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# GOOD PRACTICES

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## in ensuring adequate assistance to all categories of trafficked persons

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source book

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International Centre for Women Rights Protection and Promotion "La Strada", Chisinau, Moldova  
"Faith, Hope and Charity", Odessa, Ukraine  
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## FOREWORD

On November 21-23, 2006, the International Centre for Women Rights Protection and Promotion “La Strada” proceeded to host regional workshop in Chisinau (Republic of Moldova). The underlying scope was to exchange positive experience accumulated in “Ensuring adequate assistance to all categories of trafficked persons”. Taking part in the workshop were social workers, psychologists, lawyers as well as other specialists representing governmental and non-governmental structures engaged in counteracting trafficking in persons and specialized in rendering assistance to victims of trafficking in persons in 4 countries – Belarus, Bulgaria, Moldova and Ukraine. The workshop was organized within the framework of the project “Strengthening regional approaches to counteract trafficking in persons” with the financial support extended by the Ministry of Foreign Affairs of Denmark.

Today we encounter cases when rather familiar to all of us traditional/typical elements of such phenomenon as trafficking in persons suffered notable changes and much to our surprise we trace out totally new trends, witness to emergence of new categories of socially vulnerable individuals, new scopes/methods of exploitation, new means of manipulation and control over the victims of trafficking. These recent changes show that the problem is taking a more latent and concealed nature while becoming more complex and more interlinked with other phenomena such as migration, smuggling and labor exploitation. All these require application of larger and more versatile efforts targeted towards investigation and ensuring punishment for the offenders. On the other side, these new elements require development of proactive and advanced methods for identifying cases of trafficking in persons and having capacity to render appropriate assistance to victims of trafficking in persons. In order to withstand all these challenges we also need to enhance international cooperation, ensure for perfect timing of joint actions and efforts, consolidate methods of analysis and work applicable to cases of trafficking in persons.

Within the framework of the regional workshop participants from four countries had a chance to present, discuss and give thorough analysis to the experience accumulated in working with victims of trafficking in persons (VTP). Besides having a chance to become familiar with the accumulated experience the participants could not but recognize that the fourteen of presented and widely used working practices (tested and compiled throughout the years and covering practically all phases of assistance rendered to victims of trafficking in persons starting with the instance of their identification and up to reintegration) is by itself a positive example of conducting professional activity in this domain. Shared positive experience way laid in the foundation of the present *Source book*. All the materials concerning accumulated positive experience are presented in compliance with the logic of phased approach to rendering assistance to victims of trafficking (VT) – starting from their identification and up to rendering them assistance ensuring their complex reintegration, including such within the frameworks of National Referral System (NRS). Real names of VT in this source book were deliberately changed so as to provide for confidentiality.

The organizers of the regional workshop as well as the authors of materials included in the *Source Book* hope that herewith suggested exchange of professional experience through its subsequent replication shall allow to the specialists in the future to harmonize and consolidate interaction at regional/international level, which at the end of the day, shall improve the quality of appropriate assistance rendered to all categories of persons victims of trafficking bearing on the priority of rights of every individual that has suffered from trafficking in persons.

## Proactive identification of minor victims of trafficking in persons: cooperation between social worker and representatives of law enforcement authorities

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### Problems identified

The experience of our organization in dealing with children VT as well as experience gained by our social workers in the process of identification of minor victims and subsequently in the process of their rehabilitation and reintegration allowed us to identify the following problems:

1) *lack of explicit definition of identification of VT*

Due to lack of knowledge of techniques and methods of identification by the officers of different organizations this process becomes a traumatic one for the children and/or they remain unidentified.

2) *lack/failure of knowledge of standards and techniques of conducting interviews with children*

Often the interviewing is done in rather unfit premises in presence of aliens; questionnaires made out for the purpose of interviewing often contain direct question (of both open and concealed type) on the stage of exploitation, which again inflicts traumas to minors

3) *lack of coordination of actions in rendering specialized assistance to minors by social worker, psychologist, pedagogue, police officer, physician, etc.*

In case of referral of the case to another organization or another specialist the child is often subjected to repeated questioning. Also, as a result of lack of coordination and consistent actions on behalf of the specialists assistance rendered fails to cover immediate and long term needs experienced by a child or is simply duplicated.

### Methods chosen for solving the identified problems

The following solutions to the aforementioned problems were suggested by our organization:

- Creating task force (including psychologist, pedagogue and police officer) which shall participate in holding an interview with a trafficked child. Our experience is based on established cooperation between the psychologist of our organization and representatives of law enforcement bodies from the Centre for Combating Trafficking in Persons ((CCTP) affiliated by the Ministry of Internal Affairs)

- Making arrangements so as to obtain information from parents/relatives
- Coordinating efforts so as to obtain data from the competent public authorities and NGO's.

### Description of methodology

Steps to be taken prior to holding an interview:

- *Preparation* (gathering information on the case, questioning concerned persons, contacting relatives, neighbors and teachers of a trafficked child)
- *Coordination of joint actions* (social worker/psychologist meeting with police officer; putting together approximate psycho-sociological portrait of a child, determining set of questions to be given to a child as well as collecting information as needed by the police officer and social worker and appointing place for the first meeting)
- *Interview* (rather than interrogation!) (stages: creating confidential relations, explaining the importance of data collection and child's role as well the role played by the psychologist and police officer; data collection, stabilization of emotional pain suffered by a child, finalizing an interview)
- *Planning follow-up joint actions* (comparing obtained data, putting together psycho-social characteristic of a child, scheduling follow-up interventions)

### Results

*Results:*

- 19 identified children VT in the course of 12 months of cooperation, and 51 field trips to regions
- Experience of cooperation including 9 police officers from the Centre for Combating Trafficking in Persons and 2 social workers from "La Strada" Centre. Interviews conducted through joint efforts allowed to cut down the number of questioning of a child and his relatives, which facilitated lower risk of repeated victimization. Identified children VT and their families were subsequently granted access to psycho-social assistance.

### Encountered difficulties

We have managed to identify the following difficulties:

- *lack of specially adapted rooms/offices for interviewing children*  
Usually, the interviews were conducted either in the office of the International Centre "La Strada" or in the office of police officer at CCTP
- *lack of adequately qualified personnel*  
The interview shall be conducted by the personnel that has passed required training and took part in regular joint meetings for exchange of experience/qualification refreshment
- *lack of coordination of actions displayed by the professional groups at regional level*  
Identification of children VT shall facilitate observance of their psycho-emotional comfort and shall be accompanied by rendering psycho-social assistance to their families; all these could only become possible at the background of efficient co-

operation between NGO staff and police pursuing protection of rights and interests of children VT.

### Conclusions and recommendations

Arising from our experience in identifying children VT as a result of their questioning jointly with the representatives of law enforcement bodies we managed to highlight that following important issues:

- each member of the team (conducting interview) shall be well familiar with his mandate and be in possession of holding an interview with minor VTP;
- preparing for an interview shall include mandatory exchange of information and viewpoints prior to interview between members of the team on the procedure as well as the need to coordinate the roles in the process of accumulating all sorts of information and interventions in the course of interview;
- during the meeting following the interview there should be mandatory exchange of viewpoints and information (collected during the interview);
- cooperation between members of the team shall be structured in such a way as to guarantee observance of informational transparency;
- interventions required after the interview shall be also determined, agreed on and coordinated between members of the team.

Presented experience showed that joint cooperation between law enforcement bodies and NGO does not only facilitate observance of interests of the parties (criminal prosecution of the offenders and rendering psycho-social services) but most importantly it facilitates protection of the rights and interests of minor ones that have suffered from trafficking in persons

### Case study:

Oleg, a boy aged 14. At the age of 11 he was trafficked from Moldova to Romania and was subjected to sexual exploitation by the citizen of another country.

The intervention included the following stages:

#### 1) *Preparation*

The international Center "La Strada" received an inquiry made by the CCTP on conducting an interview with the scope of child VTP identification. Information on the case was collected and processed by the operational services.

#### 2) *Coordination of joint actions*

Jointly defined was information required for identification of trafficking in children case; also worked out were hypothesis and preliminary sociological portrait of the victim. A decision was taken to make joint trip to the region so as to get familiar with the family and child and subsequently interview the child using CCTP office for the purpose.

#### 3) *Conducting an interview*

In order to conduct an interview it was necessary to create confidential relations and sympathetic atmosphere. The minor child was given meals and offered a tour of the

Centre to explain the scope of creating such (it all took about 30 minutes). At the beginning of interview the minor child was explained his rights and the role of police officer and psychologist/social worker in the process of this interview; the child was also made aware of the details of the case under investigation (it all took about 15 minutes).

When collecting data concerning child's sexual exploitation he was a bit nervous and distressed and unwilling to talk about intimate details of rape. The psychologist conducted a brief information session on gender relations/sexual relations, which helped lifting the stress. The child was suggested to start his story by recalling positive impressions gained during his stay in Romania. Once the child telling his story felt more at ease, the psychologist was touching again on the matter of relations between the minor child and the rapist. Every time when child's emotions were building up the conversation was diverted towards recalling positive instances (it all took about 1 hour and 20 minutes).

4) *Scheduling follow-up joint actions*

All members of the team proceeded to compare the data obtained, made out psycho-sociological characteristic of minor child, scheduled follow-up interventions and identified potential suppliers of services having the capacity of covering the needs identified in the course of child's interview.

## Identification of victims of trafficking in persons at border crossing points

(Experience gained in identification of victims of trafficking amongst persons deported from Turkey to Odessa maritime port, citizens of Ukraine and CIS countries).

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### Problems identified

The program of counteracting trafficking in persons requires joint efforts contributed by the international community and targeted towards combating trafficking in persons and granting guaranteed assistance to victims of trafficking in target countries as well as in their countries of origin and transit. At the same time, according to the assessment made by some of the international experts, many of the VT remain unidentified and hence no required assistance on behalf of the competent agencies could be made available for them. Ukraine is one of the leading origin countries for the VT as well as being a transit country for victims of trafficking in persons from Moldova and other neighboring countries – from such basic target countries as Turkey, UAE, Greece, etc. Odessa maritime port is one of the basic points of arrival of illegal migrants amongst which there are a lot of women victims of sexual exploitation in Turkey. The absolute majority of new arrivals find themselves in condition of psychological stress and therefore unwilling to tell about what has happened to the frontier service officers. Identification of the VT is further complicated by limited time for holding a discussion with each of the illegal migrants.

Making/setting up arrangements for location and identification of victims in arrival points, in particular in the sea port is of extraordinary importance. It means that victims of trafficking will be timely identified, granted assistance in rehabilitation and reintegration, assistance and support on behalf of the law enforcement bodies so as to reduce down to minimum any risks emerging on their way back home. In case of failing to identify the VT at border crossing points/failure to grant assistance in transit countries the victims are getting into the hands of traffickers repeatedly straight at the exit from the maritime port.

For the citizens of the CIS countries identification in the country of transit allows for their safe return back to their domicile, get timely required medical, psychological and social assistance, support in getting back home and information on reintegration program available for them in the country of origin.

In order to facilitate preventive work and to identify victims of trafficking, the captain of the ship submits to the frontier and law enforcement authorities list of persons deported

from Turkey which shows their full names, date of birth and citizenship. The top priority objective is to identify deported persons upon their arrival and once they passed frontier and customs control and to hold an interview/inquiry so as to clarify the reasons of being deported and establishing whether the person in question is economic migrant or VT.

### Methods chosen for solving the identified problems

The most optimal solution to this problem was made possible by establishing interdepartmental cooperation between Ukrainian law enforcement, security service, frontier and customs services and NGO's in the process of joint identification of the VT at border crossing points and near border areas. Especially important is the fact that the NGO's are rendering required assistance and support in delivering back to place of residence not only to the citizens of Ukraine but also to the citizens of CIS that are deported to Ukraine through transit. The law enforcement bodies have the capacity to collect and analyze information bound to trafficking in persons as well as to ensure prompt response to the information on the persons found abroad and eager to be freed and returned to the place of their residence as well as on the persons involved in trafficking business while the NGO personnel is pursuing observance of VT's rights and is therefore prepared to render assistance to such persons irrespective of whether they are willing to cooperate with the law enforcement bodies or not.

As it has been proven by our practice, identification at border crossing point is a very complex process which is conditioned by the following factors:

- the majority of persons victims of trafficking do not identify themselves as such; often they know nothing about problems of human trafficking and program of assistance and support available for them in the countries of origin and transit;
- at the border crossing points the deported ones have to communicate with the representatives of law enforcement structures, frontier services, recall and repeat for a number of times their story, which makes them feel exhausted and wishing to leave as soon as possible and find their way back home;
- many persons while being questioned fail reluctant to answer all or some questions as they do not feel confident about the representatives of law enforcement bodies and public structures; they fear that information delivered by them will be divulged;
- there is no sufficient time for conducting thorough inquiry at the frontier crossing point;
- the questioned persons suffer from stress: manifestation of post traumatic stress disorder, fatigue, condition after sea journey, pregnancy, alcohol or drugs intoxication, blackmailing and intimidation exerted by the traffickers, etc.

### Description of methodology

Thus, the success component of identifying the VT in Odessa maritime port became cooperation between the division for combating crimes bound to trafficking in persons, department for combating organized crime with the security service of Ukraine, maneuver law enforcement division at Odessa maritime port and the representatives of non-governmental organization "Faith, Hope and Charity". To ensure for efficient work and interdepartmental cooperation there were created the decent conditions for holding interviews with the deported persons. Assigned for the purpose was some room in the building of harbor station, which comprises four furnished offices and a hall. One of the

offices is used by organization "Faith, Hope and Charity". The staff of this organisation is holding interviews with all the deported persons arriving on ferry vessel.

Playing a decisive role in the efficient identification is qualification, training and experience of the staff holding an interview, awareness of the problems and situation of trafficking in persons in the target, transit and origin countries with due account for national, regional and local conditions, skills of analyzing obtained information under time restraints, art of distinguishing between persons who became victims of trafficking from economic migrants.

The technique of locating and identifying victims of trafficking at the arrival point comprises three *stages*:

**1. Analysis of assessment parameters applied to available information** obtained prior to identification inquiry. During this stage it is necessary, to the extent possible, find out and assess such parameters as age, gender, citizenship, availability of documents, number of trips abroad, date of the last trip abroad, symptoms of psychological and physical condition, availability of personal belongings, money, notebooks, photo albums, appearance (well groomed, availability of expensive clothes and make-up, jewelry, cell phone, cigarettes), time of stay at deportation jail in the target country.

This being one of the preliminary but still very important instances prior to holding identification inquiry. Thus, taking into account age, gender and situation bound to trafficking in persons in the country from which the interviewed person has arrived one can make a preliminary conclusion that in Turkey women aged more than 40 and men of all ages are basically used for the purpose of forced labor while the young women, girls and minor children are used for the purpose of sexual exploitation. While examining documents, passport for traveling abroad it is advisable to look for its valid term, date of entry to Turkey and date of border crossing on exit. Most often the traffickers are dispatching future VT through Odessa maritime port which is explained by low cost of fare. Entries in passport on visa extension at the border between Turkey and Syria or Georgia may suggest that this person was either coerced to prostitution in Turkey or that this person is victim of trafficking.

Unfortunately, indicators of psychological and physical violence could not always serve as determinant parameter for identifying the VT as rather often the women are concubines of Turkish men and break up in their relations is accompanied by their deportation; the psychological depression in such case is further aggravated by the fact that in addition to losing financial support they are also banned entry to Turkey for a certain period of time.

