

Legal assistance from NCATS also includes support in criminal and civil proceedings, registration and assistance for necessary documents, and personal legal issues such as divorce, child custody or property rights. The table below provides detailed data on such assistance provided during the reporting period.

Table 15. Legal assistance

Centre	Type of legal assistance	Centre staff providing legal assistance	Number of persons receiving assistance			Cost of average expenses per person	Other sources of legal assistance
			Civil cases	Criminal cases	Other ¹⁰⁸		
NRCVT	At the NRCVT, legal assistance is provided by the centre lawyer and on special cases requiring a lawyer, the specialist is provided by the the Legal Clinic for minors and the Centre for Legal Civic Initiatives. Assistance includes giving information on the progress of judicial procedures and assistance for beneficiaries during judicial sessions.	Centre lawyer	1 ¹⁰⁹	11 ¹¹⁰	1 ¹¹¹		Legal Clinic for minors and Centre for Legal Civic Initiatives ¹¹²
D&E	In civil processes, it includes informing the case about the rights in the case, drafting the lawsuit, support in trial sessions, securing necessary documentation (registration, ID cards, etc.). In criminal processes, informing the case on rights in the criminal process and other rights, in cases of violence, support for obtaining a protection order, etc.	Centre staff	2 ¹¹³	16 ¹¹⁴	14 ¹¹⁵	1200 Lekë ID card application; 2000 Lekë notarization of documents; 200 Lekë obtaining certificates/person	Centre for Legal Civic Initiatives
VATRA	In civil processes, the centre lawyer drafts the lawsuit on behalf of the centre and the beneficiary; accompanies and represents in police, court, prosecutor's office, civil registry offices, bailiff's office, and other relevant institutions. Registration and issuance of IDs; personal certificates, ID cards, biometric passports, all done with the assistance of the centre lawyer.	Centre lawyer	106 ¹¹⁶	15	38 ¹¹⁷	5,530 ¹¹⁸	Centre for Legal Civic Initiatives

108 Registration, issuance of identification documents

109 There was only one case involving the divorce of a violated woman

110 Prosecutor's office follows criminal cases

111 During stay at NRCVT, the child of the a mother victim of violence was registered

112 In cases when a lawyer is needed

113 2 cases assisted with divorce procedures.

114 16 beneficiaries reported the traffickers and exploiters; on this, there was also cooperation with the General Directory of Police and the Serious Crimes Prosecutor's Office to support beneficiaries with follow-up on the processes, obtaining information, and support for their safety

115 4 beneficiaries, 1 adult and 3 children registered with the civil registry office, in cooperation with the General Directory of Civil Registry, 10 beneficiaries were supported to obtain IDs

116 For 17 cases assisted at e shelter and 89 cases of victims of violence assisted in communities. For cases at the shelter: 16 civil cases such as registration with the civil registry office, Immediate Protection Order (IPO) and Protection Order (PO), execution of court ruling by bailiff's office, divorce, obtaining invalidity payment, obtaining custody and 1 in cooperation with the Centre for Legal Civic Initiatives, Tiranë, the lawyer of the centre pursued legal procedures to obtain compensation. For 89 victims of domestic violence assisted in communities, obtaining IPO and PO, execution of court ruling, obtaining custody, dissolving marriage, registration in civil registry office, changing decision, etc.

117 38 beneficiaries were equipped with personal certificates, 8 with ID cards, and 1 with a passport.

118 This includes payment for obtaining ID card and/or passport and the payment of the lawyer, including everything offered as legal service

Centre	Type of legal assistance	Centre staff providing legal assistance	Number of persons receiving assistance			Cost of average expenses per person	Other sources of legal assistance
			Civil cases	Criminal cases	Other ¹⁰⁸		
OV	At OV, legal assistance in civil processes was provided by the lawyer of the Women's Advocacy Centre – included emotional support, accompaniment, transport – respecting public tariffs. During the reporting period, there were no criminal cases that beneficiaries had to partake in.		9 ¹¹⁹	0	15 ¹²⁰	1200 – 10000 ¹²¹	Lawyer of Women's Advocacy Centre

Issues of concern for NCATS with regard to legal assistance for victims of trafficking include: a) lack of information by law enforcement bodies on the progress of cases; b) failure to make use of possibilities offered by the law on witness protection; c) lack of application of legal and sensitive methods of questioning victim-witnesses; d) prolongation of investigation processes to the detriment of rehabilitation and reintegration; e) separate treatment of compensation of damage to the victim from the criminal process against the trafficker.

a) lack of information by law enforcement bodies on the progress of cases against the trafficker/ traffickers

The information that prosecutors have provided on the progress of judicial processes against traffickers has been incomplete or has not been provided and this has caused insecurity and anxiety for the beneficiaries, difficulties in making the right assessment and steps for the future.

b) failure to make use of possibilities offered by the law on witness protection

As noted above, 25 % of new trafficking cases of NCATS have collaborated with justice/ reported traffickers. Nevertheless, during the reporting period, none of the witness victims was proposed by prosecutors as eligible to benefit from the program for the protection of witnesses and collaborators of justice. To NCATS' knowledge, none of the trafficking cases assisted during the reporting period were granted special or temporary measures for protection by law.¹²²

c) lack of application of legal and sensitive methods of questioning victim-witnesses

Albania law allows for victims to be questioned without contact with the alleged perpetrators of the crime. The law also allows for victims' identify to be withheld from the defendant as well as his/her legal representatives¹²³. To NCATS' knowledge, however, during the reporting period, there was no case in which these legal protections were utilized.

119 9 cases assisted in divorce processes, issuance of PO or IPO

120 For 15 cases, certificates, and 3 of them applied for ID cards.

121 All identification documents of beneficiaries in the centre have been secured by the centre in cooperation with police and the civil registry office, through payment done by OV. 1,200 Lekë paid for ID and 10,000 is the divorce fee paid to the court.

122 Law no. 10173, dated 22.10.2009, "On the protection of witnesses and collaborators of justice"

123 Article 8 "Questioning of witnesses" of Law No. 910, dated 24.07.2003 "On the organization and functioning of serious crimes courts," "The Serious Crimes Court and the Appeals Serious Crimes Court may allow that the questioning of the witness, and permissible encounters and readings, be done by applying, jointly or separately, the following rules: a) in the presence of the defendant and his lawyer, without visual contact; b) without communicating the identity of the witness to the defendant and his lawyer; c) in other cases and manners established by legislation for the protection of witnesses and collaborators of justice".

d) *prolongation of investigation processes to the detriment of rehabilitation and reintegration*

e) *separate handling of compensation of damages to the victim from the criminal process against the trafficker/ traffickers.*

VII/B Recommendations on legal information and assistance

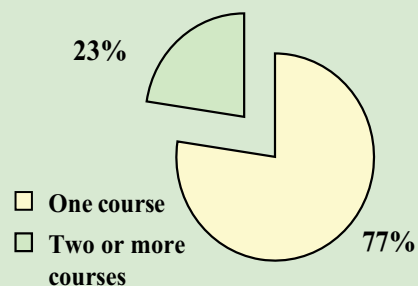
- Victims of trafficking and violence should have direct access to free legal aid. They should be exempted from any payment of any court tax .
- Changes to penal procedures/ Code of Penal Procedure are necessary. Adjudication of the trafficker should be part of the recuperation of the rights of victims and not just a relationship between the state and the legal offender/ trafficker, in which the victims plays the role of an accessory. For that reason, the claim for compensation of damages should be reviewed within the penal process against the trafficker and not separate from that process. Victims of trafficking should have the right to representation in court through a lawyer and not just psychological support.
- The prosecutor's office should be oriented toward the protection of witnesses and cases that meet the requirements of the law on the protection of witnesses and collaborators of justice should be granted witness protection as soon as possible.
- Legal deadlines should be respected and there should be no procrastinations.

VII Professional training

VII/A Data on professional training

Based on the skills and wishes of the beneficiaries and with orientation from the labour market, NCATS members have supported the professional training of beneficiaries of their programmes. A total of 75 beneficiaries received professional training during the reporting period¹²⁴. 17 of them attended more than one training course.

Graphic 20. Alternatives of professional training



NCATS members used both public and private sources for the provision of training courses. NRCVT, D&E and Vatra used services offered by Regional Professional Training Centres for courses for tailoring, hairdressing, cooking, and computers.

The table below provides data on qualifications by public agencies/ public professional training.

¹²⁴ 13 OV, 13 NRCVT, 18 Vatra (non including life skills course) and 31 D&E.

Table 16. Public professional training

Centre	Public professional training				
	Type of course	Number of beneficiaries	Employed in area of training	Centre where training was received	Tariff in Lekë paid by NCATS member per individual
NRCVT	Tailoring	1		Regional Professional Training Centre No. 4, Tiranë (RPTC No. 4)	Free
	Hairdressing	12		RPTC No. 4	Free
	Total	13¹²⁵	No information available	8	
			Employed		
			Attending course ¹²⁶	5	
D&E	Tailoring	4		RPTC No. 4	Free
	Hairdressing	7		RPTC No. 4	Free
	English language	15		RPTC No. 4	3000
	Computers	13		RPTC No. 4	3000
	Total	20¹²⁷	No information available		
		Employed	0		
			Attending course	7	
Vatra	Tailoring	2		RPTC Vlorë	Free
	Hairdressing	9		RPTC Vlorë	Free
	Computers	1		RPTC Vlorë	3500
	Cooking	6		RPTC Vlorë	Free
	Total	18¹²⁸	No employment opportunity upon return home	6	
			Employed	10 ¹²⁹	
			Attending course	2	

D&E and OV used non-public professional training services. The table below presents data on training by non-public centres.

125 All cases of violence

126 Still attending course when collecting information for the report

127 All cases of trafficking

128 17 cases of trafficking, 1 case of violence

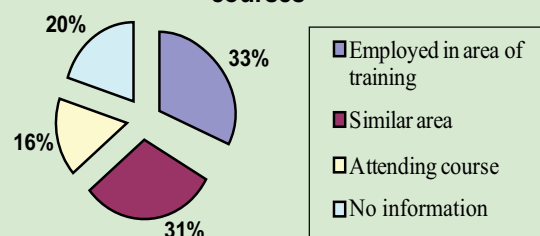
129 5 employed and 5 self-employed

Table 17. Non-public professional training

Centre	Non-public professional training				
	Type of course	Number of beneficiaries	Number of those employed in area of course	Centre of training	Tariff in Lekë paid by NCATS member per individual/lekë
D&E	Cooking	3		Professional Alternative	0-21.000 ¹³⁰
	Painting -design	16		Professional trainer	30.000
	Hairdressing	2		Private Hairdressing	90.000
	Beauty salons			Beauty salon	30.000
	Total	18 ¹³¹	No information available		
		Employed	2		
		Attending course	2		
Vatra	Crafts	20		World Vision and Evangelical Church Vlorë	Free
	Life skills	20		Peace Corps	
					Free
	Total	20	No information available		
			Employed	20 ¹³²	
		Attending course			
OV	Cooking	8		OV Professional Training Centre	Free
	Hairdressing	5		Private Hairdressing	45000
	Computers	1		OV Professional Training Centre	Free
	Total	13 ¹³³	No information available	1	
			Employed	7	
		Attending course	5		

Given that the time between attending course and the time for collecting data for drafting this report was brief, it is difficult to measure the effectiveness of the courses through employment in the areas of training or similar ones. However, 64 % of those who attended professional training courses are employed or self employed in that field or a similar profession, as can be seen in the graph below.

Graphic 21. Employment by professional courses



¹³⁰ For minors, the course was offered free; for adults, tariff was 7,000 Lekë/month or 21,000 Lekë/ course

¹³¹ Some cases attended more than one course

¹³² NCATS members also applied another form of life and vocational training, that of generating income through the distribution and sale of craftwork. Beneficiaries of the Vatra program attended an embroidering and craftwork course organized with support from World Vision and the Vlorë Evangelical Church. The course was also a way to boost self-esteem, improve interpersonal relations, discharge negative energies, as well as generate income through the sale of their products in various fairs organized by the organizers and the Vatra staff. Generated income helped improve and add social-cultural activities for the beneficiaries. According to a program by the trainer, beneficiaries produced earrings, bracelets, necklaces, postcards, embroidery, knits, etc.

¹³³ 7 cases of trafficking and 6 cases of violence

The total number of beneficiaries who attended professional courses is 75; 25 are employed or self-employed in the profession in which they trained, 23 are employed in similar areas, 12 were still attending courses at the end of the reporting period. For 15 cases, there is no employment information.

In order to support vocational training and facilitate employment, NCATS created conditions also in their shelters or offices, with support from donors.

The NRCVT purchased all tools necessary for the courses of its beneficiaries; the centre itself conducted computer training courses in its premises given that it has ample space and the tools for such a course. NRCVT also has appropriate premises for hairdressing and tailoring courses.

All D&E beneficiaries who attended the hairdressing and tailoring courses received the necessary toolkit of items for these professions, which was helpful while attending the course as well as for practicing, but also on completion of the course for finding employment or being self-employed. D&E also held English language courses at the shelter, which was offered to all beneficiaries once every week by a foreign volunteer. A course of painting-design was also conducted in the D&E premises.

In order to support vocational training, Vatra offered the possibility for beneficiaries to practice their knowledge in the shelter. Beneficiaries that attended the hairdressing course had their hairdressing corner in the shelter, equipped with basic professional tools. Beneficiaries who attended the tailoring course had a special spot to practice on two sewing machines and basic materials. Beneficiaries attending the computer course had the possibility to practice on the computers installed in the training room of the shelter according to a schedule organized and monitored by the shelter coordinator. Beneficiaries who attended the cooking course had the possibility to practice cooking under the supervision of the shelter cook, as well as shift staff. The shelter organized various activities with beneficiaries displaying their skills and talent: bride models by the hairdressing course attendees, clothes (skirts, shirts, dresses, suits) by the tailoring course attendees.

Issues of most concern regarding vocational training included: a) scarce number/ poor diversity of vocational courses offered for free; b) high cost of advanced courses; c) high cost of tools to support vocational training in the profession; d) poor quality of courses offered for free, which has a direct impact on difficulties on beneficiaries for employment in the area in which they were trained.

VIII/B Recommendations on vocational training

- Build capacities of public vocational training centres to offer better quality and more diversity of professional training courses;
- Build capacity of vocational training centres to provide trainees with other types of knowledge that would help them enter the labour market (e.g., the tailoring course should give trainees knowledge on labour processes in the workplace);
- Better cooperation with labour offices and businesses on job training.

V/ 12 Counselling and mediation for employment

V/12/A Data on counselling and mediation for employment

Counselling and mediation for employment was offered to all beneficiaries, both in the shelter and those assisted by family or community programmes. Centres collaborated with Employment Offices in efforts to employ beneficiaries. The table below provides general data on this component of NCATS assistance.

Table 18. Employment

Centre	Number of those employed	Number of persons assisted for more than one job	Types of jobs	Employed with centre assistance	Employed with assistance from the Employment Office	Average monthly income from employment; in Leké	Insured
NRCVT	0 ¹³⁴						
D&E	17 ¹³⁵	5	Tailor, seller, cook, assistant cook factory workers, housekeeping, janitorial, etc. ¹³⁶	12	0	10,000–25,000	2 ¹³⁷
VATRA	25 ¹³⁸	2 ¹³⁹	Social operator, tailor, shoemaking plant, seller, etc. ¹⁴⁰	6	19	9,000–22,000	7
OV	4 ¹⁴¹	2 ¹⁴²	3 assistant cooks, 3 bakery sellers	4	0	10,000–17,000	0

Pursuant to the Council of Ministers Decision No. 48, dated 16/01/2008 “On the level and criteria for benefiting from the program of encouraging the employment of unemployed job-seekers in difficulties”, and CMD No. 632, dated 18/09/2003 “On the program for encouraging the employment of unemployed female jobseekers”, during the reporting period, NCATS registered with the Regional Employment Offices 36 persons, of which 20 have been employed (55.56 % of those registered). The table below provides data on employment through these programmes:

134 Employment not applicable for NRCVT, being a reception centre and services are tailored around rehabilitation of traumas and preparation for reintegration

135 15 victims of trafficking, 2 victims of violence

136 Cases with only one job (12) worked as: 2 tailors, 3 as sellers (clothes stores), 2 assistant cooks in fast foods, 1 dishwasher, and receptionist; 2 house cleaners, 1 warehouse keeper (at D&E), 1 hairdresser. Cases of those for whom more than one job was found (5): 1 in a bag making plant, then self-employed, 1 both cases as a seller, 1 first as a cleaner in a restaurant, then as a cleaning maid at D&E, 1 twice as a seller and once as an assistant cook, 1 first as an assistant in crepe store and secondly as a seller.

137 Insurance was paid by D&E

138 11 victims of violence; 14 victims of trafficking

139 2 cases employed by Vatra as social operators and the Employment Office

140 2 social operators in Vatra projects, 4 in a private tailoring place, 7 in a shoemaking plant, 2 in a restaurant (1 as a cook and one as an assistant cook), 1 assistant cook in a fast-food, 2 sellers in stores or supermarkets, 1 cleaner in supermarket, 2 in hairdressing salon (one assistant hairdresser and 1 as a second hairdresser), 4 self-employed during the project period with tools donated by Vatra

141 2 victims of violence and 2 victims of trafficking

142 For two cases, 1 victim of violence and 1 victim of trafficking, OV found 2 different jobs

Table 19. Employment by Employment Offices

Centre	Number of persons registered with Employment Offices	Number of persons registered as employed by Employment Offices	Type of job	Average monthly income from employment, in Lekë	Number of cases with paid insurance
NRCVT	– ¹⁴³				
D&E	17 ¹⁴⁴	1	Tailoring plants	9,000–18,000	0
VATRA	19	19	4 cases in private tailors', 7 cases in shoemaking plants, 2 cases in restaurants, 1 case in fast food, 2 sellers in supermarkets, 1 cleaning maid in supermarket, 2 cases in hairdressing salons	9,000–22,000	7
OV	0 ¹⁴⁵				

Support for self-employment was one of the methods sustained by donors. 17 beneficiaries (37 % of those employed) received help for self-employment. Table 20 below provides data on this kind of employment of beneficiaries and details on their accommodation during self-employment.

Table 20. Self-employment

Centre	Number of self-employed	Type of self-employment	Income from self-employment in Lekë	Type of accommodation	Financial and material support / source
NRCVT					
D&E	2 ¹⁴⁶	Mini-tailor's shop	8,000– 30,000	Rented apartment	Basic tools for business, grants by IOM
VATRA	15	Hair dressing and tailoring	8,000 – 20,000	Family	Basic tools of the profession by Vatra funded by NCA (Norwegian MFA funds), IOM (USAID funds), KTK, SOROS Foundation
OV	0				

Although to a relatively low extent (approximately 20 %), for various reasons, the centres counseled and mediated for more than one job per beneficiary. The table below provides data on the number and reasons for intervention for more than one job.

Table 21. More than one job per beneficiary

Centre	Report of those for whom more than one job was found vs. number of those employed	Reasons for looking for a second or third job
NRCVT	0/0	
D&E	5/17	Heavy burden and doing jobs not related to actual offer, security reasons, lack of experience, negligence by beneficiary / arriving late, more experience required

143 Not applicable in employment.

144 17 beneficiaries are registered with the Tiranë Employment Office (16 registered by D&E upon the will of the beneficiaries, 1 self-registered).

145 OV has maintained close contact with the employment office, but due to an agreement with the business office, this shortcut has facilitated the employment of beneficiaries.

146 Both cases victims of trafficking.

Centre	Report of those for whom more than one job was found vs. number of those employed	Reasons for looking for a second or third job
VATRA	2/25	Job cuts in previous jobs
OV	2/4	For both cases, the reason was the employer shutting down activity

In most cases, employed beneficiaries were accommodated in the shelter during employment. Table 22 below provides data on the accommodation of beneficiaries during employment.

Table 22. Accommodation during employment

Centre	Number of employed persons	Number of persons accommodated at shelter during employment	Number of persons living in program-paid apartments	Number of persons sharing housing and living costs with the family	Number of persons in other special accommodations
NRCVT	–	–	–	–	–
D&E	17	8	8	0	1 ¹⁴⁷
VATRA	25	17	2	6	0
OV	4	3	0	1	0

As may be seen and realized from above, issues of most concern to NCATS with regard to employment were very low incomes from employment, such that they could not afford living costs; lack of social insurance and health insurance payments, low level of employment, scarce diversity of employment/professions, lack of sustainable alternatives/ employment in unsustainable businesses, and lack of jobs offered by the state.

V/12/B Recommendations for counselling and mediation for employment

- Increased cooperation with Regional Employment Service;
- Increased cooperation with private businesses;
- Inclusion of a large number of VoTs in employment encouragement programmes;
- Sensitizing employers on the specific needs and support that should be provided to victims of trafficking and of violence.

V/13 Re-enrolment in the formal education system of primary and secondary beneficiaries and support for progress in school/ education

V/13/A Data on support for schooling

The reporting period coincides with two academic years, 2009–2010 and 2010–2011. During this period, 25 primary beneficiaries and 15 secondary beneficiaries were enrolled in school/ formal education. In total, 43 primary and secondary beneficiaries were assisted to start and continue school. Regional education directories helped NCATS members for the enrolment

¹⁴⁷ 1 case was a custodian family, payment for the custodian family, including housing and food, was covered by D&E

of beneficiaries in schools. Table 23 below provides information on the schooling of NCATS beneficiaries.