Lack of personal belongings, clothes matching the season, travel document, lack of money to cover cost of traveling back home, lack of cigarettes, cell phone, long stay in jail, washed out looks, psychological strain, failure to socialize with other deported – all these parameters allows to conclude that we are dealing with the presumed VT. It implies that during the next stage of identification it is necessary to give such questions as not to add more to traumatized condition of victim but rather to identify and render assistance to the VT. Often when such parameters are observed it is sufficient to find out how this person intends to go home, offer assistance and explain why we are able to offer such assistance. Thus, when analyzing parameters of geographical location in Turkey it becomes clear that women are most of all subjected to sexual exploitation in resorts cities of the country, such as Istanbul, Izmir, Alanya, Kurbugaz and Antalya. Names of some of the hotels where the interviewed persons stayed also speak of the activity they

were involved in; thereat it is important to find out whether they worked independently (in case they worked through a pimp it is necessary to find out what were the conditions) or forced into sexual exploitation. Experienced staff conducting an interview and having at their disposal information concerning names and nature of work displayed by the pimps in each specific hotel could distinguish between voluntary and coerced prostitution. Many of the VT assume that information about them is already known in Ukraine (de facto such information is not made available by the Turkish police) as they reported about their exploitation to the Turkish police; as a result many of the VT tend to tell what happened to them in Turkey without any inquiry.

## **2. Basic rules of conducting identification inquiry**

**2.1 Place of conducting inquiry.** At the maritime port it's a separate room where no one could interfere or discontinue communication. There are information materials on combating trafficking in persons in this room available in Ukrainian, Russian and Moldovan languages. There is also drinking water, tea/coffee supply, disposable tableware, first aid medications and cigarettes. Practically all of identified persons are smoking but upon their arrival to the port they have no cigarettes; failure to offer them a cigarette sometimes serves as a reason for refusal to communicate.

The inquiry shall take place with just one person; presence of other persons during an interview is inadmissible. If necessary, the interview could attend an interpreter, psychologist, cultural-linguistic mediator, lawyer and representative of social service in case of minor child. Unfortunately, presence of such specialists could not always be provided for more so at the point of arrival. Rather often all functions of these specialists are fulfilled in a package by the officer conducting inquiry. Often a person with whom the interviewed one was subjected to exploitation acts as an interpreter. This helps to simplify the process of inquiry as conditions of exploitation are similar and all what is required is to find out detail about conditions of transportation and recruitment. If there was no possibility to provide for an interpreter when interviewing citizens of Moldova we used to appeal to the services of Hotline consultants available at the International Centre "La Strada" (Chisinau).

It is very important to establish confidential and respectful relations with the interviewed person, to abstain from giving a subjective assessment to the information obtained and avoid turning an interview into interrogation. One of the conditions for establishing confidential relations lies with identifying immediate needs and demands as well as the changes of providing for such.

## **2.2 Rules of handling the interviewed persons.**

Observance of human rights, careful handling and respect, making provisions for safety and confidentiality are the basic rules of handling an interviewed person. It is worth noticing that at the maritime port for some or the other reasons the interviewed fail to deliver authentic information to the law enforcement officers. The scope pursued by the NGO officer shall be confined to conciliating the interviewed, get his trust, reassure him that confidentiality in regard to information concerning him is granted.

It is also advisable to observe the behavior of the interviewed person taking record of any consequences of traumatism and manifestations of post-traumatic syndrome: manifestation of exclusive vigilance and mistrust, aggression, hostility or fear, restlessness and mistrust towards law enforcement bodies. Whenever such behavior is manifested it is necessary to postpone inquiry for a while and in case of repeated manifestation of

the same behavior it is advisable to cancel inquiry and assume trafficking in persons case arising from other parameters; sometimes using data obtained from the persons that were jointly exploited or stayed together in deportation jail or shared same cabin on ferry vessel.

### **2.3. Conducting identification inquiry**

The officer conducting inquiry shall introduce himself, notify on the scope of inquiry and produce information on the activity displayed by his organization. Once again it is necessary to offer drinks, specify condition of health and other needs (WC, cigarettes, personal hygiene products).

It is also necessary to notify the inquired person that he has the right to abstain from recalling certain unpleasant instances or from answering to any question if that will be his desire. Equally important is to explain the significance of conducted work: it is advisable to tell how many people got assistance before and highlight the perspective of positive changes in life and on the availability of assistance. Sometimes, it is important to highlight that if the respondent knows about some VT that need help such help could be granted to them by the organization represented by the officer. Each of the respondents preliminary identified as VT shall be handed over brochures on assistance services available in transit and origin countries.

In the course of inquiry it is necessary to find out answers to questions concerning stages of recruitment, transportation and exploitation. It is extremely important to determine minimum questions on each stage to be given to the specific respondent. In order to find out data about recruitment it is necessary to clarify the following circumstances: who facilitated the respondent and how was his first contact with the recruiter established, what kind of work and on what conditions was suggested to him, was there any contract signed, who covered costs incurred with making out documents, how long did it take to make out the documents, was the respondent allowed to notify his close ones on expected employment and whether any advance payments were made to the recruiters.

In order to find out data about ways of transportation it is necessary to clarify who covered transportation costs, whether legal or illegal crossing of state borders took place, what kind of ID's were used (personal or forged), what kind of documents are available with the respondent at the instance of inquiry, was there any visa obtained and for what term, was there any crossing of borders of transit countries, etc.

With the scope of establishing types of exploitation it is necessary to clarify what type of activity was offered, how soon the activity started after arrival to the place of destination, was there any coercion to engage in this type of activity, what was the procedure, was there size of salary and terms of paying such agreed on, was respondent's salary fully or partially paid, did the responded have to repay any debt (size of debt, term of repayment), what were the working conditions, were there any limitations of freedom of movement, choice of activity; who was holding the respondent's documents, did he have any possibility of sending money home and communicating with his relatives, was there medical assistance available and who paid for it; how was the respondent released, etc.

### **3. The stage of examining additional evidence**

Serving as additional evidence could be police reports, availability of fare documents, invoices, migration cards filled in at departure and arrival, medical assistance reports and certificates, prescriptions, medications, copies of employment agreements and con-

tracts, advertisements, dairy entries, letters, photos. These additional materials could serve as additional confirmation to the story delivered by the respondent and help in taking right decision. Sometimes these additional materials serve as extra evidence to the assumptions made by the officer in charge of inquiry when it is necessary to prove that the respondent is de facto a VT; in the majority of cases these data are rather helpful in identifying victims of sexual exploitation.

When the inquiry is done it is necessary to carry out analysis of all the information and materials obtained. Based on the analysis a decision is made on whether the respondent is VT or just illegal migrant. In cases when according to the assessment made by the officer in charge of inquiry the respondent is de facto victim of trafficking in persons it is necessary to offer him information on the assistance program available for the citizens of Ukraine and on such available in transit countries for the citizens of CIS. Citizens of the CIS are granted access to Transit Centre complete with subsequent assistance in returning back to the country of residence. VT having medical indications, pregnant or minor victims shall be accompanied to the place of destination by the staff of NGO, IOM or by medical staff (in cases of grave psychiatric disorders).

## Results

Identification of the VT by joining efforts of law enforcement bodies and NGO at points of arrival was first launched in 2000. In 2003 the outflow of persons deported from Turkey grew up significantly. Some 250 to 300 persons used to arrive on monthly basis.

Within the time period from November 2003 through October 2006 the staff of our organization detected, identified and granted assistance and support to 562 citizens. Among them 226 were citizens of Ukraine and 336 were citizens of CIS countries, including 262 citizens of Moldova. Out of total number 487 women, 9 children, 18 minors and 48 men. 11 women came back home with grave psychiatric disorders.

## Encountered difficulties

Difficulties existing in identifying victims of trafficking in persons at the border crossing points:

- lack of information from the target country on identified victims of trafficking in persons and deported to Odessa maritime port;
- delayed arrival of ferry vessels due to unfavorable weather conditions or due to other reasons;
- establishing contacts and signing agreements on cooperation and interaction with the representatives of law enforcement bodies, frontier services and creating favorable conditions for such interaction;
- distorted bits of information offered to deported persons by the representatives of maintenance services, forwarders and taxi drivers, personnel of the ferry vessels, some of the passengers;
- fear and mistrust of victims before the representatives of law enforcement bodies and non-governmental organizations;
- inadequate behavior of victims suffering from post-traumatic stress disorder syndrome;
- unwillingness of victims of trafficking identified at the point of destination to accept

- services of Transit centre due to fear of ending up in an isolated place (jail, psychiatric clinic, etc.);
- desire of victims to get back to their place of residence as soon as possible;
  - opinion shared by the trafficked ones that they are not the victims of trafficking in persons;
  - arrival of the victims suffering from grave psychiatric disorders or alcoholic or drugs intoxication, which makes identification procedure more cumbersome.

### Conclusions and recommendations

Herewith described experience shows positive result generated through joint cooperation between the NGO and law enforcement bodies at the border crossing points as in addition to VT identification it allows to provide for timely rehabilitation and subsequent reintegration assistance to these persons.

### Case study

Amongst new arrivals to the maritime port Odessa deported from Turkey there was a young woman with two boys aged about two and three years and she was in her 6 to 7 month pregnancy. She was very poorly dressed and had no personal belongings except for a small package. She had her kerchief arranged on her head like a Muslim women. She looked extremely agitated, screaming and slapping her children. In response to any attempts to start a conversation with her she was screaming back that she is a wife to a Turk and that she was going back home and has no need to talk to us. She went on talking to herself screaming and crying. She was getting even more agitated every time the NGO officer tried to persuade her to go indoors and calm down the children. Obviously she was suffering from post traumatic stress disorder syndrome. The NGO officer got some biscuits, juice and some pastry for the children. The woman accepted the treat and began feeding her children and sweet talking to them. Meanwhile the NGO officer examined her documents. It appeared that she was the citizen of Moldova and she had temporary certificate for return in which she also had her children's photos. There was also a chance to talk to other deported just to find out that this woman together with her children had to stay in the immigration jail for long five months and that she herself appealed to the police of Istanbul and asked for being deported back home. She had no documents on children and no passport for traveling abroad on her. One of the labor migrants asked us to help this woman in returning back home. Same labor migrant paid USD 100 to the police for purchasing ticket on ferry vessel leaving for Odessa as she could not stand seeing this sick pregnant woman with two children courageously fighting for survival in the jail and suffering from hunger, humiliations and lack of any articles of personal hygiene... Meanwhile, the woman calmed down a bit and began telling about her babies. The NGO officer found out that the father to her children was a pimp and a thief who has stolen her six years ago. During six years she was kept in Turkey with rare chances to call home and at the moment she knew nothing about her relatives. She was unable to recall her home address but told she used to live in Chisinau. She also told that she gave birth to her children at home with no medical assistance and that her husband, also a pimp, used to sell her out to other men. Once suggested assistance in returning back home she began acting restless again. It appeared that she feared that her children will be taken away from her. It took a while for the officer to explain and reassure her that there was no threat for her. She agreed to accept assistance only after she was

promised that her children will be given a bath and new clothes. During the discussion the NGO officer was tempted to call for psychiatric emergency assistance. Diagnosis on psychiatric disorder was subsequently confirmed when talking to other deported migrants. They told that in the jail where she was kept for five months her condition was getting aggravated for a number of times and she was going out of her mind; unfortunately no medical assistance was offered to her when at the jail. On their way to Odessa she was calm and was taking good care of her children. The NGO officer made contacts with the IOM representation office in Moldova. A decision was taken to place the woman with her children temporarily with the Transit centre in Odessa; children were given meal and a bath and on the same day a car came to pick them up and deliver to the IOM rehabilitation centre in Moldova (accompanied by physician and psychologist). The woman stayed with the IOM Rehabilitation centre of Moldova for quite a long time. It was found that she suffers from schizophrenia. This woman was helped to find her mother and sisters who took her home and hedged round with care and attention.

## Establishing confidential relationship with the victims of trafficking through Hotline

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### Problems identified

Counseling is one of the important methods used as part of social work displayed by the Centre. Telephone counseling has a number of advantages as compared to face-to-face counseling: the respondent stays in an environment which is habitual for him and could discontinue communication any time while keeping anonymity and could also call again if so desired. The process of rendering assistance to the VT starts with obtaining information delivered by different channels, such as: Hotline, embassies and consular representations of Ukraine found abroad, missions of the international organizations (IOM, OSCE), partnership non-governmental organizations both abroad and in Ukraine and law enforcement bodies. The majority of appeals for help are coming on the Hotline facility from the victims themselves or from their relatives and friends. Thereat, the VT experience immense difficulties caused by post traumatic stress disorder syndrome (referred to the basic symptoms of such are mistrust, fear, suspicion, etc.). Establishing confidential relations with victims of trafficking or their relative in the course of telephone dialogue is one of the important elements in conducting efficient counseling and subsequent collection of information required to grant social assistance. Thus, the main scope pursued by Hotline counseling lies with establishing confidential relations and optimizing information delivered to victims of trafficking on the social services rendered by the Centre as well as by other organizations. Lack of trust to service suppliers is one of the widely spread reasons making VT reluctant to appeal for help. In this case the Hotline serves as a rather efficient instrument, which could be used for identifying cases of trafficking in persons and it could also facilitate access to available assistance, provided confidential relations are duly established between the respondent and counselor.

### Methods chosen for solving the identified problems

Creation of positive atmosphere during telephone communication using Hotline facility depends entirely on the professional skills featured by the counselor. The counselors/advisers are passing thorough selection and receive training. Selection is primarily based on person's capacity to understand someone found in crisis situation, which requires intervention and taking immediate actions concerning subsequent assistance. Professional qualities featured by counselor shall mirror a combination of such capacities as high level of imaginative thinking, well developed image and verbal-logical memory as

well as personal qualities, interests and aptitudes (high level of personal responsibility, tolerance, etc.).

### Description of methodology

The specificity of work displayed by the counselor is confined to supply of information at the background of maintaining active hearing/dialogue with the victim of trafficking. Since active hearing is a process of understanding, in order to achieve this scope it is necessary to provide for respective motivation of the telephone counselor. Successful application of the methods of active hearing in the course of developing dialogue could not be possible without explicit desire to understand this very person at this very instance. The counselor should be aware of the fact that often the hearing could be rather subjective. Based on such approach the counselor should know when it is proper to speak up, enter a dialogue and express his opinion. In other words, the counselor needs to catch up the moment when:

- the respondent has finished expressing his idea and is willing/prepared to hear;
- the respondent is willing to ask specific questions or feels uneasy to find proper answers;
- the respondent is reluctant to express his ideas;
- the counselor needs to make sure that he understood the respondent correctly;
- the counselor could show understanding or involvement in the situation as well as approval or positive attitude.

Telephone dialogue shall be targeted onto rendering assistance to a person primarily by using ones hearing skills and capacity of providing for required counseling.

In the course of practical activity the councilors have managed to work out phrases facilitating creation of confidential atmosphere depending on specific situation of each of the respondents.

For example: "Do you feel comfortable enough now to talk about what happened to you?", "Could you tell us what happened to you?", "May we help you?", "When we/you could return the call?" etc.

When talking to the relatives one could use such phrases as: "I do understand you", "I feel extremely sorry for your current situation...", "Have I got it right that...", "Would you mind sharing the information known to you with me?", "Could you please tell me what other organizations have you already contacted?", "Would you mind posting us a letter?", etc.