Table 23. Schooling

Centre	Beneficiaries assisted to enroll and attend school during the reporting period					
	Primary Beneficiaries			Secondary Beneficiaries		
	Enrolled before	Enrolled during 2009–2010	Enrolled during 2010–2011	Enrolled before	Enrolled during 2009–2010	Enrolled during 2010–2011
NRCVT						
D&E ¹⁴⁸	2 ¹⁴⁹	6 ¹⁵⁰	9 ¹⁵¹	0	4	5
VATRA ¹⁵²	2 ¹⁵³	3 ¹⁵⁴	4 ¹⁵⁵	0 ¹⁵⁶		
OV ¹⁵⁷		1 ¹⁵⁸	1 ¹⁵⁹		1 ¹⁶⁰	5 ¹⁶¹

Issues of concern for NCATS with regard to schooling were: a) bureaucracies in obtaining necessary documentation to attend school; b) prejudicial and discriminating behaviors toward VoTs; c) obligation to attend school during the day.

a) bureaucracies in obtaining documents necessary for attending school

NCATS members have encountered difficulties in obtaining documents in a timely manner. We also encountered lack of availability of employees in school secretaries, school principals, or

148 For the re-enrollment of primary beneficiaries, D&E was assisted by the Tiranë Educational Directory and in one case by IOM; for the enrolment of secondary beneficiaries, it received no assistance

149 Assisted to attend high school full time, registered since 2007

150 4 in general education, grades VI up to XI, 1 in hotel and tourism, 1 in university

151 General education, grades V–XII

152 In all cases, institutions that assisted Vatra for re-enrolment included the Vlorë Regional Educational Directory, in 2 cases regional educational directories for the districts the victims came from, BajramCurri and Fier

153 2 cases registered in 2006 and 2008 continued to attend school part time (1 case in grade IX and 1 case in third year of high school)

154 1 in elementary school, 1 in high school, second year, 1 in university

155 2 in grade I, 1 in grade III, and 1 in grade VII

156 Secondary beneficiaries in preschool age, see below under child care

157 In all cases, the institution assisting OV with re-enrolment was the Elbasan Regional Educational Directory.

158 First year, high school

159 Grade IX

160 Grade IX

161 Grades I to VI

other persons who, in some cases, forced NCATS staff to travel several times out of the town or commune where the beneficiary attended school to obtain the necessary documents.

b) beneficiaries of the NCATS members often found themselves discriminated and prejudiced by teaching staff of schools where they were once enrolled; in some cases, there was a lack of understanding for what happened to them and they were blamed directly for the trafficking experiences, telling them they had asked for it.

c) obligation to attend school during the day for beneficiaries under 16

During the reporting period, the Ministry of Education and Science was in the process of drafting a new law on pre-university education. Even in the new draft the new draft law of this period, students up to 16 years, had to attend school regularly during the day¹⁶². In the case of victims of trafficking, which we were informed were at risk of exposure to the trafficker/ traffickers, attending school during the day was sometimes a dilemma or impossible. Vatra resolved this dilemma in cooperation with the regional educational directory¹⁶³.

V/13/B Recommendations for support for education

- The Ministry of Education should send instructions to all educational directories so these will avoid bureaucracies and possibly facilitate the registration of trafficked cases;
- The Ministry of Education should draft special programmes for trafficking cases that lost several years of school and have the desire and will to continue;
- Enable completing 9-year education wherever victims of trafficking are staying without too many bureaucratic procedures;
- Reimburse expenses for the purchase of books.

V/ 14 Specific assistance for secondary beneficiaries

V/14/A Data on specific assistance for secondary beneficiaries

In order to ensure a healthy upbringing and alleviate the consequences of negative experiences, aside from services received as mothers and appropriate for the age and needs, such as housing, food and clothing, medical examinations and treatment, re-enrolment in the education system and support for schooling, NCATS used specific extra measures for 26 children of beneficiaries housed with their mothers in the shelters. Below is a table of data collected for this component of assistance.

162 Teacher, biweekly publication of the Ministry of Education and Science, December 2010, accessible at <http://www.mash.gov.al/File/pdf/30804.pdf>

163 Vatrahas enrolled in part time schools also beneficiaries under 16 years old.

Table 24. Specific assistance for secondary beneficiaries

Centre	Extra services for secondary beneficiaries in the shelter (accompanied by mothers)	Number of secondary beneficiaries assisted	Costs for extra services for children/month	Personnel engaged	Other external sources used
NRCVT	Occupational activities such as gardening, entertainment, or learning	5		Centre educators ¹⁶⁴	
D&E	Learning activities under the supervision of the D&E teacher, such as teaching simple math, notions, colors, reading children's books, etc. Entertainment activities such as accompanying children to playgrounds, walks in public parks, movie watching hour (various DVDs), etc. Play therapy under the supervision of the D&E psychologist through dolls or plush animals, building blocks, house games, drawing, etc.	9	6500 – 7000 Lekë	Social workers Teacher Psychologist	
VATRA	Daily organization of games in the shelter premises, accompaniment to the city's playground, walks by the sea, following school progress, telling tales and stories for children, drawings, or creative dough games. Participation in July 2010 in the summer camp organized by Terres des Hommes and the Child Protection Unit, Vlorë, which lasted for 1 month. This event had a positive impact on the socialization of the beneficiary children with other camp children, for improving and enhancing knowledge for their age, entertainment, and a way to express oneself freely.	5	6,000 – 7,000 Lekë	Social workers Centre teacher Psychologist ¹⁶⁵	Terres des Hommes, Child Protection Unit, Vlorë
OV	Organization of games in shelter premises based on a program drafted by the employees by the children's age groups. Activation in the summer camp organized by the Day Care Centre for children "Other Vision". Positive impact on children, socialization with peers. (Costs 196 Lekë only for crayons paper, etc.).	17	196 Lekë	Social workers	

NCATS has provided direct assistance also to children of beneficiaries being cared for by other family members or relatives out of the shelter.

¹⁶⁴ An educator is the position of the specialist in the centre structure and staffing pattern approved by the Prime Minister, whereby the educator conducts teaching for the elementary level

¹⁶⁵ Accompaniment of children to events was done in the presence of social workers. The centre psychologist worked especially with children with problems. There were special discussions about parenting with the mothers of these children.

Table 25. Assistance for secondary beneficiaries outside the shelter

Centre	Extra services for secondary beneficiaries outside the shelter	Number of secondary beneficiaries assisted	Place of stay	
NRCVT	Not applicable			
D&E	Registration of children in day care centres, kindergarten by age of the child; health services; support for clothing; various products and accessories necessary for upbringing children (milk, diapers, carts); phone contact and direct accompaniment of mothers to see children in child care centres or families; distribution of gifts for holidays through cooperation with various partners.	20	Rented apartments Families Child care institutions	
VATRA	Possibilities for contact for mothers with children and vice versa through telephone and visits to the centre; counselling for mothers and relatives on positive models for parenting and child upbringing, psychologist counselling with children, enabling health services (free blood tests, urine, etc.). Possibilities created by partners working with partners working with children regarding material aid, possibilities for entertainment activities with kids present, realized by Vatra or in cooperation with partners, such as the mentioned activity of the summer camp.	11	With relatives	Terres des Hommes Child Protection Unit, Vlorë
OV	OV offered school materials for school age children. Payment of day care centre for this age group, ensuring medicaments for children in cases of health problems, participation in summer camps, foreign language courses. Counselling sessions with mothers to preserve positive parent-child rapport.	5	With relatives	

One of the services offered by NCATS for beneficiaries in the shelter or out of the shelter and their children was registration in day care centres or kindergartens and financial support for care in day care and kindergarten. Below is a table with data for this assistance:

Table 26. Assistance for day care or kindergarten for secondary beneficiaries

Centre	Number of children registered in day care or kindergarten		Cost in Lekë / month per child	Paid by	Source of funding if by the centre
NRCVT	Private	0	Not applicable		
	State	0	Not applicable		
D&E	Private	1	5000	Centre	Vodafone Albania Foundation
	State	1	3000	Centre	Vodafone Albania Foundation
VATRA	Private	1			
	State	1	3000	Centre	World Vision
OV	Private				
	State	8	3200 ¹⁶⁶	Centre	

¹⁶⁶ Aside from the monthly salary, OV has paid 3,200 Lekë for each child for school materials upon registration

Issues of concern for NCATS with regard to care for children of beneficiaries have been: a) problems with health of mothers seeking prolonged stay in shelter and as a result create problems for the children's normal socialization; b) child treatment by other beneficiaries; c) payment for day care or kindergarten; d) time of children's stay in day public kindergartens or day care does not allow for mothers' employment.

V/14/B Recommendations for specific assistance for secondary beneficiaries

- Public day care/ kindergartens that favors mothers' full time employment;
- Employment by organizations of care takers/ educators part time for children of mothers working long hours or shifts.

V/15 Specific assistance for pregnant beneficiaries

V/15/A Data for specific assistance for pregnant beneficiaries

NCATS members demonstrate special care for pregnant beneficiaries. During the reporting period, 2 beneficiaries were pregnant at the time of entering the program. Below is a table on assistance to them.

Table 27. Assistance for pregnant beneficiaries

Centre	Type of assistance for pregnant women	Number of pregnant women receiving services	Centre personnel providing services	External sources of assistance used	Cost in Lekè per person	Source of funding, if paid by centre
NRCVT		0 ¹⁶⁷				
D&E	Support for routine checkups to be conducted by pregnant women, regular visits to gynecologist	2 ¹⁶⁸	Centre staff			
	Psychosocial counselling to prepare the beneficiary for the child that will come to life		Centre psychologist			
	Motherhood and parenting classes			Bethany Christian Services		
	Specific training on first aid			Pediatrician of child consultation centre		
	Care for the mother during hospitalization in maternity hospital		Staff / case social worker			
	Preparation and provision of necessary items for the mother and child at the moment of hospitalization		Centre staff			
VATRA		0 ¹⁶⁹				

167 No pregnancy cases during reporting period

168 2 of the cases referred to D&E during the reporting period were pregnant, one 2 months and the other 5 months

169 No pregnant cases during reporting period

Centre	Type of assistance for pregnant women	Number of pregnant women receiving services	Centre personnel providing services	External sources of assistance used	Cost in Lekë per person	Source of funding, if paid by centre
OV		0 ¹⁷⁰				

Issues of concern regarding assistance for pregnant beneficiaries included high cost of necessary services for following pregnancy.

V/I 5/B Recommendations for specific assistance for pregnant beneficiaries

- Offer all service during hospitalization free;
- Specific training during after pregnancy;
- Economic aid for girl mothers;
- Specific clinical sessions for cases of mothers with mental health problems.

V/I 6 Relaxing and entertainment activities

V/I 6/A Data on relaxing and entertainment activities

The table below provides data on relaxing and entertainment activities during the reporting period.

Table 28. Entertainment and relaxing activities

Centre	Relaxing and entertaining events at the shelter			Type of relaxing and entertaining events outside the shelter		
	Type	Frequency, % of daily time	Cost in Lekë per individual/month	Type	Frequency	Cost in Lekë per individual/month
NRCVT	Embroidery, handmade crafts, role play, sports games at sports field, celebrating various holidays and birthdays, reading centre library books, quizzes on various topics, watching TV programmes	50 % each day, according to calendar of events		Trips to cities, visit Kruja castle, lunch at restaurants, beach in the summer	1 to 2 times/month	1000
D&E	Embroidery, handmade crafts, cooking, games, aerobics, fitness, birthday parties, various holidays, book reading, competition of beneficiaries' products	Each day, according to calendar of events	1000	Visits to cities, castle of Krujë, Shkodër, cinema, visits to religious institutions, swimming pools, shopping, bars, lunches out, parties, etc.	2 times/month	1500 –2000

¹⁷⁰ No pregnant cases during reporting period

VATRA	Structured or semi-structured conversations, bibliotherapy, listening to music, dancing, creative work: painting, poetry, aerobics, embroidery, games, tests, thematic events, on holidays or birthdays.	4 hours	1000	Cultural-historical visits (known historic sites), bars, organized lunches, visits to religious sites, participation in thematic events, organized by other organizations.	2 – 3 times/month	2000 – 2500
OV	Celebrate various holidays, conversations on educational and relaxing themes.	50–60 minutes	2000	Going to bars for coffee, lunches out, birthdays, cinema, beach, summer day celebration, day against violence toward women, March 8, daily camp for children, etc.	2 times/month	2000

Issues of concern regarding relaxing and entertainment events were: a) safety of beneficiaries during events; b) cost of activities outside the shelter.

a) safety of beneficiaries during events outside the shelter

Events outside the shelter have a very positive effect on the beneficiaries' health and NCATS has tried to maintain a strict and diverse calendar of events. Nevertheless, the potential for beneficiaries to be identified by various individuals at sites of events has limited the diversity of events in some cases.

b) cost of events outside the shelter

Considering that a sizeable part of beneficiaries have reported their traffickers and have safety problems, and for another part the risk is unknown but yet potential, events outside the shelter require mobilization and participation of a large part of the staff and the selection of locations far from the shelter. Balancing the beneficiaries' desires with avoiding eventual or potential risk has limited selections and increased the costs of events outside the shelter.

V/I 6/B Recommendations for relaxing and entertainment events

- There should be cooperation with various social and cultural centres, public or non-public, to realize some of these events at lower costs but in safe places;
- Explore the possibility for cooperation with businesses that may offer premises for these events or cover direct costs (e.g., gym);
- Aside from entertainment events, special attention should be devoted to events that help socialization of beneficiaries victims of trafficking, which aside from entertainment are also a big help with their reintegration.

V/I 7 Mediation with families

V/I 7/A Data on mediation with families

Reestablishment and improvement of relations with families has been considered a decisive factor for the rehabilitation of beneficiaries. Phone calls with family, visits of beneficiaries to the families, organization of meetings with family members in safe places, approved of by family members and beneficiaries, all these have focused on reestablishing communication and support, informing the

family about the health and progress in the program and receiving family approval, inclusion of the family in assistance for beneficiaries (issuance of documents, enrolment in school and vocational courses), assessing possibilities and deadlines for return to the family, resolving safety issues, etc¹⁷¹.

Table 29. Contacts with the family

Centre	Average number of phone calls per month, total, or every case	Financial cost of phone calls/ month	Average number of visits by beneficiaries to families	Number of meetings with family members in safe places
NRCVT	Average of 40 /month	15.000 Lekë / month	0	2 / month ¹⁷²
D&E	70 per month, 3 per day	10.000–15.000 Lekë/ month	3–4 /month	13 per month
VATRA	Average of 50–60 /month	12 000 – 16000 Lekë	1– 2 per month per beneficiary	2 / month per case ¹⁷³
OV	8 per month for every case	1000–1500 Lekë	2–4 per month ¹⁷⁴	1 /month

Issues of concern regarding mediation with families have been: a) lack of contact/ addresses of family members; b) refusal by family members to establish contact with beneficiaries or vice versa; c) difficult economic conditions, social and family problems that make it impossible for the family to maintain contact and help; d) prejudice toward victims and families; e) threats and risks to families and victims.

NCATS has noticed that in cases of violence, families are more inclined to help and relations are more frequent, whereas in some of the trafficking cases, families are not receptive and reestablishment of relations is difficult.

V/17/B Recommendations for mediation with families

- For cases assisted by NRCVT, which chose to go to their families, immediate contact should be established with the family by employees of the regional state social service offices (RSSSO) of the family’s residential area. RSSSO employees should monitor/ assess the families and inform and cooperate with NRCVT to prepare a safe and healthy return for the beneficiary;
- Public awareness activities should continue in order to help comprehension of what trafficking is and to fight prejudice toward victims of trafficking.

V/18 Support with reintegration grants

V/18/A Data on support with reintegration grants

With support from foreign donors, NCATS members have assisted the reintegration of beneficiaries with reintegration grants. 11 beneficiaries received such grants. Table 30 below provides data on this component of assistance.

171 Mainly in premises of police directories on cases with safety problems, and in NCATS members’ offices

172 Meetings held only at the Tiranë Police Directory

173 There were cases of meetings with family members more than 2 per month. Beneficiaries met with families whenever they wished and were willing.

174 Cases of violence, an average of 4 visits to the family, cases of trafficking, an average of 2 per month.

Table 30. Reintegration grants

Centre	Number of grant beneficiaries	Grant amount	Grant used for	Source of grant
NRCVT				
D&E	5 ¹⁷⁵	4 cases 1000 Euro 1 case 400 Euro	2 cases to open a small tailor's shop: purchase of tailoring equipment (sewing machine, professional iron, cloths, etc.); 1 case of attending a hairdressing course and purchase of the hairdressing toolkit; 1 case of paying university tariff; 1 case of payment of hairdressing course and purchase of hairdressing toolkit	IOM IOM IOM IOM Norway
VATRA	2	1 case 59.000 Lekë 1 case 156.000 Lekë	Setting up two small businesses, 1 hairdresser's and 1 tailor's shop	IOM
OV	4 ¹⁷⁶	3 cases 40500 Lekë 1 case 22000 Lekë	2 cases of training at work 2 cases of paying rent upon exit from centre	IOM, KBF

Cases of most concern for NCATS regarding reintegration grants were diversity of grant amount and lack of funds to apply reintegration grants for all cases.

V/18/B Recommendations for support with reintegration grants

- Sensitize donors about the importance of grants and fundraising for reintegration grants;
- Unification of grant amount for beneficiaries.

V/19 Community monitoring, family or independent living

V/19/A Data on monitoring

According to MOLSAEO standards and instructions¹⁷⁷, for all beneficiaries of the assistance program that wanted to maintain contact and receive assistance in case of need upon exit from the shelter or have chosen to receive assistance while being out of the shelter from the start, D&E, Vatra and OV offered monitoring services. Table 27 below provides data on monitoring of reintegration.

¹⁷⁵ All cases of trafficking

¹⁷⁶ All cases of trafficking

¹⁷⁷ In spite of the lack of standards for victims of violence, NCATS members, D&E, Vatra and OV have offered monitoring services for these cases as well under guidance from standards on victims of trafficking

Table 31. Monitoring in community

Centre	Number of beneficiaries monitored during reporting period			Monitored accommodations/ location of monitored persons			
	Total	VoT	VoDV	Rented apartments	Families	Other institutions ¹⁷⁸	Alternative settlements
D&E	51	47	4	24 ¹⁷⁹	21	4	2
VATRA	66	44	22	3	59	1	3
OV	8	4	4	5	3	0	0

Applied monitoring methods are listed in Table 32 below:

Table 32. Monitoring methods

Centre	Total monitored	Monitoring methods				
		Monitored by visits in living quarters	Monitored by phone	Monitored by meetings at organization offices	Meetings at workplace or school	Other method
D&E	51	41 ¹⁸⁰	51	51	15	0
VATRA	66	19	15	24	8	0
OV	8	6	2	0	0	0

Table 33. Regresses found during monitoring¹⁸¹

Centre	Total monitored	Regresses found during monitoring	
		Number of cases seeing regress	Solutions/ interventions in case of regress
D&E	51	10	Continued contact with beneficiaries' families Attempts to meet with the cases Information on services offered in community and facilitation of contact with assistance institutions in community
VATRA	66	4 ⁵³	During the monitoring, 2 cases were monitored. During contact by phone, the girls were not in the family but had left. Assistance from police and families was sought to resolve suspicions and then intervene in areas where there were suspicions the girls are being trafficked. In 2 cases, the family and police confirmed the girls were re trafficked. Police was asked to locate and protect the re trafficked girls.
OV	8	3	Refused and interrupted contact with the centre. Anti-trafficking office was contacted and informed of the danger of the recycling of the cases.

178 Religious institutions, Sisters of Mother Teresa

179 D&E supported financially directly beneficiaries for payment of rented apartments or referred them to the partner NPO Christian Association for Albanian Prisoners (CAAP), which supported them in that regard

180 Monitoring visits 1–3 times/month at D&E

181 Vatra has information that 2 cases were re trafficked.

Cases of concern regarding community monitoring were: a) distance of centres from the community where victims are being reintegrated; b) low number of organizations that assist victims upon return to the community; c) cost of transport for monitoring in families; d) logistical obstacles for NRCVT to offer monitoring.

V/19/B Recommendations for monitoring

- Monitoring reintegration and problems associated with reintegration for cases not assisted by Vatra, D&E or OV should be taken over by regional state social service offices;
- Enhance cooperation with local NPOs that operate in the country and facilitate or help resolve problems encountered by the cases during reintegration (employment, school attendance, health or legal problems, etc.).
- Enhance cooperation with regional state social service offices to make an assessment of the situation before the return of the beneficiary/ beneficiaries to the family.

CHAPTER VI

CAPACITY BUILDING AND STRENGTHENING INTER- INSTITUTIONAL COOPERATION FOR THE IDENTIFICATION, REFERRAL, AND ASSISTANCE FOR VICTIMS OF TRAFFICKING AND VIOLENCE

VI/I Participation in events

During the reporting period, NCATS members were very active in participating in national and international events on human rights and the protection of victims of trafficking and violence. Below is a table of events attended by NCATS members.

Table 34. National and international events of NCATS

No.	Title/ topic of event	Date / dates	Place	Organizers
1	Regional Seminar “Creating a European coalition of trade unions and non-profit organizations to prevent violence and protect women and youth at the workplace, with a special focus on trafficking”	13–15 October 2009	Romania, Bucharest	Antislavery International
2	Round table “Court monitoring, experience and opportunities for the future”	15 October 2009	Tirana, Albania	USAID Albania
3	Conference “Women’s Empowerment in Albania – strategy for inclusive development”	28 October 2009	Tirana, Albania	RefLekësiene Association and USAID
4	Launching “Manual for establishing effective policies of migration in places of origin and destination”	9 November 2009	Tirana, Albania	IOM, OSCE, ILO
5	Round table “Civil Society Charter (Political document of cooperation between the state and civil society)”	20 November 2009	Tirana, Albania	In the context of the project <i>Empowering Civil Society and Democratic Structures in Albania</i> , under the authority of the Council of Ministers, funded by GTZ and implemented by GOPA (Consultant agency)
6	Regional Seminar “Creating a European coalition of trade unions and non-profit organizations to prevent violence and protect women and youth at the workplace, with a special focus on trafficking”	2–4 December 2009	Warsaw, Poland	Antislavery International
7	National Conference “We can stop domestic violence”	4 December 2009	Tirana, Albania	MOLSAEO