Each of the respondents is notified that the information obtained will be kept anonymous and confidential and that obtaining assistance does not depend on any specific conditions (including desire of the respondent to cooperate with the law enforcement bodies). All this serves to set basis of trust with the respondent in relation to organizations rendering required assistance.

### Results

Professional counseling with the scope of identifying VT and setting up assistance for them facilitates creation of respondent-friendly atmosphere, makes the respondent regain his trust that there are people willing and capable of helping him and also his

trust to other organizations rendering assistance, which at the end of the day produces direct impact onto the success of rehabilitation and reintegration measures. Building confidential relations from the onset of the process of counseling allows to collect much more information by both the counselors as well as (subsequently) by social worker or in the course of eye-to-eye discussion with the VT. Hence, the trust gained by the counselor during initial Hotline counseling expands automatically onto all other specialists that will be subsequently engaged into the process of rendering assistance to a person identified as the VT.

### Encountered difficulties

The following basic *difficulties* were identified in the practical activity displayed by our organization:

- Counseling mentally unbalanced respondents
- Conducting regular supervisions and interventions with the scope of preventing “burn out syndrome” with the Hotline counselors
- Sometimes it is difficult/impossible to follow up the development of situation experienced by the respondent

### Conclusions and recommendations

The following *recommended instances* need to be highlighted:

- The Hotline counselor shall be able to create respondent-friendly atmosphere throughout the dialogue.
- In order to establish contact with the victim and/or his/her relatives the counselor shall fully possess required professional skills and observe the principles and ethics of telephone counseling.
- It is necessary to carry out regular arrangements preventing “burning out syndrome” with counselor.

Hotline counselors shall respond promptly every time they receive a call from a victim (especially when such call is made from abroad) or his/her relatives and ensure subsequent provision of assistance to such. Unfounded tardiness in making provisions for rendering assistance leads to loss of confidence in relation to the counselor.

## Social monitoring extended to victims of trafficking in persons

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### Problems identified

The majority of victims of trafficking are returning back to their native country depressed, disillusioned, frightened, overly excited or vice a versa overly slow and calm. Almost all experience problems with corporal health. Almost all experience feeling of fear for the future, uncertainty of what may happen tomorrow, fear for the destiny of their children and fear that their secret will be divulged, etc. Rather often, victims, especially men tell that they are haunted by the feeling of guilt before their family for what has happened to them and that instead of improving material standing of their family they have only further aggravated it. Very often victims of trafficking in persons manifest aggression and anger. Such condition is triggered by lengthy stay under conditions of violence and exploitation. Therefore, the victims are often bad-tempered, problem personalities. When we first started our work with victims of trafficking, we found out that the psychological condition of victims (post traumatic stress disorder syndrome) triggers exacerbated response to irritators that normally do not cause crisis condition in human beings. In such time period the victims are unable to solve by they own most elementary casual problems. Since the onset of the reintegration process the lawyer and psychologist are working with the victims; however the aforementioned problems, as a rule, could not be resolved by legal way alone while appealing to a psychologist is not always possible. Still, the success and duration of rehabilitation process depends on adequate and timely solution of these problems. All of the aforementioned conditions show that the victims do not only need access to certain counseling, they also need long-term complex assistance and support on behalf of specific person who will be able to help them in the course of their social adaptation. In other words, they need accompanying social service. Thus, in order to ensure successful rehabilitation and reintegration it is important to secure quality indicator of social worker-beneficiary relationship in the process of accompanying social service.

### Methods chosen for solving the identified problems

In order to solve the existing problem we proceeded to significantly enhance the role played by the social worker in the process of victims reintegration. We suggested the following solution: to offer to the victim unlimited possibility to communicate with social worker (as necessary) and get his support in solving vitally important problems in the course of long-term reintegration process.

## Description of methodology

The social worker first gets acquainted with the victim by looking through his personal data; then personal acquaintance with the victim takes place. The program manager explains to the beneficiary that the social worker is that very person who can be contacted in our organization (in the first place) to solve vitally important issues.

Accompanying social service shall be rendered by specially trained specialists possessing basic of psychology, law, social work and by all means they need to be partial persons. In our organization such work is done by all the employees engaged in the victims' assistance program: two lawyers, psychologist and program manager.

Our experience comes as the result of generalizing and improving prior existing practice of rendering assistance to the VT, which includes all types of assistance in a package acting as unique system. The manager of the VT assistance program determines which exactly assistance is needed by the victim while the social worker exercising accompanying social assistance is helping to the victim to define timeliness of each type of assistance. For example, when exactly lawyer's assistance will be appropriate or when to set up psychological support session, when would be the best time to start solving employment problems or join or professional training courses.

As proven by our practice of applying it the accompanying social assistance produces *long lasting effect*. Thus, for example, one of the victims that had no access to accompanying social assistance following alcohol addiction treatment began abusing alcohol again. Meanwhile, victims who enjoyed accompanying social service: a woman and a man, following alcohol addiction treatment are abstaining from taking alcohol for long (a woman for about a year and a man for six months). This fact is proving that it is not sufficient for a person to get some treatment; he also needs to learn how to live in new conditions without addiction. It is also not sufficient to get legal advice; one needs to know how to apply obtained information for the best result. For many victims it is not sufficient to attend/pass courses of psychological support targeted towards getting rid of fears, feeling of guilt, mistrust, and hopelessness so as to enhance self-appraisal. They need permanent attention and moral support to be able to perceive special psychological assistance during sessions. Such support is extended by the social worker in the course of accompanying social assistance.

Besides victims of trafficking in persons accompanying social assistance in our organization is granted to other target groups, namely: victims of domestic violence. We applied such experience while implementing project titled "Support to victims of domestic violence" and obtained encouraging results.

There was no need for any extra costs and resources to adapt such experience to working with victims of domestic violence; practically engaged in this job are same specialists and same methods and forms of work are being used.

## Results

Experience of carrying out such work with the victims shows that this type of service is highly demanded. Practically all victims besides counseling delivered by the psychologist and lawyer are offered services of social worker. The length of accompanying social service is determined by the needs experienced by the victim and depends on the gravity of post traumatic stress syndrome, environment into which the victim gets after being trafficked as well as on the specifics of his character and nervous system. In the

majority of cases such accompanying social service lasts for about six months and in some cases up to two years.

There are no doubts that application of such form of support of victims as social monitoring brought encouraging results. The most important result is the capacity to return the victims back to normal life within relatively short time period, setting up their active vital activity, reestablishing family relations and working capacity. Speaking in favor of the efficiency of such form of support is the fact that none of the victims that received accompanying social assistance through our organization have ever gotten repeatedly trafficked. Since we first introduced social monitoring assistance the period of full recovery of victims got significantly reduced (without social monitoring assistance – up to two years and since application of this approach – up to six months).

Taking into account positive experience of social monitoring assistance we suggest this type of service to absolutely all victims since their first appeal for help to our organization. This gives us a chance to determine more efficiently the needs experienced by the victim, his internal potentiality, influence of environment in which a person gets after being trafficked, benefits/harm of this environment for the victim.

### Encountered difficulties

#### *Difficulties:*

- not all victims are prepared to accept such type of help as accompanying social assistance: they are well aware what is legal counseling, lawyer's assistance or psychologist's counseling but they rarely perceive the need of accompanying social assistance (due to feeling of uncertainty or as a result of overestimating their own capacities). To overcome this problem it is necessary to explain to the victims in simple terms what such type of services is giving to them and to what extent it will facilitate their life.
- there is also a threat that the victim may get closely attached to the social worker and using him as an anchor for all what may happen in their life; such threat shall be prevented by the professionalism of social worker, who while doing his work diligently needs to observe required distance in his relations with the beneficiary.

#### *Recommendation on improving this experience:*

- All the work implying assistance shall be targeted towards restoring victim's social activity supporting his desire to resolve his vital problems independently.
- It is important that the victim is given timely and in understandable manner explanation on the meaning of the accompanying social service so as to avoid risk of consumer attitude and passivity on behalf of the victim.
- The social worker in addition to establishing confidential relationship with the victim shall prevent appearance of affection or close relations with a person to whom social monitoring assistance is granted.
- Taking into account the fact that work with the victim is a huge psychological burden one social worker shall not be in charge of rendering social monitoring assistance to more than two victims at a time. Systematically, but not less than twice a month it is necessary to carry out supervision for the social workers in charge of accompanying social service. The program manager shall trace out *burn out* of specific social worker and take measures to ensure his rehabilitation.

- In order to enhance the quality of accompanying social assistance it is necessary to systematically improve professional qualification of social workers engaging them in taking part in workshops and training sessions so as to upgrade their skills and allow for access to exchange of experience.

### Conclusions and recommendations

As a result of applying social monitoring service as a method of working with victims of trafficking we were able to draw the following *conclusions*:

- work with the victims requires from the social worker special training, which includes legal expertise and basics of psychology;
- it is necessary to take into account the specifics of rendering assistance to victims of different types of trafficking;
- all the activity displayed by the social worker shall be structured in such a way as to provide incentives for the victim to get engaged in active actions rather than to attempt some or the other actions instead of him/her.

### Case study

In January 2006, we got a telephone appeal from a 45 years old woman seeking for assistance to her husband who has recently arrived from Portugal. We invited the spouses to our office to talk and it appeared that her husband was de facto a victim of trafficking in persons: he was sold out in slavery and coerced into labor for more than a year. He managed to escape with the help of one of his countryman who paid for his flight to Kiev. Upon meeting him at the airport his wife found it difficult to recognize him: he lost some 30 kg and looked terribly bad. That is how he looked when we first saw him: totally lost with guilty look in his eyes and shaky hands. Besides, he was also suffering from alcohol addiction (alcohol beverages were the only pay he was getting for his work).

The victim, in line with other reintegration services was suggested social monitoring assistance. Practically speaking the social worker had to work with the whole family explaining problems experienced by this man to his wife and his grown up son and highlighting importance of their participation in the process of reintegration. Curing his alcohol addiction was the first step, which took four weeks of treatment at the hospital. Once back home the victim was hedged round with care and attention on behalf of his close ones who followed the recommendations of social worker and managed to create in their home the atmosphere of tolerance and compassion. Next step was to search for a job. The victim was a mason but for the time being he was unable to do heavy work. The social worker discussed with him different options of employment: a choice was made in favor of part-time job nearby his domicile which did not require significant physical exertion. It is also true that the salary paid was small but the social worker explained to the victim and his family that this shall be deemed as an interim stage and as soon as his health condition improves a better paid job will be searched for. In three months time the victim managed to recover from the consequences of trafficking: he regained his weight and improved his psychological condition. Throughout this time the social worker made at least ten contacts with the victim and his family, provided for referral to other specialists (therapist for alcohol addicts, psychologist), rendered assistance in search for employment, helped in solving household problems bound to repaying debts

## good practices

in ensuring adequate assistance to all categories of trafficked persons

on utilities, assisted in making out papers to get subsidy on paying heating and water supply bills, offered moral support to the victim and his family. As a result of social monitoring assistance delivered at high professional level the victim was able in relatively short time to recover from grave consequences of trafficking and return to his normal life style.

## Social and legal assistance to persons victims of trafficking in trial/criminal lawsuits

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### Identified problem

Experience accumulated by our organization, more specifically by our social worker and lawyer/counsel in the process of rendering legal assistance to VT allowed us to identify the following range of problems:

- unwillingness of the VT do give testimony in the courtroom (including refusal to take part in a certain stage of criminal proceedings) due to social/household problems that become priority for them;
- duration of considering a complaint, duration of investigatory actions and the duration of trial itself;
- court proceedings imply huge burden of strain;
- aggression exerted by the criminals and their lawyers in relation to the VT;
- impartiality exerted by the prosecutor in regard to problems experienced by the victim;
- participation in trials/judiciary instances require certain expenses to be covered by VT (for example, transportation costs) that they cannot not always afford;
- lack of long-term assistance on behalf of various specialized organizations (often, due to lack of awareness of the existing infrastructure of assistance available at the place of residence);
- lack of trust to law enforcement bodies.

### Methods chosen for solving the identified problems

Serving as full or partial decision to the aforementioned problems was rendering complex assistance to VT that have stated their willingness to testify against the traffickers, which implies providing for legal and social assistance. Such complex assistance shall be rendered starting with the very first meeting when the lawyer identifies case of trafficking in persons and the social worker identifies immediate and long-term needs and risks and subsequently organizes arrangements to grant requires connected assistance (including by means of referral to other organizations) and emotional support.

## Description of methodology

Thus, the specialized social assistance rendered to VT includes as follows:

- Identification of VT and establishing contact;
- Determining status of the victim and/or presumed VT, studying each specific case in the process of communication, filling in social questionnaire/collecting information on victims social surrounding;
- Identifying initial needs of the beneficiary and assessing his capacity to participate in the trial as well as finding out VT's safety risks;
- Rendering psychological and emotional support to VT throughout the trial and up to pronouncing verdict to the offenders;
- Making out individual plan of intervention (resocialization and reintegration) based on individual requirement of VT;
- Shall long-term intervention be necessary the case shall be referred to the specialized agencies and organizations;

Based on the analysis of information available on the beneficiary a *Case file* is being made out, which shall include the following:

- general data on VT;
- details on the process of recruiting and transportation;
- specifics of the process of victim's exploitation: duration, accommodations and working conditions, etc;
- identifying required assistance (medical, educational, psychological and social);
- identifying means of maintaining contact/communicating with the beneficiary;
- making out history file and getting findings of specialists.

Legal assistance implies: rendering legal counseling to VT or to their relatives (by phone or in the office); protecting victims' rights with judiciary instances; rendering legal assistance to families in searching for lost relatives and children (identified as presumed VT); legal assistance during repatriation of VT; collecting and transferring operational information on pimps to law enforcement agencies (at the request of VT or their relatives); initiating criminal lawsuits against offenders.

The centre is also registering application filed by VT which gives access to services rendered by the centre. Legal assistance/counseling includes free services for making out ID through the Department of Record Keeping and Documenting of Population (including required procedure on determining blood group); engaging the beneficiary into the professional training program through the Employment Agency.

The lawyer of the Centre explains to the beneficiary details of the court hearing procedure, explains to him the rights and obligations of the complainant/civil plaintiff, and ensures psychological preparedness of the beneficiary prior to being exposed to the judiciary procedures. The lawyer is also warning the beneficiary on the risk of criminal responsibility for making false or misleading statements. Services rendered by the lawyer imply insisting on observance of victim's rights, setting up assistance with limited participation of VT in the trial; mediation when establishing link between the interests (VT and prosecutor), guarding the victim against repeated trials and repeated open hearing in chambers; maintaining contacts with the judicial agencies in other countries; ensuring control over the criminal lawsuit up to the effectiveness of court ruling. All actions targeted towards rendering assistance to VT shall account for the need to observe the principle of confidentiality especially in cases of referral to the specialized national agencies.

## Results

Applied good practices allowed us to render qualified legal assistance to VT; organized for them thereat was other required psychological and material support. Such type of complex assistance facilitated VT's participation in the trial up to its completion.

## Encountered difficulties

The following *difficulties* were encountered the course of the implementation of our good practices:

- Lack of providers of certain types of services (free assistance) in the vicinity to the Centre;
- Still persisting reprobative attitude towards VT on behalf of prosecutors and judges;
- Existing national programs of assistance to VT are designed for the short-term only.

## Conclusions and recommendations

Working as a team of specialists (social worker plus lawyers/counsels) with the centre allows for rendering complex services to VT, which facilitates observance of their rights and interests.

Partnership and cooperation, exchange of information and cooperation between our centre and governmental and non-governmental organizations with the scope of identifying VT facilitated attraction of all possible means (internal and external), which in the final analysis, makes rather significant contribution to the consolidation of the National Referral System.

## Coping with the consequences of steady stress in victims of trafficking in persons through participation in support groups

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### Identified problems

While spending certain time abroad without any rights, in slavery, suffering from everlasting alert, uncertainty and fear, victims upon returning back home experience a good share of stress when trying to get adjusted to the new circumstances in their life. They need to outlive the long-lasting stress by positive methods and take decisions determining their future life. Since coping with the circumstances of steady stress requires time and systematic communication with the psychologist, our beneficiaries are not always prepared to accept this very type of assistance. Obviously manifesting itself is the stereotypic attitude to psychological assistance, unwillingness to get "in the center of attention" of a specialist and, of course, there are other things to do that appear to be more important. However, it is exactly this emotional and psychological condition that does not allow victims to establish well-aligned relations with their relatives or find good job and be in good health and shape.

During the first meetings with the victims (28 persons) the specialists of our organization have managed to identify the following consistent pattern of behavior in victims: inadequate manifestation of emotions when recalling situations bound to trafficking; fear that others will conclude that she/he has psychiatric disorder; desire to "forget all what happened to me"; uncertainty in assessing own needs and plans for the future; fear to appeal to the official authorities; habitus to manipulation for the sake of calmness and safety, etc.

### Methods chosen for solving the identified problems

Based on the good practices applied by the specialists of our organization when working in support groups with women in situation of crisis, including such caused by violence it was decided to work out a special program for the group of support for women victims of trafficking in persons.

The main scope pursued by applying this practice is to help women victims of trafficking in coping with post traumatic syndrome, activation of their internal resources so as to develop and organizing normal life.

## Description of methodology

Activities in support groups are based on the methods of group therapy, use of interactive methods and art-therapy techniques.

The cycle of group work is 10 to 12 times using 1.5 to 2 hours each time and 2 times a week. Meetings could take place in the centre of reintegration, offices of our organization, on the grounds of social services centers for family, children and youths in district centers and cities of oblast depending on the needs experienced by the group members. All the activities are displayed with the use of interactive technique when all members of the group have a chance to speak free (due to adopted rules) about their own experience that may not necessarily be bound with the trafficking; it could be about such situations in everyday life when they had to make decisions and interact with other people while fulfilling such. Used for the purpose are brain storm techniques, working in pairs and small groups, role-playing games, creative tasks, for example, drawing, staging, pantomime, etc. Each stage of the activity shall be always ended by obtaining feedback and making summary, which allows to the participants to shape up a reflex and nail it down in their newly acquired experience.

The following *topics* could be suggested:

- Getting acquainted and communicating with strangers;
- Identifying feelings and needs;
- Auto analysis and raising self-assessment;
- Searching for internal and external resources;
- Planning future life;
- Solving conflicts without violence;
- Possible ways of enforcing and protecting one's rights;
- Developing creative aptitudes;
- Technologies of successful employment;
- Polishing habits of physical and emotional health.

Applying in group activities elements of phytodesign and sand therapy allows for combining individual and group work and makes individual counseling an integral part of the whole process without triggering negative response/emotions with the participants.

Playing significant role in such creative process are bodily sensations, lack of limitations and frames in image creation, beauty of naturally occurring materials. Work in sandbox allows the participants to change positively created pictures and play situations and by so doing to acquire experience in making decisions, achieve embodiment of their own will, possible interactions with other people and finding solutions in complex situations.

We applied the good practice of arranging for support groups activity by using herewith described methods at the extent of the last year. The work with the first two groups started after completion of the trial while with the third group the work started even before the onset of the trial requiring participation of the victims. Taking part in the three groups were 15 women.

Herewith described practice is obviously applicable in psychotherapy of crisis situations, however for our non-governmental such practice is deemed as innovational one in the region. The efficiency of support group practice based on application of interactive techniques and art-therapy has been proven by our experience to be rather high. Thus, women that have attended or are presently attending such groups become more certain about themselves and more comfortable (less fear and tension) when communicating

with strangers; they start caring about their own health and health of their close ones and also find possibilities for self actualization. Our past experience of dealing with the victims shows that more lengthy time periods are required in order to overcome consequences of post traumatic stress disorder syndrome. Rather often after completion of official reintegration program women used to repeatedly appeal to our organization for assistance and support while remaining unemployed and experiencing problems with health and in relations with their close ones; judging by what they tell us about their condition they still suffer from PTSD syndrome (disturbance of sleep, recurrent memories on past trauma, often fears and anxiety, apathy, etc.).

This practice produces long term effect since it helps mobilizing internal resources of the participants, “turns back” and teaches such vitally important skills as taking independent decisions, raising awareness of opportunities and limitations; brings back freedom of communication with other people; awakens feeling of harmony and beauty in themselves and in the surrounding world (people, nature). These very aptitudes allow them to acquire new professional skills, assert their rights; to see new chances for self-actualization and building relations. Application of this practice allows the participants to go more comfortable and less painful through the process of investigation and trial.

### **Indicators of success of good practices**

#### *1. quantitative:*

- number of activities attended by each of the participants out of the total number of such suggested by the centre;
- number of decisions taken by the participants in view of improving their life style after taking part in support group sessions;
- number of problems solved by the participants as compared to such claimed at the beginning of reintegration program;
- survey with the scope of identifying participants assessment of the effect of working in group onto positive chances in their life.

#### *2. qualitative:*

- subjective assessment by the participants of their emotional and psychological condition at the end of each activity session and upon completion of the entire course.

## **Results**

One of the criteria of successful performances of support groups is the feedback obtained from the participants. All the participants were commenting on improvement of their well-being after group sessions on appearance of desire to do something about their life on enhanced feeling of confidence of being able to overcome the existing vital problems.

Following participation in support groups 3 women agreed to pass full medical examination which they refused before making references to lack of time and money; 2 women made up their mind to divorce their husband who were drugs addicts and had inclination to domestic violence; 2 women agreed to start medical examination and treatment of serious chronic illnesses with their small children; 1 took her son who experienced

problems at school to child psychologist; 3 passed a course of professional training; 3 officially applied to the employment centre searching for a job; and 2 got married and gave birth to healthy children.

### Encountered difficulties

The major difficulty at the beginning was to provide for timely appearance of all the participants for the activity in group. We have managed to overcome this problem once we identified the possibilities and needs experienced by the potential participants and moved two groups activities to a district centre adjacent to the place of residence of group members.

Yet another experienced problem was bound to searching for participants' resources and finding proper motivation to make them stick with the group. This difficulty was included in actions as one of the situations to be resolved as a game or in creative form by all the participants thus giving a chance to individual members of group to see and apply newly acquired experience.

We believe that the *risk and problems* underlying application of this practice as follows:

- Initial anxiety and fears experienced by the participants when suggested to work and talking over one's feeling with other people;
- Such manifestations of traumas with the participants as apathy, impartiality, asociality, atonia, mistrust, physical fatigue;
- Desire of the leaders to see the effect of efforts/work as soon as possible;
- Premises unfit for holding group meetings.

### Conclusions and recommendations

*What needs to be remembered:*

- The first need experienced by the victims is the need for safety. A group shall be organized in such a way as to secure confidentiality and if necessary, anonymity of the participants;
- Participation in group shall be accessible (in all aspects);
- Feedback (permanent) needs to be audible;
- One of the main resources is prior experience accumulated by the participants even if it refers to small achievements;
- Specialists leading the group (psychologist, social worker) shall be experienced in conducting work in therapeutical groups, use different methods to prevent the effect of professional burn out, for example, by using supervision and personal therapy;
- Materials produced by group participants could serve as a good support for every subsequent activity/session and should always be on the display.

*Also bear in mind the need to:*

- permanently combine and alternate different types of activity performed by the participants in the group;
- observe all the rules accepted in the group;
- leave the right of choice/decision with the participant;
- provide for maximum comfortable conditions of work for the participants (lighting, heating, exclusion of external irritants, supplies of water, detergents, availability of WC, etc.)

- maintain rooms for working in group clean and ready to accept participants.

*Criteria for group work:*

- Safety
- Accessibility
- Environmental friendliness
- Consistency
- Opportunities for development
- Chances to continue work

*Resources required for application of this practice:*

- trained specialists (psychologist, social worker);
- disposable materials (paper of different sizes, pencils, felt-tip pens, water colors, herbarium, glue, colored paper, laminating machine, special sandbox, specially prepared sand, materials at hand: miniature toys, figurines, sea shells, stones, etc.);
- room.

## Case study

Topic **Searching for internal and external resources** could be done using sandbox.

For example, a participant is suggested to reproduce the picture of her life using figurines, toys and other materials and arranging them in the sandbox. We did it using stones. When the picture is done the group leader takes a look at the picture together with other participants. First they take a tacit look. Then the author explains what exactly she wanted to mirror in the sand, what some or the other stone means, what do hills and pits mean and the picture in general. Next, all the participants and the leader also tell what they see in the sandbox. This instance of description is very important: this is not an assessment! This is just a vision expressed by other people! This is also a new look at oneself! This means seeing the beautiful sides of oneself in the life! It also means revealing points of tenderness!

The next stage: "Do you like everything what appears in your picture?" If the participant fails to name what she does not like, but the leader sees some lack of harmony or some point of tenderness it is possible to go for a session of questions that could help in clarifying how certain element of the picture was created; what these events mean to participant or what feeling link her with this element; what feeling she experiences while talking about these events; how would she like to see this part of the picture (in ideal case). Once the discussion is over the participant is given time to make changes to her picture; she could do it quietly or make some comments. It is important to make her aware of the fact that she and no one else is the owner of her creation and she should feel free to change it as she wishes. This stage could last from 15 to 45 minutes. This time shall be used to discuss ways of making changes to the picture as well as the course of events in reality. Serving as one of the first steps could be resource of bodily sensations when a participant could, for example, change location of stones in the picture of fill in a cavity, etc. Then one could talk about resources of changes in real life. "What do I need in order to change...?" Thus, a participant having received positive experience of changing the picture with her own hands gets a chance to overcome her anxiety and uncertainty in searching for real resources.

## Rebuilding relations between women (victims of trafficking) and their children

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### Identified problems

More than half of women to whom assistance is being granted are mothers with children. Upon their return to Moldova, women have to overcome many problems, among which impossibility/difficulties in finding employment, lack/shortage of required resources to provide for themselves and their families. However, the most complicated problems are bound to emotional rejection on behalf of the close ones, in particular, problems in relationship with children. Thus, the majority of women (VT) beneficiaries of our Centre commented that upon their return to home country they were not welcomed and/or understood by their relatives and had to either leave their home or get adapted to new conditions. Children left in care of relatives in mother's absence often refused to communicate with her or treated her as a stranger; such perception on behalf of children was further hurting her feelings.

Working with women that have lived through trafficking situation the social workers of our organization managed to identify the following additional *difficulties*:

- the process of social reintegration is a long lasting and difficult one (this category of women is distinguished by symptoms of disadaptation, enhanced dependence on the assistance rendered by the non-governmental organizations, frequent/recurrent depressions and fear of making decisions);
- insufficient work with families (lack of specialized permanent assistance targeted towards rebuilding/correction of relations with the family members);
- acute psychological, psychosomatic and somatic problems experienced by these children (long absence of mother, untimely appeal to the specialists in child problems, trauma of parting with mother results in problems and crises of child development).

### Methods chosen for solving the identified problems

Analysis of problems encountered by women victims of trafficking lead up to an idea to organize *Summer School for Mothers and their Children*.

The main scope pursued by this *Summer School* is to stimulate the process of rehabilitation and resocialization of women victims of trafficking with special accent placed on

reestablishing or building relations with children. It was decided that the most appropriate place where mothers and their children feel safe and could have peace of mind is the nunnery. The organizers of the Summer School have chosen the nunnery which was the most appropriate by living conditions and agreed with the nunnery administration on the agenda.

### Description of methodology

One of the primarily objectives was to create a program targeted towards working with pressing problems experienced by women and their children as well as to create a task force (psychologist, psychologist-pedagogue, social worker, clergy). As a result of preliminary conversation selected for taking part in the Summer School were 12 women and 12 children. Likewise identified were the following preliminary expectations of the participants:

- learn more about spiritual life;
- feel more calm and relaxed;
- have a chance to confess to a priest, go through "spiritual self-perfecting";
- talk to somebody who will be able to understand her feelings and accept such without disapproval;
- get rid of aggression targeted against other people.

Participants of the task force determined techniques and methods of work as well as the topics that would be of interest for the beneficiaries and also relevant/important for the process of reintegration of women and children:

- Safety;
- Confidence;
- Control;
- Self-understanding;
- Interpersonal relations.

*The following techniques were used:*

- Technique for coping with anxiety (including relaxation and positive thinking technique);
- Psychological training;
- Art therapy;
- Ergo therapy.

*The following were the key methods used:*

- Working in group;
- Working in team;
- Working in pair;
- Individual counseling.

Assessment of the efficiency of this program was carried out by interviewing the participants before and after the *School*; interviewing social workers and psychologists overseeing the case; judging by the number of appeal of the participants for assistance after the *School* activity was over; work displayed by support groups comprising women-beneficiaries attending the *Summer school*.

## Results

The results obtained (within the framework of *Summer school* of 2005 and 2006) helped us to identify this arrangement as rather efficient one supplementing basic reintegration arrangements that have fully or partially resolved the following *problems* experienced by the VT:

- Improving relations between mother and child;
- Developing aptitudes of controlling negative emotions and stress management;
- Receiving significant emotional support on behalf of other persons (VT) at the expense of participating in created support groups;
- Recognizing importance and efficiency of engaging religious structures into the process of emotional and social rehabilitation/reintegration;
- Socialization of children

## Encountered difficulties

*Difficulties* identified as a result of activities displayed on the basis of *Summer school* were basically linked to the problems of reintegration:

- necessity of continuing work with women after their return home (work with aggressively minded relatives);
- necessity of conducting profound repeated analysis of problems encountered by women left without support of their relatives and rendering to them long term psycho-social support.

## Conclusions and recommendations

The experience gained through *Summer schools* allowed us to arrive to the following *conclusions*:

- Displaying 10-days long *Summer Schools* seems to be one of rather successful arrangements amending basic arrangements targeted towards rehabilitation of women (VT); complex program of arrangements (consultations of psychologist, pedagogue, priest) helped to improve relations between mothers and their children;
- Created within the frameworks of *Summer School* (and not only) support groups serve as a long-term instrument in stabilizing psycho-emotional status of trafficked persons and facilitates establishment of psychological comfort;
- Individual counseling offered to mothers and their children facilitates establishment of trustworthy relations between themselves and with the surrounding persons;
- Spiritual harmony is one of the important components underlying one's inward peace/successful reintegration.

Arising from the above stipulated we believe that our good practices are innovative and efficient ones and we recommend that such arrangements are adopted and replicated while placing accent onto building up correctional and therapeutic methods and engaging multidisciplinary groups in the process.