No.	Title/ topic of event	Date / dates	Place	Organizers
8	Conference "Let's make implementation of the law on domestic violence a reality"	8 December 2009	Tirana, Albania	RefLekësione Association
9	Second National Debate on Human Rights in Albania	11 December 2009	Tirana, Albania	CRCA
10	"Albanian Leadership '09	15 January 2010	Tirana, Albania	Co-plan
11	Annual Performance Review of the State Social Service	15 January 2010	Tirana, Albania	SSS
12	Promotion of the manual "Gender and human rights, citizenship, domestic violence, European integration, media, reproductive health, career, development, and the environment"	18 January 2010	Tirana, Albania	Gender Alliance Centre for Development
13	Meeting with Reception and Rehabilitation Centres for victims/ potential victims of trafficking	22 January 2010	Tirana, Albania	Ministry of Interior, National Anti-Trafficking Coordinator, Terres Des Hommes, ARSIS
14	Meeting with expert contracted by Ministry of Interior to assess trafficking situation in Albania	5 February 2010	Tirana, Albania	Ministry of Interior
15	Two-day seminar on the development of standard operation procedures for the identification and referral of victims of trafficking	8-9 April 2010	Tirana, Albania	Office of the National Anti-Trafficking Coordinator IOM
16	Meeting on "Protection of human rights in the return of victims of trafficking to places of origin"	14 April 2010	Warsaw, Poland	OSCE-ODIHR
17	Conference "Management of Albanian Migration: Review of the Framework of Achievements and Policies" Read phonetically	19 April 2010	Tirana, Albania	IOM and Italian Ministry of Interior
18	Conference "Profound interventions to make changes and inspire accomplishments regarding exchanges and networking"	6-8 May 2010	Montenegro	Kvinna Till Kvinna
19	Participation in the meeting "Support for Southeastern Europe countries for police capacity building to stop trafficking in human beings, smuggling, and illegal emigration"	18 May 2010	Tiranë	ADA (Austrian Development Agency);
20	Meeting in the context of the project, "Albania, Italy, and Greece in the fight against trafficking in women and children"	20 May 2010	Tirana, Albania	Office of the National Anti-Trafficking Coordinator
21	Conference "Promotion of gender equality in development – sharing good practices of the Swiss Cooperation Office in Albania"	26 May 2010	Tirana, Albania	Gender Alliance Development Centre & Swiss Cooperation Office
22	Final conference in the context of the project "Preventing migration in children"	27 May 2010	Tirana, Albania	MOLSAEO & European Cooperation Office
23	Consultative meeting on the draft of the strategic document for the reintegration of returned and readmitted persons	28 May 2010	Tirana, Albania	MOLSAEO
24	Meeting with NPOs in the context of the event for the start of the Special Olympic Games	1 June 2010	Tirana, Albania	UN Volunteer Office in Albania, Vodafone Albania Foundation
25	National conference "Confronting gender stereotypes"	3-4 June 2010	Tirana, Albania	MOLSAEO/Directory of Equal Opportunities and Family
26	Meeting with TVRP partners	7-10 June 2010	Pomorie/ Bulgaria	KBF
27	Meeting of NPOs on exploitation of persons for housework	17-19 June 2010	Tirana, Albania	OSCE

No.	Title/ topic of event	Date / dates	Place	Organizers
28	Conference "Empowerment of women's rights to work in Albania"	23 June 2010	Tirana, Albania	Gender Alliance for Development Centre
29	Reception organized by the U.S. Embassy to become acquainted with and support the Democracy Commission Small Grants Program	29 June 2010	Tirana, Albania	U.S. Embassy
30	Study visit "Direct assistance for victims of trafficking / exchange of experiences between service providers for victims of trafficking in the UK and Albania"	29 June – 1 July 2010	UK	OSCE/ODIHR
31	Next meeting of the working group on the prevention and combat of exploitation of children for work	1 July 2010	Tirana, Albania	Ministry of Interior
32	Seminar to finalize standard operating procedures for the identification, referral, and assistance for victims of trafficking	5 July 2010	Tirana, Albania	Ministry of Interior and IOM
33	Meeting of Ms. Cherry Blair and representatives of Albanian NPOs working in the area of anti-trafficking and against violence toward women	8 July 2010	Tirana, Albania	Embassy of the UK
34	Working lunch hosted by the U.S. Embassy to increase cooperation between the Albanian government and centres for the reintegration of victims of trafficking	1 September 2010	Tirana, Albania	U.S. Embassy
35	Meeting with representatives of Swiss State Police, the General Directory of State Police, and IOM	8 September 2010	Tirana, Albania	General Directory of State Police
36	Next meeting on the National Referral Mechanism	16 September 2010	Tirana, Albania	Ministry of Interior
37	Next meeting of the working group on the prevention and combat of exploitation of children for work	23 September 2010	Tirana, Albania	Ministry of Interior

Aside from events at a national and international level, members participated also in meetings at the regional level or focused on regions inside the country. Below is a summarizing table of such events.

Table 35. Participation in regional events

No.	Title/ Topic of event	Date / dates	Location	Organizers
1	Forum "Networking between leading women in the political and public life of the Vlorë County"	26 January 2010	Tiranë	Swedish Embassy, Dutch Embassy, OSCE Presence
2	Meeting "Regional Round Tables Program on Community Policing"	2 March 2010	Tiranë	Ministry of Interior and OSCE
3	Meeting in the context of the project "Efficient response to the needs of survivors of gender-based violence"	16 April 2010	Vlorë	Aulona Centre, Vlorë
4	Meeting on "Committee for needs assessment and service planning"	11 June 2010	Vlorë	

VI/2 Organization of events

NCATS members were the organizers of national and regional level events. Below is a table of data on these events.

Table 36. Organization of events by NCATS

No.	Title/ topic of event	Date / dates	Location	Level	NCATS	Members & Collaborators
1	Conference “Together Against Trafficking in Human Beings”	21 October 2009	Tiranë	National	♥	
2	Empowering women in the workplace	30 April 2010	Vlorë			Vatra in cooperation with the Gender Alliance Development Centre and USAID

NCATS staff contributed with various training courses. The table below provides data on these events.

Table 37. NCATS contribution to training

No.	Title/ topic of event	Date / dates	Location	Organizers	Contribution
1	Seminar for Albanian reporters “Reporting human trafficking”	27 –28 May 2010	Tiranë	IOM, Media Institute, and the Office of the National Coordinator	NCATS experience in support of victims of trafficking
2	Training for local structures of the state social service	24 June 2010	Lushnjë	IOM, State Social Service and Ministry of Interior	
3	Training for judges	18 June 2010	Tiranë	Magistrate School, IOM, and Ministry of Interior	

VI/3 Staff training

Seeking to protect the staff from professional burnout and being aware of the obligation to continually increase the quality of services to beneficiaries, during the reporting period, NCATS members supported both staff participation in events (see above in participation) and in various training programmes¹⁸². A total of 40 persons of NRCVT staff benefited from the training programmes (11 from NRCVT, 14 from Vatra, 7 from OV, 8 from D&E). Below is a summarizing table of events for capacity building of NCATS staff through training.

¹⁸² Capacity building events meet needs assessed by the staff itself and pursue an annual plan with special focus on professional training

Table 38. Training of NCATS staff

Training programmes	Centre	Total number of staff	Number of those trained in this course	Positions of those trained
Right to compensation of victims of trafficking, organized by the Centre for Legal Civic Initiative, December 16, 2009	NRCVT			
	D&E	13 full time 5 part time	2	Social worker
	Vatra	16	1	Vatra lawyer
	OV	2	2	Social assistant
Centre staff training on "Violence toward women and girls," Associazione sostegno/donna onlus, 10 May -14 May 2010	NRCVT			
	D&E			
	Vatra			
	OV	5	5	Social worker
Seminar "Professional Exhaustion," organized by IOM, May 13, 2010	NRCVT			
	D&E		1	Centre Manager
	Vatra			
	OV	2	2	
Study visit to Kosovo and Macedonia, organized by Kvinna Till Kvinna, participation from representatives of organizations of the AWEN (Albanian Women's Empowerment Network), October 4-10, 2009	NRCVT			
	D&E		1	Centre Manager
	Vatra	16	2	Shelter coordinator and accountant
	OV			
Study visit on social enterprises, Italy, May 31 - June 4, 2010	NRCVT			
	D&E		1	Centre Manager
	Vatra	16	1	Centre lawyer
	OV			
Implementing standards of social care in residential centres for trafficked persons or persons at risk of trafficking, organized by the State Social Service, UNICEF, ANTARK, on September 6, 7, 8, and 13, 14, 15, 2010	NRCVT			
	D&E		6	Centre manager Social worker Psychologist
	Vatra	18	9	Executive Director, shelter multi-disciplinary group, coordinator
	OV	6	6	Coordinator and social worker

VI/4 Recommendations

Recommendations emerging from experience during the reporting period:

- Exchange experiences with victims' supporters in the region;
- Study visits;
- Exchange of experience between shelters;
- Training of staff on managing cases with mental health problems
- Meetings with foreign experts or colleagues who share their models of assisting and reintegrating victims.

CHAPTER VII

FUNDRAISING TO CONTINUE THE CONTINUITY OF ASSISTANCE FOR VICTIMS OF TRAFFICKING

VII/I Projects applied during the reporting period

During the reporting period, NCATS offered assistance and built its own capacities and those of actors through funds provided mainly by foreign donors

Below are summarizing tables with data on projects during the reporting period.

Table 39. NRCVT projects

Centre	Focus/ goals	Donors	Funds/lekë	Period of implementation
NRCVT	Various books	Orthodox Church	6,500	20/11/2009
	Food	Qatar Centre Foundation	16,250	06/12/2009
	Clothing	AMC	23,800	30/12/2009
	Food	Qatar Centre Foundation	30,000	07/09/2010
	Hairdressing Materials	IOM	53,950	01/11/2010
	Tailoring Materials	IOM	23,320	01/11/2010

Table 40. D&E projects

	Focus/ goals	Donors	Funds (USD)	Period of implementation
	<p>Securing sustainable assistance for victims of trafficking and those at risk of trafficking</p> <p>Goal: Offer a full package of reintegration services for Albanian victims of trafficking, assisting them to regain themselves after the abuse they have suffered</p> <p>Specific objectives:</p> <ul style="list-style-type: none"> - Ensuring quality reintegration services for former Albanian victims of trafficking. - contributing to sustainability of reintegration services for former Albanian victims of trafficking. - contributing to the implementation of Albanian National Policies in the Fight Against Trafficking in Human Beings and the National Referral Mechanism. - contributing to building Albanian local capacities for coordinated provision of assistance. - Advocacy and lobbying 	USAID/IOM	70,000	October 2009– September 2010
		UN OHCHR	12,000	January–December 2010
		MIVA Holland	13,000	January 2010 – December 2010
		KBF	32,500	June 2010– July 2011
		UN.GIFT/UNODC	42,155	July 2010– June 2011
		Norwegian Ministry of Foreign Affairs	76,552	July 2010–July 2011
		Vodafone Foundation Albania	32,876	May 2009– April 2010
		SRTV Holland	24,700	January 2010– December 2010

	Focus/ goals	Donors	Funds (USD)	Period of implementation
	<p>Assisting victims of trafficking to increase life skills through training and education activities</p> <p>Goal: Assist victims of trafficking to boost life skills toward successful reintegration in normal life. <i>Specific objectives:</i></p> <ul style="list-style-type: none"> - Offer vocational training courses for victims of trafficking and integrate them into the labor market. - Support victims of trafficking for successful education and schooling. 	Australian Embassy, Athens	3,250	January–June 2010
	<p>Empower young mothers, victims of trafficking and domestic violence in raising healthy children</p> <p>Goal: Empower young mothers victims of trafficking and domestic violence in raising healthy children and live independently. <i>Specific Objectives:</i></p> <ul style="list-style-type: none"> - Equip young mothers with the knowledge and skills necessary for child development and caring. - Prepare young mothers and their children for safe, healthy, and independent living. - Build D&E staff capacities with the skills necessary to assist mothers and children receiving assistance at D&E. 	U.S. Embassy	13,560	July 2010– February 2011
	<p>Improve conditions at the Centre for the reintegration of Albanian victims of trafficking</p> <p>Goal: Improve the conditions at the Centre for the Reintegration of former victims of trafficking and their children. <i>Objectives:</i></p> <ul style="list-style-type: none"> • Create a healthy environment for victims of trafficking and their children assisted at the Reintegration Centre. • Inclusion of beneficiaries in the program to assess needs for improving conditions at the Reintegration Centre. • Increase motivation among beneficiaries of the program to take care of their living premises. • Ensure good living standards for beneficiaries assisted at the Reintegration Centre. 	Turkish International Cooperation and Development Agency (TIKA)	18,600	February – April 2010

Table 41. Vatra projects

Vatra	Focus/ goals	Donors	Funds	Period of implementation
	Project 1	NCA (Norwegian MFA funds)	94121.64 EUR	May 2009– May 2010
	<p>Accommodation, rehabilitation, and reintegration centre for victims of trafficking, at risk of trafficking, and victims of domestic violence</p> <p>Objective of the project: Increase number of trafficked women and girls, at risk and violated who are reintegrated in social life. Specific objectives:</p> <ul style="list-style-type: none"> - Enable reintegration of women and girls through involvement in vocational training courses, education, employment, in communities of origin, or other shelters. - Contribute to encouraging, drafting, and implementing Albanian National Policies in the fight against human trafficking, domestic violence, and for the implementation of the NRM. - Lobbying and advocacy. 	KTK Foundation, Sweden	30 070 EUR	April 2009 –December 2009
		World Learning (USAID funds)	996 000 Lekë	May 2009 – January 2010
		The Sigrid Rausing TRUST, England	23937.6 EUR	May 2009 – October 2009
		The Sigrid Rausing TRUST, England	24 577 EUR	November 2009– October 2010
		IOM (USAID funds)	70 000 USD	January – September 2010
		KTK Foundation, Sweden	29050 EUR	May 2010 – January 2010
		Open Society Foundation, SOROS	25 000 USD	July 2010 – June 2011
		ADA	10 000 EUR	May – September 2010
		Vlorë Municipality	2000 EUR	January 2009 – December 2010
	Project 2	Kvinna Till Kvinna Foundation (with Lindeks funds)	11500 EUR	September 2009 – February 2010
	<p>Awareness campaign to sensitize women, girls, and school youth about the risks posed by human trafficking and other phenomena deriving from it.</p> <p>Goal: Prevent human trafficking, a very disturbing phenomenon in today's Albanian society. Specific objectives:</p> <ol style="list-style-type: none"> 1. Increase level of information and awareness among youth, women, girls, and communities about the risks posed by human trafficking and other phenomena deriving from it. 2. Increase capacities of representatives of state institutions and NPOs regarding human trafficking. 			
	Project 3	Norwegian Church Aid	6162.21 EUR	July – December 2010
	<p>Increasing institutional sustainability of the “Vatra” Psychosocial Centre</p> <p>Goal: Ensure financial sustainability of the “Vatra” Centre for effective and efficient contribution in offering social services for women and girls who are victims of trafficking and domestic violence. Specific objective:</p> <ul style="list-style-type: none"> - Ensure sustainability of services offered by Vatra to assist women and girls who are victims of trafficking and domestic violence. 			

Table 42. OV projects¹⁸³

OV	Focus/ goals	Donors	Funds	Period of implementation
	<p>Social care for children, adolescents, and youth in need in the Elbasan prefecture</p> <p>Goal: Care for, rehabilitate, and integrate socially children, adolescents, and youth at risk of exclusion or neglect, and those at risk of or victims of trafficking, through ensuring social care and support in the Elbasan prefecture</p> <p>Specific goals:</p> <ol style="list-style-type: none"> 1. improve skills and educational training of social workers in ensuring social services for children, adolescents, youth and families in difficulties; 2. Support for the functioning of the shelter community for children at risk of abandonment, abandoned, at risk of trafficking or trafficked; 3. Support for the functioning of Protected Apartments and High Autonomy Apartments for youth at risk of abandonment, abandoned, at risk of trafficking or trafficked; 4. Improve school offers for children belonging to groups in need and ensure completion of studies according to the official education system, encouraging the families of children involved in the project to participate in a more active education process for their children; 5. Strengthen coordination and joint action at the local and national level for social support for children, adolescents, and youth in need. 	Regione Emilia	100.000 Euro	January 2009 June 2010
	<p>Italy, Albania, and Greece against trafficking in women and children⁵⁴</p> <p>Goal Develop dialogue and cooperation between countries of origin and destination countries in various aspects of emigration management, including the fight against illegal emigration, fight against trafficking in human beings (particularly women and children) and the implementation of preventive and reintegration measures. Better sensitize and inform the public in general, particularly children and women who may be victims of trafficking in the emigration process, about the risks of illegal emigration and possibilities of legal emigration.</p>	KE – AENEAS	1.045.949 Euro	01/01/2008 – 30/06/2010

¹⁸³ The project was regional, OV was one of the partner organizations

OV	Focus/ goals	Donors	Funds	Period of implementation
	<p>Local development in Elbasan: in support of social services for the integration of women and youth in need into social life and the labour market</p> <p>The project aims at improving living conditions of women and youth in need, supporting their integration into the labour market and social life as part of active citizenship, and increase the empowerment of working in network among local institutions, civil society, and private enterprises in the welfare-mix perspective. The strategy applied was based on a multi-sectoral and participatory approach, combining psychosocial support, vocational training activities, and labour orientation with the direct participation and empowerment of the civil society and local institutions.</p>	European Commission	675.063,00 Euro	26/12/2009 27/12/2006
	<p>Support for the “Young Moon” Women’s Centre: a way to exit violence</p> <p>The project aims at promoting a culture of equal opportunities, favoring social inclusion and human rights for women living in difficult conditions (Overall Goal). The integrated project seeks the involvement of all social actors who, in their different ways, can contribute to reducing social exclusion of women living in difficult conditions in the Elbasan Region and preventing the risk of gender violence through protected reception, empowerment, and social communication.</p>	Italian Ministry of Foreign Affairs and Cooperation	668.167,50 Euro	01/03/2009 28/02/2012
	<p>Empower social services for effective reintegration of victims of trafficking in human beings</p>	USAID/IOM	60.000 USD	October 2010– September 2011

VII/2 Fundraising efforts

Aside from daily work of providing assistance through effective management of funds by various donors as well as efforts to build capacities for quality services, NCATS has made efforts to raise funds to ensure the continuity of rehabilitation and reintegration services for victims of violence and trafficking.

D&E, besides applications to international or local donors, has organized other fundraising events together with other NCATS members or separately. Among these, we may mention lobbying with the government at the national and local level, lobbying with some businesses, seeking assistance with some religious institutions, such as: Sisters of Mother Teresa, Caritas, individual contributions by nuns, etc.

With support from the Dutch Foundation of Believers against Trafficking in Women (SRTV) in the Netherlands, D&E has organized fundraising events in the Netherlands for financial support for D&E projects. SRTV gave the D&E director the possibility to present D&E’s work in various

places in the Netherlands, the importance of these reintegration services for Albanian women and girls victims of trafficking or at risk to be trafficked, etc. Various meetings were organized in Amstelveen, Egmond-at-Sea, Helvoirt, Hertogenbosch, etc. Among many other activities, a charity concert was organized with the participation of “Teresa Takken and 3 Generations,” a project that is part of the Foundation Projects of Your Songs. This Foundation seeks to promote human wellbeing, spiritually and materially, promoting and organizing special musical events and various donations.

During past years and the reporting period, Vatra has made efforts to increase the sustainability of social services for the target groups it treats, by lobbying with various international donors, as well as high-level central institutions for fundraising for the organization.

Beside funds granted by various national and international donors, Vatra has created for years a reserve fund of the organization, the source of which is: staff solidarity contributions, donations by various individuals who support Vatra’s activity inside and outside the country, etc. Also, its 14-year experience mainly in anti-trafficking is appreciated and sought by numerous national and international institutions. All income ensured through the provision of expertise for payments goes to Vatra’s reserve fund. This fund is used to cover unanticipated costs in Vatra’s projects and to cope with critical financial situations. At present, this fund is 840,000 Lekë (or 6,000 EUR).

Issues of concern for NCATS with regard to fundraising have been a) Changes in the donors’ agenda; b) ignoring the complexity of needs of victims of trafficking and the superficial budgetary treatment; c) unfair competition; d) lack of NCATS’ human resources to deal with fundraising.

a) *Changes in the donors’ agenda.* Many donors who were continuous supporters of NCATS have reduced funds for this area and it is no longer a priority.

b) *Ignoring the complexity of needs of victims of trafficking and superficial budgetary treatment.* In previous parts of the report, we made efforts to inform about the needs of victims and the components of provided assistance, for reference purposes, below is an average of NCATS costs for rehabilitation and reintegration assistance for victims of trafficking.

Tables 43. Summary of costs for victims of trafficking

43/I Monthly costs for primary and secondary beneficiaries

Services	Average cost per beneficiary / month in Lekë	Coverage
Safe housing and good living conditions	4200	Rent of shelter, maintenance, security, apartments
Safe transportation	2000	Fuel, vehicle maintenance, salary of the driver, taxes, and car insurance
Food	10500	Food
Clothing	3600	Clothing
Medical treatment	2000	Psychiatric, dental, oculist, hematology, rheumatology, neurology, gastroenterology, nephrology, obstetrics-gynecology, pediatric treatment, payment for drugs
Psychosocial counselling	6000	Salaries of the psychologist and case manager
Legal assistance/ counselling and representation	4700	Counselling, representation and information, ID documents, taxes in the court

Entertainment events	1750	Cultural–historical visits (known historic sites), bars, organized lunches, parties, visits to religious sites, participation in thematic events, organized by other organizations, payment of materials for organizing inner activities
Communication costs/ mediation with families	1000	Communication costs
Total		

43/2 Additional monthly costs on need basis

Services	Average cost per individual / month in Lekë	Coverage
Child care	4732	Day care in the shelter, kindergarten, toys and other needed materials

43/3 One shot costs/ per individual

Services	Cost	Coverage
Medical routine examinations	2700	Pathologist visit, complete blood tests, complete urine tests, Vaginal smear, HbSAg and HIV/AIDS test, gynecologist etc
Reintegration grants	80000	Monthly stipend, grants for small business development per one beneficiary
Professional training	30,000–50,000	Payment of the fee and basic equipment for a professional course per one beneficiary
Individualized assistance plans/ including review when necessary	9700	Payment of multidisciplinary team
Total one shot		

c) *Unfair competition*

This point has to do with funds going to those who are not specialized in the area in competitions with NCATS although this is its area of priority.

d) *Lack of human resources of NCATS to deal with fundraising.*

NCATS needs a professional to play the role of the coordinator who, besides other aspects dealing with writing reports, maintaining correspondence, support for the production of various materials, also plays the important part of following calls for applications, writing project proposals in close consultation with NCATS members, but also organizing events to include activities to generate incomes. In general, coalitions have such a coordinator.

VII/3 Recommendations

Some of the recommendations for fundraising based on NCATS experience are:

- Sensitize public opinion about the phenomenon and the need to continue offering and providing assistance to victims of trafficking;
- Organize events for fundraising as a coalition;
- Better promotion of NCATS' work.