## **(Re)integration of orphans – victims of trafficking**

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### **Identified problems**

Minor orphans are probably one of the most difficult categories of beneficiaries for the organizations displaying activity on rehabilitation and integration of VTs. The main problems arise due to specifics of this category of beneficiaries:

- maladjustment to responsible life;
- lack of responsibility for one's own life;
- lack of close people who could give an advise or who could secure support;
- insufficient intellectual development;
- mistrust to adults at the stage of rendering assistance;
- complexity of assessing risky situations/suggestions;
- strong susceptibility to influence, including advertising (desire to have dolce vita).

The orphans that grow up in boarding schools, as a rule, receive minimum of educational attention since the basic scope pursued by the boarding-type facilities is to provide for meals, clothes and minimum knowledge for them to survive in social environment. Due to insufficient work done on informing this category of persons as well as due to lack of monitoring of further destiny of boarding schools graduates the latter are often become easy prey for traffickers. Lack of infrastructure in the country that would ensure assistance to the boarding schools graduates is often leading to their repeated selling in slavery.

### **Methods chosen for solving the identified problems**

Since the main problem leading to trafficking and re-trafficking of minor graduates of boarding schools is linked to their adaptation and (re)socialization, the main accents shall be placed on carrying out preventive arrangements during their stay at the boarding schools and creating an infrastructure that would ensure possibility of rendering assistance in their (re)integration and also to monitor on a long-term basis the future destiny of boarding school graduates

### **Description of methodology**

*Objectives of social and pedagogic rehabilitation of minor VT:*

- protection of rights, social protection and tutorship;
- preventing abandonment;
- preventing social deviant activities;
- rebuilding social status;
- maintaining pace of psycho-physical and personality development;
- correction of psycho-neurological status and behavior.

Arising from our experience we were able to identify as efficient ones the following *methods of informational (preventive) activity*:

- disseminating information materials;
- showing video films;
- holding lectures/workshops at schooling institutions;
- participation in activities displayed by the board of trustees;
- Hotline facility.

Work with the orphans-graduates of boarding houses that have returned from slavery shall be displayed on the following *directions*:

- creating self-support groups with the same status (through cooperation with the centers of social services for children, family and youths and engaging highly qualified specialists in the process);
- searching for and rebuilding relations with the relatives capable of rendering subsequent support to the family (material assistance, securing temporary accommodations/paying utility bills, purchasing basic essential articles);
- psychological counseling/crisis intervention (determining parameters of traumatizing event and means required for taming the situation that are most appropriate for the given situation; mastering new methods of overcoming crisis situations);
- information work (explaining eligibilities and possibilities of getting assistance);
- medical assistance (diagnostics, treatment, surgery, purchasing medicines);
- counseling rendered by lawyer/counsel;
- training, acquiring trade (carrier guidance, paying for training, assisting in getting education, acquiring tools for professional activity);
- social and pedagogic rehabilitation (converting social situation into pedagogic; educating moral-legal conviction; development of emotional sphere; inclusion into socially relevant types of activity; preventing neurotic disorders and pathological apertencies; helping in filling in gaps in knowledge).

One of the most successfully tested *models of crisis intervention* in order to help minor VT is structured as follows:

1) *Narrative part*:

- discussion of suggested topic;
- fulfilling creative task;
- discussion.

2) *Psycho-correctional part*.

## Results

Since 2002 (year of foundation of our organization) we managed to render reintegration assistance to 175 pupils of the boarding school that by then were identified as VT, and namely:

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- 160 persons passed training;
- 154 persons received medical assistance;
- 138 persons received legal counseling in the process of testifying against the offenders;
- 90 persons received psychological counseling;
- 39 persons (minor ones) received schooling/training;
- 5 persons (full orphans) acquired professional occupation;
- 26 persons created their own families;
- 32 persons got employed;
- 11 persons are now engaged in volunteers' activity for preventing trafficking in persons.

## Encountered difficulties

We have encountered the following *hardships*:

- lack of assistance on behalf of local authorities;
- mistrust on behalf of the victims experienced at the first stage of our work;
- ignorance of population about activities displayed by the NGO's in the field of preventing trafficking in persons;
- difficulties encountered while dealing with families/relatives of the victims;
- difficulties encountered while trying to get employed and continuing studies.

## Conclusions and recommendations

- Minor children and orphans are becoming victims of trafficking more and more often;
- orphans VT are in need for continued social and pedagogic assistance;
- it is necessary to pay special attention to preventive work in schools, asylums, orphanages;
- it is necessary to pay special attention to organizing work with the VT's families and relatives;
- attracting volunteers in the process of working with the victims could be recommended as efficient solution for attracting additional human resources.

## **Methodology of categorizing beneficiaries with the scope of identifying intensity of rehabilitation-reintegration work. Assessment of developments in psycho-social status of trafficked persons**

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### **Identified problems**

Experience of our work in organizing rehabilitation/reintegration of the VTs showed that persons in our care refer to different types of personalities and as such require different approaches and different intensity of social service participation in their life. Despite of differences in their personal qualities many have similarities that characterize them. In view of large number of beneficiaries in care of our organization requiring long term efficient assistance; there is also the need for developing complex system of approach to the beneficiaries, which besides identifying the nature and intensity of agreed on assistance would also allow us to assess the developments in psycho-social status of the victims (i.e. efficiency of rendered assistance).

### **Methods chosen for solving the identified problems**

Social monitoring assistance within the frameworks of our organization is being built with due account for the following aspects/problems experienced by the beneficiaries: need of passing medical examination and access to treatment, need for carrier guidance and help in getting employed, raising social and economic wellbeing of victim's family; it is also necessary to take into consideration the needs of children and the intensity of participation in the process of reintegration.

These, as well as some other parameters allowed us to work out classification of cases and the algorithm of studying such and also to work out on these grounds optimal intensity of support rendered to the victims of trafficking. Working out our own approach to case assessment and designing individual plans of assistance allow for carrying out monitoring, manage available resources, ensure proper planning of activity displayed by the service, shape up strategies and assess the efficiency of overall activity.

We are placing special accent on making sure that in the course of cooperation with our organization persons found in our care arrive to the idea that they have capacity to solve their own problems independently with only limited assistance granted to them by our organization.

## Description of methodology

Work displayed by our organization is based on the individual needs experienced by the beneficiaries. Based on identified needs experienced by those who suffered from trafficking in persons we proceed to preparing individual development plans with due account for the degree of participation of our organization in resolving problems experienced by the beneficiary.

*Work with the victims is done on the following directions:*

- bringing out of stress;
- psycho-pedagogic arrangements;
- assisting to the process of personality development;
- preparing victims for taking part in the investigative actions;
- social-psychological and legal counseling/accompanying through the trial;
- counseling on the issues of education and building family relations, making plans for life;
- carrier guidance, professional training/schooling and assistance in finding job;
- advise on making business.

Choice of methods depends on the group to which the given case is referred.

*Standard model of working with a case accepted by the program:*

- receiving information on case, questioning;
- counseling by a psychologist;
- assessing condition of health;
- surveying household conditions;
- accompanying/assistance to educational process in schooling institutions;
- evaluation of social-psychological climate of family relations;
- identifying able-body (working capacity) and employment needs;
- developing personal development plan;
- support, monitoring and assessment of the results of development of a person in our care and efforts contributed by the organization (costs/qualitative changes);
- preparing analytical report;
- completion.

Arising from the level of work intensity we have conditionally broken down the contingent of paternalized persons in care of our organization into *three categories*:

### 1. emergency/unpredictable

Basic characteristics: emotional instability, inadequate response to the events taking place, attempts to manipulate personnel, easily influenced, alcohol addiction, residual manifestations of passed criminal record, absence of life planning, dependency, apathy, unwillingness to work, poor condition of health, juvenile age.

While working with the paternalized persons from the first category our staff encountered various non-standard situations. For example, hellbenders in rented apartment, menace to life of surrounding people (friends, neighbors, landlords), theft, engaging their small children in scandals, changing food products for alcohol, multiple drinking bouts, late calls on Hotline, hysterical breakdowns, threatening to commit suicide, compulsion of attracting to their domicile persons with criminal record, dealing with and punishing traffickers by appealing to criminals, giving false testimony (covering

illegal actions under the name of our organisation, etc.). The major difficulty encountered while working with this category of beneficiaries lies with the fact that it is very hard to make any projection of the events; therefore such cases are monitored on daily basis and even few times per day. Very often after one of such situations our staff needs psychological assistance. Financial costs incurred with such cases are very high; basically these are the costs incurred with transportation, communication, and counseling rendered by psychologist, medical personnel, food products, care of child and medications. In order to avoid psychological depletion of the personnel it is necessary to conduct preparatory work by holding information and methodological workshops and training sessions, probation in other NGO and rehabilitation centers, carrying out arrangements for exchange of experience.

## **2. steady/predictable**

The basic characteristics of this category of beneficiaries: capacity to control emotions, adequate assessment of events, specific life plan, desire to become independent, desire to work, relatively stable condition of health, value perception of life.

The methods of working with such paternalized persons is determined by the need to stimulate their initiative in searching for means of subsistence, desire to represent himself/herself as full-fledged citizen capable of being independent and doing without external assistance. In such cases the monitoring applies from 1 up to 8 times per month except for force majeure circumstances such as: sudden illness, unemployment, repair of utilities, etc. Financial costs are basically linked to covering the most vital needs (paying for schooling, purchasing tools, food, repair of utilities, etc.). The paternalized persons referred to this category need interactive training for personality development, counseling of the specialists in the field of psychology, business planning and help on behalf of social workers.

## **3. sustainable/progressive**

Basic characteristics: urge to support another person, capacity to project events and plan own actions, material independence, independence in taking decisions, adequate assessment of events and responsibility for own conduct, positive climate in family, have job/study, prepared to launch/have own business. This category of the paternalized persons is deemed as the most promising one. These beneficiaries have clear vision of their future, desire to be independent from external assistance, have constant and growing income, decent education/schooling.

Distinctive features: creativity, tenacity, lack of stereotypes, desire to achieve success in life and reestablish family relations. Monitoring in this group is done at least 3 to 5 times per month. During the meetings discussed shall be the plans and needs of the paternalized persons concerning their intellectual development, studying own skills, resources and domains of realization of a woman in the modern world. Work with such paternalized persons always requires from our staff such skills as capacity to think critically, know the psychology, have computer skills, be able to do efficient allocation of resources and know about new forms of getting education, etc.

The financial expenditures are basically covering the cost of education and textbooks, fares, communication, purchasing tools, implementation and development of business plans.

Thus, the work conducted by the social workers with the beneficiaries of categories 1 and 2 shall be done in such a way as to ensure progress on the case (gradually moving

from the first to the second and third category). It is also worth noticing the fact that transfer from one type into another could go in different directions: development-regress. Objective unforeseen circumstances, subjective set points and the results achieved are playing the key role in progress/development of personality, realization of developed individual plans and intensity of organization participation in the process. Termination of participation of non-governmental organization in the life of a beneficiary takes place gradually in line with enhanced degree of independence or unwillingness of the beneficiary to accept our support. Typization of the beneficiaries allows us to optimize actions of the social workers, make savings of resources and project case development pattern. Part of the paternalized persons quit with the support program based on the final monitoring and arriving to a conclusion "no need for further assistance on behalf of the organization".

## Results

The analysis of work carried out allows us to assess positively the methodology applied as well as the overall activity displayed by our organization. As a rule, transfer from one category to another could be projected with 80 percent certainty. In order for the projection to be accurate it is necessary to estimate the needs, available resources, costs and approximate time. Such estimates shall be done with due account for the interest of the beneficiary and his/her self-reliance, capacity to accept responsibility for own conduct/actions. As a rule work with the beneficiaries is conducted during 2 to 3 years. The evolution of the case is being permanently monitored. Within the framework of our organization during 2004-2005, assistance was rendered to 108 beneficiaries, including such rendered to 15 minors. Immediate assistance is rendered monthly to 20-40 beneficiaries. The percent of some or the other category of paternalized persons is fluctuating and amounts to:

- emergency/unpredictable: 30-40 percent
- steady/predictable: 50-60 percent
- sustainable/progressive: 10-20 percent

One could not expect to reach the target at which all the beneficiaries (100 percent) will be transferred to the third category. The social assistance envisages creation of maximum favorable conditions for the successful rehabilitation and organization of arrangements within the capacities of the organization.

## Encountered difficulties

The following are the basic difficulties encountered in rendering social monitoring assistance to a beneficiary: mistrust to organization on behalf of the beneficiary, unpredictability of his behavior, lack of support on behalf of the family members, material instability.

Our organization is encountering the following difficulties: the need of frequent supervision of our employees, lack of qualified social workers in the labor market, lack of efficient legal provisions and laws that would allow us to solve the problems experienced by the victims, negative attitude taken by the government structures of *Transnistria* towards the activity of externally financed organizations.

## Conclusions and recommendations

The method of classification of the beneficiaries allows for planning adequate methods to render support to the beneficiaries as well as to plan the overall activity of our organization. Data/information processing allows us to carry out assessment of actions attempted by our organization and make out reports of its activity.

The results of our activity displayed at the extent of the past two years have proven that the good practices applied by us are efficient and justified. Our experience was accepted and appreciated by the donor and partner organizations as the most efficient and optimal one.

Therefore we are recommending it for further use (complete with possible subsequent amendments) so as to enhance the efficiency of intervention as well as to further the development of the scientific and theoretical basis of the organization.

## Case study:

<i>Administrative-territorial status of the populated locality</i>	<i>Full name</i>	<i>Year of birth</i>	<i>Children</i>	<i>Marital status</i>	<i>Location as at the date of case research</i>	<i>Type of cooperation</i>
city Grigoriopol	Taya Iskova	1980	Son, 3 years old	Single	Transnistria	Reintegration assistance
<b>The nature and types of reintegration assistance rendered to Taya Iskova</b>						
<i>Personality type:</i>	2003 – emergency-unpredictable 2004 – steady-predictable 2005-2006 – sustainable-progressive					
<i>Monitoring/ period of cooperation:</i>	July 2003 – February 2004: at least 3-5 times per week, February 2004 – December 2004: at least 3-5 times per month, January 2005 – September 2006: at least 2 times per month					
<i>Required financial and other resources:</i>	Meals, professional training and textbooks, tutorship, fares; child care expenses					
<i>Medical assistance:</i>	Health monitoring, purchasing medications					
<i>Psychological</i>	Monitoring of psycho-emotional status, psychological counseling, family counseling					

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<i>Case report and difficulties experienced by the paternalized person upon inclusion into the program of reintegration:</i>	<i>Social-household aspect</i>	Standard: two-roomed furnished apartment
	<i>Family aspect</i>	In care of bringing up her child, tense relations with her mother. She lives with her father who is periodically getting into drinking boats.
	<i>Psychological aspect</i>	Low self-appraisal, anxiety, sensitivity, introvert type. This set of qualities allows her to easily shape (non-voluntarily) such subjective feelings as petulance, suspicion and self-pity
	<i>Health</i>	Appendectomy
	<i>Children</i>	Born in Turkey. No birth certificate or other documents. Child development normal.
<i>Report for the work done in July-December 2003:</i>	<p>Taya is not sure that she needs to continue her studies with the university. All the initiative comes from Taya's mother. Taya is avoiding meeting us, tells lies, and searching for material benefits in our meetings and trying to manipulate the scopes of the program.</p> <p>As a result of numerous meetings and discussions she came to a conclusion that for her perspectives it would be best to continue her studies. Payment was done for her to cover 2003-04 year of study</p> <p>Upon completion of fall examination session Taya decided to leave for Tveri with her true aunt who promised to find job for her in the market place. She left despite all the convincing arguments brought by the social worker and her mother. Taya promised to return by the New year.</p>	
<i>Report for the work done in 2004:</i>	<p>Taya was back at the beginning of the year saying that the money she made was stolen from her in the market when she did holiday shopping before coming back home. While she was away her child was staying with her uncle who was raising his own son alone and an extra child was quite a burden for him as his own son had some deficiencies in development and requires extra attention and care. Upon her return home she felt depressed and was not sure she could make it and saw no prospects for the future.</p> <p>The psychological support and family counseling influenced positively onto her well-being. Together with Taya we managed to work out a plan for her personal development into which she was free to enter any corrections, provided such do not harm to her and/or to her child.</p> <p>Studying comes hard for Taya as she was never very diligent and currently has many gaps in her knowledge. Often Taya gets in the mood to quit her studying process. Her mother is doing her best to help Taya pass examinations and tests. The fact that her mother works for the University played its positive role. Through joint efforts Taya managed to finish her schooling year with success.</p> <p>Child's health: recurrent colds and cramps. The fact depresses Taya since examination and treatment were costly but did not produce the expected result. In the spring time the child began frequenting kindergarten.</p> <p>Personal desire of Taya's to get employed for the summer period was welcomed but no one would hire an accountant for 3 months only. There is no such practice as accepting probationers with the local enterprises. Taya decided to work as a vendor in the market place. The work is daily with Monday off and working hours from 7.00 a.m.- 3.00 p.m. for about 2 weeks. This work was not favorable for her health (she suffered from headaches); besides, there was not one to leave her baby with during weekends.</p>	

	<p>Taya's relations with parents are rather complicated. She finds it almost impossible to find common language with her mother as the latter is trying to manage Taya's personal life while her father is often getting into drinking bout and makes scandals at home.</p>
<p><i>Report for the work done in 2005:</i></p>	<p>Taya continues her studies and it still comes hard for her, basically due to lack of self-teaching skills. However she is attending all lectures and while still experiencing certain difficulties she is passing her examinations and tests with no lags behind. Some of the exams she is aping together with her group prematurely.</p> <p>The child is developing well and attends his kindergarten. At the beginning of the school year (for kindergarten) some stationary was purchased for the child. In the course of the year the child suffered from recurrent colds; also examination shoed pathology in one of his kidneys. A thorough examination of a child was made possible due to sponsorship and a follow up treatment was administered.</p> <p>Relations with parents still unstable.</p> <p>For some time Taya worked as social assistant for "Interaction". She likes the job but it was facilitating development of her professional carrier of an accountant; as a result a decision was taken to take measures so as to raise her qualification in the selected trade.</p> <p>In order to improve her qualification in the main trade "Interaction" took care of sending Taya to attend courses for PC users organized by the Employment Office in Grigoriopol. Once the courses were accomplished Taya's mother using her personal contacts helped Taya to get a job with accounting office in one of the state-owned organizations.</p> <p>This year Taya passed courses in business planning and prepared a business plan, which was positively appreciated by the board.</p>
<p><i>Report for the work done in 2006:</i></p>	<p>Taya is now impatiently waiting for graduation from her higher school. She is now taking a more responsible approach to her studies and working on her Diploma paper. Employment in her trade helped her a lot. She is now more confident about her choice. The ideas of quitting her studies are not crossing her mind anymore. In June she got her higher school Diploma, which became quite an event in her life. She appreciated social and psychological assistance extended to her on behalf of our organization.</p> <p>Prior developed business plan got financial support; she is now planning family business (rendering services on repair and manufacturing furniture).</p> <p>There are also big changes in Taya's personal life: she got married and expecting a baby. She and her baby are in good health.</p>
<p><i>Result as at the date of Report presentation:</i></p>	<ul style="list-style-type: none"> <li>- Graduated from the State University of Transnistria, Faculty of Economics</li> <li>- Feels satisfied with her choice of professional occupation</li> <li>- Employed with the accounting office of the Peoples Education Department in Grigoriopol</li> <li>- Got married, expecting her second baby in November</li> </ul>

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<p><i>Sustainability of the achieved effect / Comments and projections / Plans</i></p>	<p>In order to continue her favorable progress Taya needs access to psychological support. Stable income for the family business depends on her capacity of projecting consumer demands; carry out marketing analysis in the field of her business. To that end she needs to purchase respective literature as well as different catalogues with samples of furniture. Getting familiar with the literature on management and new technologies of furniture manufacturing is one of the required conditions for the sustainability of her business.</p> <p>She has no further need in assistance extended by our organization.</p>
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## Use of remedial approach to correcting the syndrome of acquired helplessness

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### Identified problems

During 2005-2006 on the grounds of Women's asylum of the Information and Counseling Centre passing the program of reintegration were 13 women victims of trafficking in persons. It is necessary to notice that examination of personality conducted in the asylum showed that all of them were found in situation of violence for long; thereat they have fully or partially lost control over their own life. Adding to the condition of complete disorientation in the living space of the VT was the overall control applied during their exploitation. As a consequence, the majority of them were sure that all the events in their life are conditioned by the external reasons while they themselves are playing only inactive role in regard to their capacities. Moreover, such beneficiaries live with the deeply rooted conviction that the violence that accompanied them for long is nothing but the integral part of their life and that it is beyond their control to change anything. All of the aforementioned allowed us to conclude that our 12 beneficiaries are suffering from the syndrome of acquired helplessness, which is a serious impediment for carrying out successful arrangements of rehabilitation and (re)integration of VTs.

### Methods chosen for solving the identified problems

Laid in the foundation of the solution of the said problem was Virginia Satir's concept on that "Every person has internal capacity for personality growth while psychotherapy on stimulating such shall be done primarily at mental processes rather than with content". The main objective of the remedial psychotherapy in this case is pursuing personality growth by overcoming disadaptive convictions and behavioral forms. In this case the disadaptive conviction shall be interpreted as such convictions that could lead to distortion of thinking and behavioral disorders, i.e. to helplessness with regard to own selves.

### Description of methodology

The method applied is confined to intervention into the process rather than working with the content of the problem. Intervention could be external and internal. Internal intervention includes psychotherapeutical work with the personality at the level of per-

son's "ego". It includes developing adequate self-assessment and identifying internal potentiality. For example, development of adequate self-assessment was carried out as follows: the main idea suggested by the psychotherapeutical arrangements was the concept of conviction interpreted as the mindset and behavior of a person in regard to own self. It was assumed that such conviction is less dependent on the behavioral deficit than on the lack of the feeling of one's own value. Therefore, creation of the new behavioral patterns could only be efficient at the background of internal dialogue of the client, his mindset in regard to his own self and his rights. Thus developed were the three *directions* along which we structured own work:

- change of internal dialogue;
- successful participation in a situation, capacity to engage in successful communication at any time with any social partner;
- use and development of internal resources.

In order to release one's "ego" and identify the internal potentiality certain our work was targeted towards slackening internal prohibitions, correction of forced roles and non-realistic expectations and extension of perspectives. Each of the aforementioned directions suggests its specific methods of work.

For example, in case of non-realistic expectations of a girl that shifted onto her parents fulfillment of all of her desires it is necessary to make her renounce on such hopes and at the same time to work jointly on searching for other resources that would lead to implementation of her dreams and widening the perspectives.

In order to slacken, for instance, such internal prohibition as "I should only think about my sick mother" suggested could be another wording of this rule: "I have the right to determine the importance of my family obligations: sometimes my mother's needs will be the most important for me and sometimes I would have to think about my own desires".

Working out methods of escaping from forced roles shall begin with defining the role itself. Thus, if a girl has accepted the role of "father's replacement for her mother" then it is necessary to convince her that she is not obliged to fulfill all the obligations of her father that has abandoned the family. Therefore in such cases external intervention becomes important as the one suggesting teaching new behavioral forms.

Prior to teaching it is advisable to revise the existing behavioral forms, stereotypes of perception, forms of interpreting current events and rooted disadaptive convictions and expectations.

Teaching in the new behavioral forms was done using exercises shaping new means of interaction with the surrounding people. For example, if a girl is often appealing to capitulation as a method of communication in order to achieve certain scope then in role-playing situation she was suggested to demand something in a rigorous form; if she is using permanent accusations then she was suggested to guess what was her partner feeling at this instance; overly calculating girls were placed in a situation when they had to share their feelings.

Then, it was suggested to test on practice the aforementioned behavioral forms. Welcomed were any practical trials. By so doing achieved was the reinforcement of new behavioral pattern.

## Results

The method applied is bringing positive results. Victims that at the incipient stage of staying in asylum used to manifest helplessness and to whom this therapeutical method was applied acquired new behavioral habits, which fact contributed to enhancement of personality growth. If at the beginning they used to claim that they are absolutely incapable of learning or working, soon all of them began either working or learning.

The innovative features of herewith presented good practices lie with the fact that these were applied to this target group of women victims of trafficking suffering from the syndrome of learnt helplessness. Herewith presented practice envisages long-term effect since in the process of its application worked out and nailed down by the beneficiaries were new behavioral forms and destroyed their disadaptive forms of perception. This experience could be applied by the psychologists that use Virginia Satir's methods in their practice or by the ones using the remedial approach.

Dissemination of this experience amongst specialists that are not familiar with this methodology anticipates preliminary participation in the interactive training. One of the recommendations would be the desirability of cooperation with the supervisor of the beneficiary.

## Encountered difficulties

Basic *difficulties* identified through the experience gained by our organization:

- deficit of trained specialists – psychologists;
- application of this method is time consuming; achieving positive result is directly dependent on the “gravity” of post traumatic stress disorder; the more expressed is the psychological trauma the longer it will take to work with the beneficiary; as a rule, each case requires intervention during 6 to 12 months.
- application of common ethical approach by all members of the team working with the victims. Serving as a standard could be the *Ethical Standards of Social Work* already developed in Ukraine.

## Conclusions and recommendations

Suggested solution of this problem, namely, application of remedial approach to correction of the syndrome of acquired helplessness is a psychological method of working with the victims of trafficking in persons and is recommended for use by the specialists engaged in this domain. Laid in the foundation of this method was Virginia Satir's concept on that “Every person has internal capacity for personality growth while psychotherapy for stimulating such shall be done primarily at mental processes rather than with content”. Our long standing experience allows us to identify successful methods of work in the field of personality growth by surmounting disadaptive convictions and behavioral forms manifested by VTs.

Among the key expertise confirmed these good practices it is worth highlighting the following:

- family in which said person grew up is to a large extent determining her/his behavior and mindset.
- violence gives raise to low self-assessment and protective behavior, which in many

- cases appears to be disadaptive;
- every person has sufficient capacity for personality growth and acquiring new behavioral forms;
  - psychotherapeutical work shall be done at the level of “mental processes” rather than “with content”.

The success of this practice could be guaranteed provided there is a well trained specialist and by acceptance by the team of the unified standards of social work.

### Case study:

N.D. was admitted to the asylum in May 2005 suffering from acute post traumatic stress disorder syndrome. She was rendered psychiatric assistance in connection with unrealized suicide. After treatment and rehabilitation N.D. acquired the syndrome of learnt helplessness: she refused to accept the suggestions of work or continuing her studies explaining her refusal by incapacity for work or study or by fear that nothing good will come out of it. N.D. grew up in a dysfunctional family in which violence was practiced. Her mother suffered from alcohol addiction accompanied by a psychiatric diagnosis; her brother is drugs addict; her elder sister died few years ago becoming a victim of family violence in her own family. When a child N.D. was placed in a boarding school where she was badly mistreated by her teachers which made her discontinue her studies (upon admission to the asylum her education was equal to 7 years with general education school). When she was a teen-ager she was raped and later on sold out in sexual slavery abroad. While working in sex industry the girl was found under permanent control and was beaten up on regular basis. Once admitted to the asylum N.D. was manifesting high degree of piousness. All the aforementioned allowed to conclude that she is suffering from acquired helplessness.

At this instance we worked out basic directions of psychotherapeutical activity targeted towards correction of condition in which N.D. was found. The main idea underlying psychotherapeutical arrangements was the concept of assertion interpreted as a mindset and behavior of a person to his/her own self. The accent was placed on the fact that the assertion is less dependent on behavioral deficit than on the insufficiency of the feeling of own value. Therefore, we started shaping up new behavioral patterns by trying to change the internal dialogue of the beneficiary and then lead her to changing her mindset in relation to her own self. All the subsequent work was done in compliance with the aforementioned method.

Psychotherapeutical arrangements in regard to N.D. applied during 8 months. Upon expiry of 12 months the girl began working (although she changed one place of employment), as non-resident student she finished her schooling (9 classes of general education school) and received graduation certificate, she has a boyfriend with permanent job, and together with her companion (also victim) she is hiring an apartment. In the subsequent 6 months there were no more cases of depression. All the aforementioned speaks in favor of the success of learning new behavioral methods, i.e. on the efficiency of chosen method.

## Motivation as key factor of successful economical reintegration of the trafficked persons

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### Identified problems

While identifying basic problems and needs experienced by the VT one could highlight such bound to the necessity of their economic reintegration, an namely:

- pressing need of emotional and psychological assistance, family support, environment, the need to step away from painful memories;
- the need of material provisions, surmounting poverty;
- employment/occupation, self-employment;
- restoration/re-issuance of lost documents;
- training, professional retraining, carrier guidance;
- the need for respect and enhancing self-assessment.

It is worth noticing that 75 percent of the victims are women aged less than 35 years with only secondary or incomplete secondary education and low earning. Often these are girls from incomplete dysfunctional families. Same low level of educational background and low income also applies to men victims of trafficking in persons. Basic reason for leaving abroad was searching for a job since there were no vacancies in places of their residence located far from cities and enterprises where they could find jobs as well as low wage offer.

Having acquired negative experience and coming back home the victims have to face the realities of life again and same problems that pushed them to go for labor migration in the first place.

### Methods chosen for solving the identified problems

The small business is usually titled as "space for mass survival" since it attracts huge number of people who have lost their job and social protection in the gloomy times of economic reforms. Many people were simply forced to create jobs for themselves and members of their family due to lack of any vacancies, long distance to industrial enterprises or other complex living circumstances.

Arising from the analysis of problems and needs experienced by the victims we have drawn a conclusion that by 60 to 70 percent these could be solved by use of efficient arrangements implying economic reintegration. Such arrangements may include: pro-

professional training, access to additional education, successful employment, engagement in private entrepreneurship, targeting towards self-employment (handicraft, efficient individual farming).

Therefore, the economic reintegration is not only important constituent element of the system of VTs rehabilitation and integration, but it also produces long-term positive influence onto the future life of these people.

The target group for our program does not include only women victims of trafficking in persons but also the women potential victims of trafficking (unemployed, potential migrants that have lost confidence in their own capacities or in assistance granted by the state and sometimes having to work for a very small salary). The scope pursued by the program is economic reintegration of women victims of trafficking in persons as well as offering additional opportunities to women from the target group in training, access to micro-credits on favorable conditions to start up their own business as well as accompanying counseling of their private business.

In the course of the project implementation, its participants are getting access to free training, re-qualification, social and business counseling as well as obtaining favorable loans (5% annual interest rate) so as to start up entrepreneurial activity.

Yet another important element of the project lies with the opportunity of informing general population extensively on the problems bound to trafficking in human beings, illegal migration as well as on the chances of self-actualization in their native country.