ANNEXES

Annex I. Publications of NCATS and the members

Publications of NCATS:

- NCATS poster “We’re here to help,” June 2010
- NCATS leaflet “We’re here to help,” June 2010
- NCATS informative business cards about NCATS contacts

NRCVT publications

- National Reception Centre for Victims of Trafficking, Annual Report 2008, funded by UNICEF, Ministry of Labour, Social Affairs, and Equal Opportunities, Austrian Development Cooperation, State Social Service, Printed by Mediaprint

Different & Equal/ D&E publications

- Informative leaflet on services “Love yourself, seek help,” 2005
- Informative poster on services “Opportunity you didn’t have,” 2005
- Awareness leaflets on youth at risk, “I have value, but not a price”
- Awareness poster “I have value, but not a price”
- Study on the process of reintegration of former Albanian victims of human trafficking September 2006, funded by IOM, Publishing House AlbPAPER
- Annual Report 2007, Funded by Australian Government – Department of Foreign Affairs and Trade, Publishing House AlbPAPER
- Annual Report 2009, Funded by Australian Government Department of Foreign Affairs and Trade, Publishing House Media Print
- Study on social–economic reintegration of victims of trafficking in Albania, Funded by the OSCE, Publishing House Media Print
- Annual Report 2010, Funded by UN.GIFT, Publishing House Klean

OV publications

Title of publication	Title of project	Year
1. Italy, Albania, and Greece against trafficking, May 2010	Italy, Albania and Greece against trafficking of women and minors. EC,OV,CIES, Italian ministry of interior, Albanian Ministry of Interior, FBSH, OBES.	Length: January 2008– June 2010
2. Manual, I travel alone, 2009		
3. Leaflet, Italy, Albania and Greece against trafficking of women and minors.		

<p>1. Manual, Good practices on reception of women</p> <p>2. Guide, On services for women in the territory of Elbasan, February 2011</p> <p>3. Brochure, Support for the Young Moon Centre: a voyage out of violence.</p> <p>4. Brochure, LawNo. 9669, dated 18.12.2006</p> <p>5. Leaflets, Together against violence toward women.</p>	<p>Support for the Young Moon Centre: a voyage out of violence, Italian Ministry of Foreign Affairs, CIES, OV.</p>	<p>Length: March 2009 – February 2012</p>
<p>Inequality, violence toward women, and trafficking. April 2006</p>	<p>Pilot intervention for the reception and social reintegration of women victims of trafficking for sexual exploitation and prevention of child trafficking, Albania”</p>	
<p>1. Social intervention through integration in work, March 2010</p> <p>2. Brochure, Local development in Elbasan</p>	<p>Local development in Elbasan, support for social services for the reintegration of vulnerable women and youth into social life and the labour market, EC, CIES, OV, CEFA, Elbasan Municipality.</p>	<p>Length: December 2006– December 2009</p>
<p>Social Plan of Elbasan County, April 2011</p>		

LEAFLETS

- Waiting to become a mom IHCI, CIES, OV (donor, Italian MFA)
- Empower social services for effective reintegration of victims of human trafficking (donor, USAID)
- Social policies and services, EC, OV (EC)
- Social Enterprise Network, Elbasan, CIES, OV.

POSTER

- Stop trafficking in persons! We deserve a safe future, donor (EC)
- Waiting to become a mom, donor (Italian MFA)
- We can do it. (EC, CIES, OV)
- “We’ll never be complete if part of us will be missing” (program to empower social services for effective reintegration of victims of human trafficking). Donor, USAID.

Publications of Vatra

- “Through Trafficking in Women,” Study, August 2000, funded by DFID, printed in “Planet” printing press
- “Through trafficking in women,” Study, August 2000, funded by UK Embassy, printed in “Planet” printing press, Fier.
- “NO to Prostitution,” 2000, Poster, funded by DFID, printed in “Triptik” printing press, Vlorë.
- “In the name of life,” Study on the use of drugs by school youth in Vlorë, June 2000, funded by Albanian Civil Society Foundation, printed in “Triptik” printing press, Vlorë.
- “Sexual education for youth,” June 2000, informative manual, funded by SNV, printed in “Planet” printing press, Fier.
- “Now we know to choose our future,” 2002, leaflet, funded by U.S. Embassy, printed in

- Triptik printing press, Vlorë.
- “Improving social status of Egyptians and Roma,” 2004, leaflet, funded by U.S. Embassy, Tiranë, printed in Triptik, Vlorë.
 - “Together for an equal society,” 2004, poster, funded by U.S. Embassy, Tiranë, printed in Triptik printing press, Vlorë.
 - “We have a right to live too,” 2004, poster, funded by MSI, USAID, printed in Triptik printing press, Vlorë.
 - Vatra&R.I.L.A.T (Network of Local Anti-Trafficking Institutions), “STOP human trafficking,” 2004, funded by IREX International Research and Exchange Board, Washington DC, printed in TRIPTIK, Vlorë.
 - Vatra Psychosocial Centre, Community Services Centre, 2002, leaflet, funded by Save the Children, printed in TRIPTIK, Vlorë..
 - Girls and trafficking, Study on trafficking in human beings in Albania for 2002, Funded by Save the Children, February 2003, Visi Design
 - Annual Report 2003 “On Trafficking in Human Beings,” funded by Kvinna till Kvinna, Printed in Triptik, Vlore
 - Girls and trafficking, Annual report, analysis on trafficking in human beings for 2004 (2005), Funded by Norwegian Church Aid, Printed by Visi Design.
 - “Community Policing,” leaflet, funded by Irish Government and SSR/UNDP Albania, support for Security Sector reforms.
 - “Open partnership school-police,” poster, funded by Irish Government and SSR/UNDP Albania, support for Security Sector reforms.
 - “Girls and trafficking,” study on the development of trafficking in human beings in Albania, 2005, Funded by Norwegian Church Aid, Printed by Visi Design.
 - Vatra Psychosocial Centre, Community Services Centre, brochure, funded by Kvinna Till Kvinna, printed by PEGI printing press.
 - Girls and trafficking, study on trafficking in human beings, projects realized during 2006, (2007), Funded by Norwegian Church Aid, Printed by Visi Design.
 - “Series of topics on human trafficking,” funded by Norwegian Church Aid, printed by Visi Design.
 - Vatra Psychosocial Centre, “DROP-in Centre,” leaflet (2007), funded by OSCE/ODIHR, printed by Visi Design.
 - Vatra Psychosocial Centre, Information Office, leaflet (2007), funded by OSCE/ODIHR, printed by Visi Design.
 - Annual Report 2007 (January 2008), Funded by Norwegian Church Aid and Kvinna till Kvinna, Printed by Visi Design
 - Annual Report 2008 (Vlorë 2009), Funded by Norwegian Church Aid, Printed by Visi Design.
 - Annual Report 2009, funded by Norwegian Church Aid, Printed by Visi Design.
 - Study “Evolution of trafficking in human beings 2002–2009,” funded by Norwegian Church Aid, printed by Visi Design.
 - “STOP DRUGS,” leaflet (2010), funded by Kvinna Till Kvinna, printed by PEGI printing press.
 - “Violence KILSH, Don’t Hush, React,” (2009), leaflet, funded by Kvinna Till Kvinna, printed by Visi Design.
 - “Break Violence, Report Violence,” (2009), Poster, funded by U.S. Embassy, Tiranë, Design Elzana, printed Albapaper.
 - “Annual Report 2010” (2011), funded by IOM (USAID funds). Design Elzana, printed Albapaper.

Annex 2

Terminology used by NCATS

The terminology used by NCATS both during direct assistance and during the drafting of this report stems from national and international instruments for the identification, referral, and assistance for victims of trafficking

Trafficking in Persons

NCATS refers to **trafficking in persons** according to the concept provided by article 3 of the additional protocol of the “United Nations Convention Against Transnational Organized Crime,” called the Protocol for the Prevention, Suppression, and Punishment of Trafficking in Persons, Particularly Women and Children,” signed in December 2000, in Palermo, Italy, ratified by the Republic of Albania by Law No. 8920, dated 11.07.2002, “On the Ratification of the United Nations Convention Against Transnational Organized Crime and its two additional protocols,” which states:

- (a) *“Trafficking in persons” shall mean the recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the 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. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.*
- (b) *The consent of a victim of trafficking in persons to the intended exploitation set forth under item (a) of this article shall be irrelevant where any of the means set forth under item (a) of this article have been used.*
- (c) *The recruitment, transportation, transfer, harboring or receipt of a child for the purpose of exploitation shall be considered “trafficking in persons” even if this does not involve any of the means set forth in subparagraph (a) of this article;*
- (d) *“Child” shall mean any person under eighteen years of age.*

Victim of Trafficking

To NCATS, the concept on the **victim of trafficking** is that provided by article 4, “Definitions,” subparagraph (3) of the Council of Europe Convention “On Action Against Trafficking in Human Beings,” Warsaw, 16.05.2006, which states: A “victim” shall mean any person who is a subject of trafficking in human beings as defined in this article”.¹⁸⁴

Considering that in Albania, trafficking is a crime punishable by articles 114/a “Trafficking in persons,” 114/b “Trafficking in women,” and article 128/b “Trafficking of minors,” all articles of the Penal Code, NCATS treats **victims of trafficking as victims of the crime** in accordance with the Declaration of the Basic Principles of Justice for Victims of Crime and Abuse of Power, adopted by United Nations General Assembly Resolution 40/34 of November 28, 1985. According to this

¹⁸⁴ The definition of the Convention is the same as that of the Palermo Protocol, and Albania ratified this Council of Europe Convention by Law No. 9642, dated 20.11.2006

Declaration:

“Victims” means persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operative within Member States, including those laws proscribing criminal abuse of power.

Also according to this Declaration, *“A person may be considered a victim, under this Declaration, regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and the victim. The term “victim” also includes, where appropriate, the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimization.”*¹⁸⁵

Identification of victims of trafficking

For the **identification of victims of trafficking**, NCATS has referred to the National Referral Mechanism (NRM), applying it in practice with the assistance of guidelines of the IOM Manual¹⁸⁶ on direct assistance that considers identification a summary process consisting of:

- *Assessment of a series of indicators before the conduct of an interview with the individual (age, sex, nationality/ethnicity, documentation, latest location, context, signs of abuse, evaluation of the referring agency, knowledge and experience of NCATS members);*
- *Interview with the individual consisting in a package of questions focused on experiences during the phases of recruitment, transportation, and exploitation;*
- *Analysis of support materials.*

Assistance to the victims

NCATS shares the same concept on **assistance that should be rendered to victims of trafficking** in Albania, in accordance with items 1,2, 3, 4, 5, 6, 7 of article 12 “Assistance to victims” of the Council of Europe Convention “On Action Against Trafficking in Human Beings,” which states:

1. Each Party shall adopt such legislative or other measures as may be necessary to assist victims in their physical, psychological and social recovery. Such assistance shall include at least:

- a) standards of living capable of ensuring their subsistence, through such measures as: appropriate and secure accommodation, psychological and material assistance;*
- b) access to emergency medical treatment;*
- c) translation and interpretation services, when appropriate;*
- d) counselling and information, in particular as regards their legal rights and the services available to them, in a language that they can understand;*
- e) assistance to enable their rights and interests to be presented and considered at appropriate stages of criminal proceedings against offenders;*
- f) access to education for children.*

2. Each Party shall take due account of the victim’s safety and protection needs.

¹⁸⁵ Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power: Adopted by UN General Assembly resolution 40/34 of 29 November 1985)

¹⁸⁶ IOM Manual on direct assistance for victims of trafficking, 2007.