### Description of methodology

The specificity of the economic reintegration is not only confined to the need for *individual approach* in working with the victims but also with the need to take into account local specifics, capacities and various resources.

Special place in working with the victims is taken by the search of *motivation aspects* and bearing upon such building a plan of positive changes in employment profile and dealing in private entrepreneurship. Serving as prerequisite of successful economic reintegration of women victims of trafficking is *identifying the motives*, making them to attempt active actions to get employed or engaged in private entrepreneurship.

These could be: lack of desired vacancies at the place of residence, remoteness from cities and big enterprises, family and other circumstances, aspiration to gain material independence and desire to manage one's own work time, desire to create jobs for the family and own self, aspirations for creation, self-expression and self-perfection.

By using *interviewing/inquiry* one can identify basic needs and main motivation factors.

It is worth noticing that counseling offered by our personnel as well as by the staff of Business centre and Employment centre serves as important instrument of motivation. *Motivational discussions* are not only a way of establishing relations with the beneficiary but due to advisory style are also helpful in analyzing existing problem and overcoming fear of changes.

Different trainings, such as "New opportunities for women in the labor market", "Successful job placement for youths", "Basics of private entrepreneurship" and others serve as good methods of information and motivation. Besides, they allow to obtain certain amount of information, compare all pluses and minuses of private entrepreneurship,

analyze ideas of entrepreneurship activity, analyze taxation systems, break down existing false stereotypes about entrepreneurship/job placement, enhance self-assessment, and obtain information about experience gained by others. Testing was also used to carry out diagnostics of professional qualities, inclinations, professional qualities required to deal in entrepreneurship. Testing was done by the department of carrier guidance and assistance to entrepreneurship (employment centers).

*Training in basics of entrepreneurship*, which was conducted by Chernovtsy business centre allowed to choose the most efficient business idea, increased the level of competency, which in its turn enhanced motivation.

*Preparing business plan* serves as one of the most serious motivational methods of the program since making some simple estimates one could see profitability and also take into account many aspects of planned activity.

*Accompanying counseling* extended to the private business by the business centre was also helpful in maintaining motivation and cutting down risks. One of the positive examples was creation of mentor pairs of entrepreneurs which allowed to exchange experience and also to support motivation.

## Results

This experience was first applied in Ukraine, Chernovtsy Oblast; the following figures could clearly demonstrate its efficiency.

For 9 months of 2006 due to existence of the program, entrepreneurial activity was launched by 11 women (2 victims and 9 potential victims of trafficking in persons). Besides, part of persons that were granted access to information about the program and passed training (which makes 15 percent of the total number) informed us or entered in their questionnaires that they have serious thoughts about starting up private business.

Also important is the fact that the program allowed to evaluate the mechanism of working with the victims so as to making them familiar and joining entrepreneurship activity, allowed to account for difficulties, risks and some unforeseen circumstances.

In the course of project implementation we conducted wide scale information of population in the region on the problems of trafficking in persons, illegal migration as well as of chances of self-realization in their own country.

## Encountered difficulties

It is necessary to take into account the fact that victims of trafficking during the first stages of rehabilitation do not feel psychologically prepared to deal in private entrepreneur – sometimes *a long period of cooperation is required*.

One need to remember that it is inadmissible to violate *the principles of anonymity and confidentiality* in regard to the victims, especially when cooperating with partner structures; due to this reason the victims are not distinguished in the general target group (victims and potential victims).

Personnel of partner organizations do not possess special skills and are not prepared to work with the victims of trafficking and therefore they need to pass special training so as to be part of the project.

*Seasonality of some of the types of entrepreneurial activity* – is also a serious ordeal for an entrepreneur who has to repay the loan; in view of that envisaged was possible deferral of loan repayment (2 months).

### Conclusions and recommendations

Efficient arrangements pursuing the scope of economic reintegration and professional training serve as a forceful means in the whole system of reintegration and rehabilitation of victims of trafficking in persons. This type of work requires clear coordination of efforts on behalf of non-governmental organization and governmental structures.

The success of economic reintegration and rehabilitation of victims shall be done with due account for the motivational levels; micro credits on favorable conditions serve as powerful lever of motivation to start up a business. In order to set up services of favorable micro crediting of private business in addition to funds extended by donors and international organizations, one could also use resources of specially created credit unions. It is necessary to take into account the full spectrum of success components of private entrepreneur, as well as:

- support their emotional and psychological balance;
- facilitate clear determination of scope, confidence in own capacities and enhanced self-assessment;
- rendering assistance to victims in becoming aware of the motivational components;
- facilitating access to additional professional training and re-training;
- facilitating training in basics of entrepreneurship;
- creating conditions when support on behalf of the family, surrounding and project partners become possible;
- rendering long-term assistance in business planning;
- creating conditions for exchange of experience with other women from focus group;
- always remembering the importance of the principle: “Business –Creation-Recreation”.

## Setting up small business as one of the possibilities of successful reintegration of the trafficked persons

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### Identified problems

Experience of work accumulated by the non-governmental organization "Progressively-minded women" shows: one of the main reasons why people of Ukraine become victims of the international trafficking in persons is their incapacity to find job at the place of their residence and lack of basic knowledge of how to do business. Due to this fact they are unable to realistically assess employment offers suggested to them by the traffickers in persons and as a consequence they become victims of exploitation.

Arrangements on rehabilitation of victims solve the problem only partially since upon their return back home the victim is back to the same initial problem (the one that existed before going abroad), i.e. lack of financial means due to unemployment. Access to retraining courses is not always helpful either and it does not create jobs. Jobs offered by the state employment centers are either low paid or require availability of labor record.

### Methods chosen for solving the identified problems

Serving as alternative solution would be creation of jobs by the victims themselves acting as subjects of the entrepreneurial activity.

Psychological condition and negative personal experience does not allow the victims to get engaged in business independently. Therefore, it is necessary to create a system of training for the victims in basics of entrepreneurial activity and ensure their adaptation to the conditions of market economy. Such training/study gives a push towards self-financing and shall facilitate successful reintegration of victims.

### Description of methodology

Participation in micro crediting program was suggested only to persons who have passed psychological and medical rehabilitation. Each of the victims was suggested to take part in the program of micro crediting.

Thereat they were notified on the following:

- they will get the knowledge of the foundations of small business;
- in case they could successfully prepare a business plan (with due counseling extended

by the trainers) they could get a grant for opening their own business (approximate amount of grant up to 2000€);

- they could be able to launch their own business;
- the size of the grant shall not exceed the established ceiling;
- in case of fulfilling the business plan in the course of one year, all equipment and other resources made available to the victim are left in her/his possession;
- in case of targeted use of resources in the course of one year the resources made available to the victim shall be returned back to the grant issuer (to the IOM);
- in case if the victim upon completion of workshops and getting additional counseling fails to prepare a competent business plan or changes her/his mind she/he will not be bound with any liabilities with the organization.

Victims participation in the program of micro financing does not mean that other types of professional training shall not be made accessible for them, such as for example, professional training courses. Prior to opening a business some of the participants passed training in computer skills or accounting.

Recommendations of the psychologist were duly taken into account when making up groups for business training: we wanted to make sure that a participant does not feel any pressure exerted by the symptoms of traumas caused by the situation of trafficking in persons and that such persons are not in the state of depression. Conclusion was made on the basis of prior experience of communicating with the victim in the course of fulfilling the program of rehabilitation/reintegration. No special psychological testing was done (we believe that such testing is not required for the given program). In principle, such business training sessions were also making part of reintegration process as the participants were finding themselves in favorable social surrounding and started thinking about their perspectives and capacities.

There were no restrictions set: anyone could attend business training. The mere fact that a person attended all 10 sessions (7 hours long each) was already deemed as a first step to go in for one's own business. Next, we were drawing attention to the way the participants were working in the course of training (acting independently or waiting for the out-of-the-box solutions). And yet the third important instance was their capacity to act independently while drafting business plans.

The victims in which our psychologist or narcologist noticed alcohol or other addiction were not admitted to take part in the program. While suggesting to the victims participation in the workshops they were made familiar with the rules of behaving when attending such. One of the rules was – no alcohol drinking on these days.

The general level of education was accounted for as additional favorable factor. However, lack of vocational or higher education was not considered as a factor negating participation in the program. Not every business requires special training. In many cases is just sufficient to use common sense and initiative.

The experience of working in private companies and personal entrepreneurial activity was deemed as a positive factor. Working at the state-owned enterprise differs significantly from managing one's own business. A person with a record of employment in the state sector finds it hard to imagine the psychology and style of work under market economy conditions. Managing one's own household (for example in rural areas or at summer house) and experience of marketing own product was also deemed as positive experience for starting up one's own business.

Professional skills acquired during prior employment periods were deemed as very useful when setting foundations for one's future business. Some of the victims came to the workshops with some ideas about business that were based on their prior experience. Support extended by victim's family members, availability of friends experienced in setting up one business is very helpful in managing one's business.

Availability of own apartment, part of house, hangars, garages or other premises was deemed as important asset which could be used to built on one's own business. Lack of such asset was not deemed as an impediment for taking part in the program.

In the course of project implementation we managed to offer training course for 3 groups. Each group was having its own program worked out with due account for the pace of perception and schedule of sessions. De facto, by the results of each day the program for the next day was adequately adjusted. This allowed us to conduct successful training activity; the participants were feeling comfortable as the pace of presenting material was matching their perception capacity. The training program and methods of our work were built with due account for the extensive teaching experience of the trainers, experience of delivering/fulfilling other economical education programs. All these allowed us to adapt advanced methods of economic education and analysis to the mentality and capacities of our disciples.

Duration of activity of newly opened businesses is more than 18 months. Opened were the following types of businesses: Xerox copies outlet, bath (on the basis of private residence), fitness, laundry, making jersey clothes, repair of medical equipment, woodworks shop, rabbits breeding, making ad stickers on T-shirts, interior design. Businesses were all different based on personal experience, inclinations and resources/assets available with the victims. When opening their own business the victims worried a lot about whether they will be able to repay borrowed funds if their business would go wrong and if by mistake they will misuse the funds. We explained that our staff will help in searching for and purchasing equipment in compliance with the business plan; and that the funds will be made available for small current expenditures (if so envisaged for by the business plan) and in small installments; everything else will be transferred to them in the form of purchased equipment or materials. Thus, we stand as a warrantors of targeted use of funds, decreased the probability of mistakes and lifted the psychological tension experienced by the starting up businesses, which has proven to be the correct strategy.

In many cases qualified counseling was needed on the choice of equipment straight at the spot of purchasing such or some help in delivering it. We reassured the victims that in case their business will not prove to be as profitable as they (and we together with them!) were planning, we will help them to adjust it or find new solution and this shall not be deemed as inappropriate use of funds. We reassured them that we are prepared to accompany their business and render counseling during one year and even more if necessary.

The participants of the program were able to use their skills through different ways:

- open and conduct independently their own business;
- open a business and develop it with somebody else (family members, friends business partners);
- subsequently contribute part of available resources to another business and become a partner (not necessarily the manager/chief executive);
- learn the substance of business and by so doing get desired employment or promotion;

- learn how to introduce her/himself during an interview when applying for a job;
- acquire knowledge of foundations of business and even raise their status in the family.

The current family situation could influence onto the capacity of successful display of business or set impediments or influence choice of the line of activity and priorities.

Also influencing the choice of the type of business availability of small children or ill family members. In this case the main importance lies with having free time and flexible working hours so as to have possibility to take care of family members. Businesses which involve own premises (bath, repair of medical devices) have large reserve for the growth of profitability.

Since with 2005 we began suggesting to the participants of the program idea of engaging their family members in workshops. Two of them agreed: *P.* invited his daughter and *Y.* invited his wife. The results turned to be positive in both cases: *Y.* enjoyed notable improvements in family relations as together with his wife they began discussing business issues and his wife finally learnt what has happened to her husband when he worked abroad (he used to keep it a secret) and his wife helped him in choosing business idea; *P.* missed some of the sessions due to illness but his daughter attended such and helped him to compensate the absence.

Some of the victims used to bring along to the workshop their children (aged from 7 to 10 years) as they could not leave them home unattended but this did not interfere with the display of activity. The training method was built on game situations and exercises were interesting for any age. Quite the contrary it created comfortable atmosphere of communication like in a big family (this fact was noticed by all victims). Many of our participants believe that this very atmosphere facilitated best digestion of new material.

The workshops were displayed in two *versions*:

- two days workshops on Saturday and Sunday (every week);
- continuous ten days long training cycle.

Both versions turned to be effective and depended on the availability of free time or on the need for workshop participants to stay (find accommodation) in Vinnitsa.

In the course of training and subsequent counseling each participant to the workshop sized up a few versions of different businesses. Change of types of businesses was welcomed by the trainers as it was offering a chance to compare different versions and get more profound knowledge.

After completion of the workshops a consultant was assigned to each of our disciples who helped in preparing section of business plan referred to market research. Then the disciple with the results achieved was transferred to another consultant dealing in economic estimates and to the experts in equipment purchasing. Such multi-stage approach allowed to different people to analyze business plan and business idea, which increased chances to find possible omissions or mistakes.

## Results

From 2004 to 2006 we offered access to and trained 46 victims; 36 out of them prepared business plan, 10 opened their own business. None of those who opened their own business made any attempts to leave abroad again in searching for job.

The *results* of applying our good practices is as follows:

- Taking part in the program were 48 persons, out of which 46 victims and 2 members of their family;
- 36 participants prepared business plan, another 4 generated good business ideas but due to different reason after the workshops they quit coming for counseling and never accomplished their work;
- 14 persons obtained grants as part of micro crediting program and 10 out of 14 are managing their business for more than a year;
- Upon completion of workshops 6 persons that have not yet received grants found new job or improved their position in the existing employment;
- 12 victims improved their family relations.

### Encountered difficulties

Managing own business becomes cumbersome when victims have small children, especially in cases of single-parent family (for women) or in case of conflict situations in the family.

### Conclusions and recommendations

Starting up own small business by the victims of trafficking is one of the successful solution for their economic reintegration and it overall facilitates their integral reintegration. In many ways, the success of the business lies with long term assistance granted by business counselors as well as by the social worker and psychologist assigned to supervise each of the beneficiaries.

## The National Referral Mechanism for the victims of trafficking in persons in the Republic of Belarus

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### Identified problems

The main scope of the reintegration component is confined to creating well aligned and effective referral mechanism providing for rendering respective nationwide services to the VTs so as to guarantee observance of human rights and exclude repeated victimization.

Of course, the IOM alone has no capacity to render all spectrums of suggested services. Decent reintegration and qualitative rehabilitation assistance are not possible without engaging special profile agencies and structures capable of rendering required assistance to successful reintegration. Complex approach to implementation of this objective was made possible through attraction of different structures (governmental and non-governmental) and ensuring their interaction and cooperation, which gave raise to creation of the National Referral Mechanism (NRM).

On the other side, the VTs are seldom capable of self-identifying themselves as such and find a way out of the situation in which they happened to get independently. More often, the respective governmental bodies or non-governmental organizations are the first ones in the line to identify and refer them to the IOM where they could get respective assistance.

### Methods chosen for solving the identified problems

It is important that the officers of the official structures reveal delicacy in regard to VT and be aware of the availability of the referral mechanism and procedure of referral to the respective specialized institutions, organization or centers. To that end, IOM organized and conducted a number of seminars and training sessions for the representatives of the Ministry of Internal Affairs, judges, prosecutors and journalists so as to expand relations between governmental and non-governmental structures as well as to facilitate more tight cooperation between the latter.