3. *In addition, each Party shall provide necessary medical or other assistance to victims lawfully resident within its territory who do not have adequate resources and need such help.*
4. *Each Party shall adopt the rules under which victims lawfully resident within its territory shall be authorized to have access to the labour market, to vocational training and education.*
5. *Each Party shall take measures, where appropriate and under the conditions provided for by its internal law, to co-operate with non-governmental organizations, other relevant organizations or other elements of civil society engaged in assistance to victims.*
6. *Each Party shall adopt such legislative or other measures as may be necessary to ensure that assistance to a victim is not made conditional on his or her willingness to act as a witness.*
7. *For the implementation of the provisions set out in this article, each Party shall ensure that services are provided on a consensual and informed basis, taking due account of the special needs of persons in a vulnerable position and the rights of children in terms of accommodation, education and appropriate health care.*

Re-/integration of victims of trafficking

NCATS shares the same concept on **the re-/integration of victims of trafficking** as partners of the reintegration program in Southeastern Europe, which is: *Reintegration of victims of trafficking is the process of recovery and economic and social inclusion following a trafficking experience. This inclusion is multifaceted and must take place in social, cultural and economic arenas. It includes settlement in a safe and secure environment, access to a reasonable standard of living, mental and physical well-being, and opportunities for personal, social and economic development and access to social and emotional support. In many cases, reintegration involves the return to the victim's family and/or community of origin. However, it may also involve integration in a new community and even in a new country, depending on the needs and interests of the trafficked person. A central aspect of successful reintegration is that of empowerment, supporting victims to develop skills toward independence and self sufficiency and to be actively involved in their recovery and reintegration.*¹⁸⁷

Victim of domestic violence

In considering a person a **victim of domestic violence** and other concepts related to domestic violence, NCATS refers to article 3 "Definitions" of law No. 9669, dated 18.12.2006, updated by Law No. 9914, dated 12.05.2008, which states:

1. *"Violence" shall be any act or omission of one person against another, resulting in violation of the physical, moral, psychological, sexual, social and economic integrity.*
2. *"Domestic violence" is any act of violence pursuant to point one of this one article committed between persons who are or used to be in a family relation*
3. *"Members of the family" are:*
 - a) *Spouses or cohabitating partners or former spouses or former cohabitating partners*
 - b) *Brothers, sisters, relatives of direct blood line, including adoptive parents and children*
 - c) *Spouses or cohabitating partners of persons indicated in paragraph b*
 - d) *Persons related by direct blood line, including parents and adoptive children of the spouse or of the cohabitating partner*
 - f) *Brothers and sisters of the spouse if these have been living together during the last 3 months*
 - g) *Children of spouses or of cohabitating partners*

¹⁸⁷ Reintegration of trafficked persons : handling difficult cases, Issues Paper #2, 2008, A joint publication of the King Badouin Foundation and the Nexus Institute to Combat Human Trafficking, Vienna, Austria

4. *“Victim” is the person who has been subject to violence indicated in point 1 of this article.*
5. *“Perpetrator” is the person sued for committing violence in family relations at the competent authorities.*
6. *“Protection order” is an order issued by a court providing protection measures for the victim.*
7. *“Emergency protection order” is a temporary court order valid until the court issues a protection order.*

Primary beneficiaries

To NCATS, **Primary beneficiaries of services** are those persons identified by NCATS itself or other state or non-state institutions as victims of trafficking and violence who, based on complete and clear information on the services, have agreed voluntarily to be assisted as such.

Secondary beneficiaries

To NCATS, **Secondary beneficiaries of services** are those children or family members of primary beneficiaries who are directly assisted by NCATS.

Annex 3

It is possible, and at times advisable, to mix services for victims of domestic violence and trafficking. It is not, however, an uncomplicated undertaking and mixing services effectively, appropriately, and ethically requires careful consideration of some key issues. It is not possible to develop a “one-size fits all” program or policy on the issue of mixing services for victims of DV and TIP. There are some instances in which services could be combined (e.g., based on similar profiles or needs of victims, the services required, similar organizational approaches and philosophies, etc.) and other instances in which it would not be advisable to do so (e.g., when clients have different needs; victim profiles and backgrounds are too divergent; victims are at different stages of assistance and recovery, etc.). As such, although the team’s conclusion is that mixing services is possible, it is not always or in all settings appropriate. Mixing services must be considered on a case-by-case basis because the types of assistance models and services needed by TIP and DV victims can differ substantially, depending on whether they are being assisted in their home country or abroad; their profile and background; their individual experiences; the stage of assistance and recovery; and so on. Although there are many similarities in background, experience, and needs between both TIP and DV victims, there are nonetheless often also some differences—including in terms of behaviors—which can complicate mixed service provision.

In addition, it is worth considering whether and to what extent the current assistance frameworks—dedicated to TIP or DV or mixed service models—have gaps and problems. Before, or at least as a part of, any discussion of mixed services must be an assessment of whether current services are adequate and appropriate for the target group or groups. One of our findings was that there are some substantial gaps in assistance and protection in the E&E region—sometimes for DV victims, sometimes for TIP victims, and sometimes for both.

Moreover, although some services may be effectively mixed, additional services may need to be developed for specific groups of victims of domestic violence and trafficking not currently served within the existing victim services in the region – for example, male victims, elderly victims, victims with difficult cases and special needs, victims of other forms of trafficking (exploitation)¹⁸⁸, minors generally (victims of violence, trafficking, and children of victims of violence and trafficking) and so on. Identifying and filling those gaps is paramount.

Where programmes are mixed, some tailored programmes are needed by different groups to meet their individual and specific needs. It will be important not to lose sight of the need for individualized assistance and case-by-case assessments and service plans for all beneficiaries. Any decisions surrounding the mixing of services require careful attention to some key issues and considerations. The team’s general recommendations centre around five main issues:

1. Consider program objectives and organizational approach:

Consider whether program objectives and organizational approach are sufficiently similar and appropriate for each target group—i.e., whether programmes are geared toward reintegration or crisis intervention, whether service philosophies mesh, and so on. Any decision about mixing services must consider whether the needs of the two target groups (as well as different persons within the two categories) can be met within the framework of the existing program objectives. Where this is not possible, mixing may not be possible, or program objectives and approaches may need to be revised.

2. Assess whether it is a cost effective and efficient approach

Do not assume that mixing services is the best way to deal with financial concerns or to be cost effective. Mixing services may involve increased costs that result from the need for a larger shelter facility, training staff in new skills etc, and the like. Analyse available resources—finances, facilities, and other resources—for each target group and determine whether the needs of the two groups can be met with these resources. Consider the issue of sustainability when assessing areas to pool resources.

3. Ensure cultural and contextual sensitivity.

Be sensitive to the local context, cultural settings, and legal frameworks, and understand fully the constraints or opportunities that may be placed upon each type of victim and service. These may differ not only between countries but also between regions within a country. Although models and policies can be imported from other countries or regions, the local context must be considered in any decision to mix services.

4. Provide adequate and appropriate training, sensitization, and supervision for all staff.

A central issue is to what degree services providers have the knowledge, skills, and experience to meet the needs of the two target groups in appropriate and sensitive ways. Doing so requires training and supervising staff to provide services to both groups and to facilitate tolerance and understanding between DV and TIP clients. Staff must be prepared and equipped to provide appropriate services to multiple categories of clients. Staff attitudes and behaviors must reflect a victim-centred perspective.

5. Consider the clients' profiles, experiences, behaviors, and needs.

Look for commonalities and differences among clients rather than assuming victims can be divided into service provision categories simply by virtue of being a victim of domestic violence or of trafficking. Be aware of differences not only between the two groups, but also within the categories of victims. Moreover, the provision of effective and appropriate services – whether mixed or dedicated – should be undertaken in the context of ongoing dialogue, monitoring and evaluation and both sides, professionals and clients must be engaged in this process.¹⁸⁹ (Surtees and Somach (2008))

¹⁸⁹ Victims of trafficking in persons and victims of domestic violence were interviewed by the authors in Bulgaria, Moldova, and Ukraine.

Annex 4. References

CAAHT, “*Situation of efforts in Albania to combat trafficking in human beings 2007–2008*,” Creative Associates International <http://www.caaht.com>

Brunovskis, Anette and Surtees, Rebecca (2007) “*Leaving the past behind? When victims of trafficking decline assistance*”, FAFO and NEXUS Institute.

IOM, “*IOM Manual on direct assistance for victims of trafficking*,” 2007

King Badouin Foundation & Nexus Institute to Combat Human Trafficking, “*Reintegration of trafficked persons : handling difficult cases, Issues Paper #2*”, 2008

King Badouin Foundation & Nexus Institute to Combat Human Trafficking “*Relintegration of Trafficked Persons: developing monitoring and evaluation mechanisms, Issue Paper #3*”, 2009

King Badouin Foundation & Nexus Institute to Combat Human Trafficking, “*Relintegration of Trafficked Persons : how can our work be more effective, Issues paper #1*”, 2008

United Nations Office on Drugs and Crimes (UNODC), “*Toolkit to Combat Trafficking in Persons*”, 2006

Surtees, Rebecca and Somach, Susan (2008) *Methods and models for mixing services for victims of domestic violence and victims of trafficking in persons in Europe & Eurasia*,” Associates International, Inc., Aguirre Division of JBS International, Inc., NEXUS Institute, “

Different & Equal, “*Study on social reintegration of victims of trafficking in Albania*,” 2009, <http://www.differentandequal.org/Studimi%20final%20shqip.pdf>

Council of Ministers of the Republic of Albania, Decision, “*On approval of standards of social care services in residential centres for trafficked persons or at risk of trafficking*,” 2008

Minister of Labour, Social Affairs, and Equal Opportunities, Order No. 316, dated 10.2.2010, “*On the implementation of standards of social care services in residential centres for trafficked persons or at risk of trafficking*,” Official Gazette, No. 19, 2010

Ruth Rosenberg, “*Trafficking of adult men in the Europe and Eurasia Region, final report 2010*” http://www.usaid.gov/our_work/cross-cutting_programmes/wid/pubs/Trafficking_of_Men_508.pdf

Vatra Psychosocial Centre, “*Evolution of trafficking in human beings 2001–2009, Study*”.

Vatra Psychosocial Centre, “*Annual Report 2009*”

INSTAT, “*Domestic violence in Albania: population based national survey*,” 2009, accessible at <http://mdhamo.files.wordpress.com/2010/01/final-dv-survey-report-albanian.pdf>

National Institute of Statistics & Public Health Institute, “*Albanian Demographic and Health Survey*,” 2009, accessed at www.instat.gov.al

Albanian newspaper, “*Poverty, map of poverty in the country revealed, most affected areas*,” March 26, 2010, at <http://lajme.shqiperia.com/lajme/artikull/iden/1046838958/titulli/Skamja-zbardhet-harta-e-varferise-ne-vend-zonat-me-te-prekura>

Situation of violence in Albania, Alternative Report for the United Nations Committee, accessed online as Situation of Violence toward Women at [http://www.psikologjia.com/pdf/gjendja %20e %20dhunes %20ndaj %20gruas.doc](http://www.psikologjia.com/pdf/gjendja%20e%20dhunes%20ndaj%20gruas.doc)