According to the statistics maintained by the IOM throughout the period of program implementation, 21 percent of the victims were referred to the IOM directly by the law enforcement bodies; 72 percent by the non-governmental organizations<sup>1</sup>, 2 percent by the

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<sup>1</sup> Many of the VTs have been referred to NGOs by the law enforcement staff

international organizations, 0.5 percent by the embassies and consular services abroad, and 4.5 percent by frontier services, religious confessions and individual appeals.

Another objective is maximum nationwide coverage of the country so as to provide information to the target audience on the program and furnish complex assistance to the VTs at the place of their residence. To that end the IOM created a network of 15 non-governmental organizations actively contributing to prevention of trafficking in persons and rendering assistance to the victims.

According to the statistical data of 2005 available with the IOM, 75 percent of the victims of trafficking in persons are living in regional centers; 26 percent in district centers and 17 percent in villages/settlements. Low indicators appearing in the last item show that not all of the district centre and countryside are totally covered.

The main *solution* of this problem lies with further improvement and alignment of the referral mechanism performances and engaging different authorities and structures that, when encountering cases of VTs would be able to promptly, consistently and professionally thus providing for protection and support, confidentiality and respect of personality; suggest services facilitating decent reintegration into the society. Therefore it is important that the representatives of different structures are aware of the possibilities of the IOM and share responsibility when rendering required assistance.

### Description of methodology

The *method* of solving the problems lies with engaging different structures and authorities to cooperation by holding joint seminars, training sessions, round tables, discussions and meetings at both national and regional levels, participation in the international conferences on exchange of experience, signing memorandums of understanding and cooperation, rendering technical assistance, holding lectures for target audience with medical and educational institutions.

First of all identified/analyzed were all possible organizations and services to which VTs could appeal while trying to solve their problems independently. These are employment centers and recruitment agencies, tourist companies, churches, medical institutions, etc.

In order to establish tight cooperation it is important to have the initiative coming from all of the potential actors rendering national and international assistance. Thus, while having personal contact with the representative of the Orthodox Church at a seminar displayed by the public association in the regional centre discussed were the possibilities of reintegration and offering shelter for the VTs. Contacts in Minsk allowed for accommodating and hiding in the Orthodox monastery persons persecuted by the traffickers. The monastery was offering to the VTs meals, accommodations and labor therapy as well as summer camps for children and teenagers. The Muslim community assisted in job placement of VTs of Islamic faith. In its turn, while talking with the parishioners and identifying VTs the church is referring them to the IOM and non-governmental organizations acting in the field of counter-trafficking where they could receive required qualified medical, psychological, legal, and financial assistance, access to attending professional courses, etc.

Yet another example of good practices in engaging governmental structures into the process of reintegration is cooperation established with the frontier services in the field

of identification and referral of VTs to the IOM (Minsk)/public associations in the near-border regions so as to render them required assistance. Established contacts and reliable reputation allowed us to address representatives of frontier service with the scope of meeting VTs at the airport straight at the ramp, prompt and safe passing passport and visa control and thoughtful treat of repatriates.

The anonymity and confidentiality are the most important conditions when working with the VTs. Their stories are bound to strong feeling of shame, fear of being rejected by their friends, relatives and close ones, end up being stigmatized and in total isolation. On the other side, VTs, having at their disposal information about the offenders and crimes perpetrated by the latter become vulnerable. Therefore the important thing about communicating with them is to guarantee the confidentiality of information on behalf of all the players engaged in rendering national and international assistance. If before referrals of the VTs were directed from the law enforcement bodies to IOM and NGO, now there is also a feedback which indicates observance of the guarantees of confidentiality and observance of human rights by all the structures engaged in the process.

Having ratified in May 2003 the UN Convention against Transnational Organized Crime and its supplementing Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children of 15 November 2000, the Republic of Belarus assumed upon itself the international obligations bound to providing conditions for the efficient counteracting crimes in this sphere. Thus, following international standards, representatives of law enforcement bodies accept with tolerance the fact that the staff working with the VTs is holding information valuable for the law enforcement bodies but cannot divulge it as bound to observe confidentiality. Deemed as a compromise and innovation experience was engagement of law enforcement bodies in the process of VTs counseling while not forcing the latter to expose the offenders.

## Results

The applied method enjoyed positive results. First of all amendments were made to the Criminal Code of the Republic of Belarus. Likewise adopted were other legislative acts facilitating protection of victim's rights. The attitude of governmental bodies towards the VTs has changed. Serving as an evidence of positive result of cooperation between the NGO and law enforcement bodies is hiring a psychologist by the latter to work with the victim so as to examine her psychological condition prior to taking part in the court session.

Cooperation with non-governmental organizations allows us to solve problems at the local level by suggesting complex and qualified assistance to the VTs in line with the international standards and recommendations of the WHO. Numerous seminars, trainings, visits to other organizations and countries with the scope of experience exchange as well as seminars organized by the NGO for their colleagues in district centers produced a result that the NGO staff while dealing with the VTs knows how to plan reintegration correctly, with due observance of confidentiality and without infringement of human rights and how to refer a victim for specialized assistance to most appropriate organization. In the course of project implementation, all the NGO's - partners of the IOM managed to establish communication and signed cooperation agreements with the bar association in their region as well as with medical centre, employment centre and professional training courses.

Engagement of law enforcement bodies allows for securing safety to the victims of traf-

ficking in persons and offer choice in the given circumstances. Participation of religious confessions allows for disseminating of information through trustworthy sources to where people come confessing about their problems.

Thus, 9 VTs (data for 2005) were referred to IOM (directly or through non-governmental organizations) by the representatives of frontier troops. According to statistics available with IOM, large number of VTs were identified and given assistance during passport and visa control at the border in 2006. Three persons (data for 2006) were offered asylum and shelter in the Orthodox monastery.

The innovativeness of herewith presented good practices lies with the fact that it allowed us to engage new structures and make them contribute to solving this problems. It is not a one-way communication anymore – it is a dialogue between the counterparts. It is assumed that these good practices will produce a long-term effect since in the process of its implementation worked out and consolidated were new contacts, destroyed was the preconceived attitude to the VTs, which all served to facilitate much more successful process of rehabilitation and reintegration.

### Encountered difficulties

The following were the *difficulties* encountered in the course of implementation of the national and international assistance in the Republic of Belarus:

- lack of unified international standard for working with VTs at the national level guaranteeing observance of human rights, confidentiality and deserved reintegration;
- lack of well trained specialists in the domain of identification and rendering assistance to the VTs in the regions.

### Conclusions and recommendations

Success of this practice depends on the development of legislation basis in the field of counteracting trafficking in persons. Implemented in the Republic of Belarus is the State program for 2002-07 of complex measures for counteracting trafficking in persons and spread of prostitution, which was approved by the Resolution of the Council of Ministers of the Republic of Belarus No. 1636 dated 8 November 2001, Decree of the President of the Republic of Belarus No. 3 dated 9 March 2005 titled “On certain measures for counteracting trafficking in persons” as well as the Presidential Decree No. 352 dated 8 August 2005 “On preventing consequences of trafficking in persons”, acceptance by the UN General Assembly of the Resolution – all these legislative acts served to substantially facilitate implementation of the national and international assistance for the VTs. Activity displayed within the frameworks of the National Referral System allowed us to identify much more victims and offer them complex assistance and protection irrespective of their place of residence; the fact that there was preliminary agreement between the counterparts of national and international assistance allowed us to guarantee to the VTs timely and quality assistance with due observance of their rights and interest.

## The National Referral System for rendering social protection and support to the victims of trafficking in persons and potential victims in the Republic of Moldova

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### Identified problems

The social rehabilitation of the VTs is done with the scope of their reintegration in the society, returning them back to normal life style and envisages use of opportunities of rendering legal assistance to victims of trafficking in persons, offering then a chance to continue their education, implementing arrangements to ensure their psychological, medical and professional rehabilitation, providing jobs and residential space for these people. Part of these services is rendered by the Centre for Rehabilitation and Reintegration of the Victims of Trafficking by the International Organization for Migration in Chisinau.

Unfortunately, short term of staying at the Centre does not allow for full implementation of the reintegration process. Often, short term assistance does not seem to be sufficient for the full-fledged social reintegration. This fact as well as poor economic situation in the family is conducting to repeated recruitment and trafficking. Likewise, inactive participation of the governmental structures and NGOs in the process of identification and reintegration of the VTs have no access to assistance and protection since they often remain unidentified. However, even when identified as victims of trafficking in persons, such persons do not always obtain the package of services providing for their rehabilitation, social reintegration and access to justice due to the following reasons:

- lack of standard procedures in working with VTs established in compliance with the international standards of human rights at places of their residence;
- lack of coordination in rendering assistance to the VTs and specialization in rendering services;
- lack of the unified system of monitoring in the process of reintegration;
- lack of special training with the majority of persons coming in contact with the VTs by virtue of their professional activity;
- scarceness of financial resources to cover immediate needs at places of residence of the VTs.

The quality of work with the VTs at places of their residence does not always correspond to the international standard. Then lack of operative system of the identification of VTs, lack of the unified principles of identification and generally accessible database contain-

ing information required for proper set up of identification, assistance and protection of victims result in violation of the basic principles of work with the victims – breach of confidentiality and failure to observe their rights.

### Methods chosen for solving the identified problems

As a solution of the aforementioned problems at the national level was creation of the National Referral System (NRS) meant to ensure social protection and support to the VTs as well as potential victims of such.

### Description of methodology

The NRS is an innovational strategy applied to counteracting trafficking in persons, which absorbed the best practical achievements of different European countries accumulated in this domain. In 2003 the OSCE member-states (including the Republic of Moldova) approved the Actions Plan for counteracting trafficking in persons envisaging creation of the NRS in each country. The NRS means such structural cooperation within which the governmental bodies shall coordinate their efforts targeted towards strategic partnership with the civil society so as to ensure observance of rights of the victims of trafficking in persons.

The NRS was created in the Republic of Moldova on the grounds of the Order No. 33 issued by the Ministry of Health and Social Protection “On the execution of the Law No. 241-XVI dated 20.10.2005 on prevention and combating trafficking in persons”. This system is based on the new conceptual approach to setting up counteraction/combat of trafficking in persons arising from the observance of human rights and human treatment of the VTs. Important role in the implementation of this system is played by the local Commissions for Combating Trafficking in Persons created by the executive bodies of local public administration authorities and headed by the Deputy Chairmen of district Councils for combating trafficking in persons; these are playing the key role in coordination of efforts targeted towards development and application of the NRS at local level.

Local level *Commission for combating trafficking in persons* in Moldova is acting as follows:

- takes care of organizing and coordinates cooperation between local public administrations, law and order;
- bodies and civil society in rendering protection and social assistance to the victims of trafficking and potential victims of such;
- approve the concept of local Referral System to ensure social protection and assistance to the victims of trafficking and potential victims of such;
- approve Plan of Action for the Referral System to ensure protection and assistance to the victims of trafficking and potential victims of such at the local level;
- approve nominal composition of the *multidisciplinary team* created with the scope of implementing activity envisaged within the framework of the Referral System at the local level.

Important role in the successful reintegration of the VTs belongs to the *multidisciplinary team* acting at the level of local authorities. A specialist from the Department of Social Assistance and Family Protection is assigned as responsible for the activity displayed by the multidisciplinary team. Making part of the team are the specialists responsible for

social protection of the population, representatives of civil society acting in this domain, and namely: Department of social assistance and family protection, District Division of education, youths and sports, District Medical-Sanitary facility, Police commissariat, Local Employment Agency, Civil Registry Offices, Non-governmental organizations and specialists of other structures.

At the given stage of implementation of the NRS for rendering protection and assistance to the VTs and potential victims of such the work is conducted so as to identify forms of immediate assistance, instruments best suiting our capacity to do needs assessment, instruments to account for and keep record of post-integration period, forms of monitoring cases on which assistance was granted.

Activity displayed at the local level:

- assigning specialist responsible for the activity displayed by multidisciplinary team;
- approving the nominal composition of the team;
- developing the concept of the Referral System for local level;
- working out the plan of arrangements for the implementation of the NRS;
- approving agreed on arrangements at the sitting of the profile local Commission.

The method of referral of the beneficiary from the IOM Rehabilitation Centre to the local multidisciplinary team is based on the following:

1. *An individual plan of reintegration* is prepared through joint efforts of the social assistant of the Centre and the responsible specialist of the local multidisciplinary team while the beneficiary stays with the IOM Rehabilitation Centre.
2. The team is getting familiar with the prepared plan and determines method of its implementation.
3. Upon return to the place of permanent residence the beneficiary signs her/his agreement of voluntarily participation in the NRS.
4. Counseling is extended to the beneficiary's family.
5. A monitoring of the reintegration process is done.
6. A post integration monitoring is done.

## Results

In 2006 a pilot work designed for the implementation of this System was launched in 5 districts. Preliminary results showed positive results: in these districts a great number of VTs was identified and all of them were granted access to complex rehabilitation and reintegration assistance.

## Encountered difficulties

Upon their return back to their home country the VTs encounter stigmatization exerted by the society, which serves as one of the reasons why the victims are reluctant to appeal for assistance and help. Fearing to get into social isolation and revenge on behalf of the offenders the VTs prefer keeping silent and reluctant to take the risk of seeking for assistance and protection with governmental or non-governmental organizations. As a result many of the VTs remain unidentified. The strategy and principles of cooperation between governmental and non-governmental structures are envisaged by the NRS and could substantially improve the status of things in Moldova in regard to identifica-

tion, assistance and protection of the VTs. The NRS serves to set a bridge between the governmental structures and subjects of civil society and joins them into the unified system of cooperation based on the unified principles and coordinated by the Ministry of Social Protection, Family and Child and by the National Committee for Combating Trafficking in Persons.

### Conclusions and recommendations

*Recommendations* on further improvement of our good practices:

- it is necessary to further in continuation our cooperation with all the NGO's and governmental structures with the scope of improving the effective legislation;
- it is necessary to allocate funds with the state budget for medical needs (treatment and health insurance) and social assistance (social lodging, repair of housing, professional guidance and employment as well as rendering assistance to children, elderly ones and parents) to the victims of trafficking in persons;

All the activity displayed within the framework of the NRS shall be targeted towards the following:

- identification of the VTs and potential victims of trafficking in persons with the scope of their rehabilitation, social reintegration and access to justice;
- rendering assistance to the victim, help in resuming her/his social activity and his aspiration to solve his personal problems independently;
- work with the VTs requires from the multidisciplinary team systematic refreshment of their professionalism through participation in seminars, training sessions for raising qualification and exchange of experience;
- it is necessary to work out the unified standards of referral of the VTs and potential victims of trafficking in persons;
- creation and maintenance of material and technical basis is a must for the full-fledged performances of a multidisciplinary team.

## Abbreviations

**VTP** - victims of trafficking in persons

**VTs** - victims of trafficking

**CCCTP** – Center for Combating Trafficking in Persons

**NGO** – non-governmental organization

**UAE** - United Arab Emirates

**CIS**- Commonwealth of Independent States

**ID** – identification document

**NGO** – non-governmental organization

**IOM** – International Organization for Migration

**OSCE** – Organization for Security and Cooperation in Europe

**PTSD** – post-traumatic stress disorder

**NRM** – National Referral Mechanism

**UN** – United Nations

**NRS** – National Referral System