BASIC KNOWLEDGE AND SKILLS IN ASSISTING VICTIMS OF HUMAN TRAFFICKING

TRAINING MANUAL
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Authors Association Pro Refugiu

Mrs. Silvia Antoaneta Berbec   - President, Expert Association Pro Refugiu

Mrs. Anca Bucur   - Expert Association Pro Refugiu

Mrs. Smaranda Witec   - Expert Association Pro Refugiu

Mrs. Iulia Nimescu   - Expert Association Pro Refugiu

CONTENT

CHAPTER I

IDENTIFICATION OF VICTIMS OF HUMAN TRAFFICKING

Human trafficking is a serious violation of fundamental rights, a phenomenon on a global scale, but only a limited number of victims are identified and receive appropriate support services for social reintegration.

Identification of victims of human trafficking is the process of establishing that a person is a victim of trafficking. It can be achieved formally, by the judicial bodies, following a criminal investigation activity and also by social service providers, social surveys, bur also informally, through the analysis of indicators that can provide clues on the existence of a possible trafficking case.

Identification involves establishing a first contact with the person alleged to be a victim of trafficking, an analysis of indicators that may assist the institution/organization that came into contact with him/her in order to determine the existence of possible cases of human trafficking and also achieving a first interview only by specialized personnel that can establish the presence of elements of human trafficking.

This chapter aims to assist service delivery organizations and institutions to identify and assist victims by using a standardized system for screening individuals who request assistance.

1.1. Referral to service delivery organization or institution

Victims may be brought to the attention of social service delivery organizations or institutions by a wide variety of stakeholders, including:
Public authorities, such as the police, health authorities, social services.
NGOS.
Others, such as embassies, churches and church organizations, human rights lawyers.
Individuals such as other victims, relatives or friends of victims.
Clients of individuals trafficked.

If an organization or institution comes in contact with a victim of trafficking and is unable to assist them or to provide for all of their needs, every effort should be made to identify and refer them to an organization/institution which can provide the necessary assistance.

1.2. Purpose of Screening

It is important to properly screen persons referred as victims to service delivery organizations or institutions for assistance to ensure that they are in fact victims of human trafficking and not smuggled or other irregular migrants, or other individuals in an abusive or vulnerable situation who may be in need of assistance and/or protection.

1.3.   Limitations of the screening process

The service delivery organization or institution staff should be aware of the following:

- The process is not and cannot be perfect and cannot guarantee against errors in the assessment of an alleged trafficking victim.
- The process set out below is based on a generalized approach to human trafficking and the identification of victims.
- Depending on the national, regional or international context, contradictions and exceptions will exist in relation to many of the general points made below, and it is important that service delivery organizations adapt and adjust the generalizations to their local conditions.
- The process should be regarded as a general identification framework that can be enhanced by local service delivery organizations through their experience and knowledge of the trafficking situation in the country concerned, and their dealings with victims of trafficking.

1.4.   Indicators for identification of victims of human trafficking

Regardless of the place of identification and the institution or organization that came into first contact with the victim, the following indicators may be considered for the identification of possible victims of human trafficking.

Sex
Trafficking for sexual exploitation is considered to be the most common form of human trafficking, which affects mainly females, adults and children. However, there are also male victims of trafficking, especially teenagers. Therefore, the evaluation indicators of age and sex shall be performed together or interdependently for a better identification of the trafficked persons or of the type of exploitation to which they were subjected.

Age
The older a person is, the less likely to be a case of trafficking for sexual exploitation which continues to be the main form of exploitation. The same rule applies to trafficking for labor exploitation.

Social Conditions
Identification of victims of human trafficking must equally seek identification of particular factors that have led or contributed to the involvement of a person in the process of trafficking. Traffickers are based on the manipulation of the following factors: poverty, discrimination and lack of employment or education opportunities, social marginalization, neglect and abuse from the family, poor knowledge of rights, obligations and regulations on migration and access to free movement.

Documents

Lack of personal identity documents or their presence among the assets of persons suspected of committing the crime of human trafficking or a temporary travel document of a person to return to the country may be a clue in identifying possible victims of trafficking. At the same time, using a different name or a nickname of the identified person by the use of (an) altered or false identity or travel document(s) may represent additional evidence in finding of possible trafficking situations.

Place where the person was found / identified or the place she/he had been previously

The place where the person was found or had been had previously to his/her identification by an institution or organization is an important clue, for example: certain areas from suburbs or in the city, known as places for offering or buying sexual services, nightclubs and hotels, train stations or border crossings.

Circumstances in which the victim was identified

For example: border crossing was previously considered an important indicator in identifying possible victims of human trafficking or in finding some women as a result of raids conducted by police in an apartment owned by people known to be engaged in prostitution; undocumented people who do not know very well the place they are, identified after a raid; people in the company to which they are or have been found in miserable conditions without money despite their statements according to which they were in that place to work, but did not know the city / the place where they were living, may constitute evidence to consider a possible case of human trafficking.

Signs that may indicate an abuse

Any sign of physical or psychological trauma may be a clue to identify or distinguish a case of human trafficking. Trafficking victims, unlike victims of trafficking in migrants, are subject to forms of abuse and constraint whose consequences can be documented and used as well, for the purpose of proving the offense of trafficking. Thus, the identified person may have various bruises, wounds that may be signs of a possible physical abuse or may report that s/he has suffered a sexual abuse. At the same time, the person identified may be apathetic, absent, gives the impression that not clearly understands what is required or what is explained, may burst into tears every time is addressed or may have difficulty to recall exactly what happened. There may be situations where the person identified / alleged as victim of trafficking can react with disbelief and even irritation to those who got him/her out of the environment where s/he was living and even deny the abusive situation.

Assessment, respectively the opinion of another institution, organization

The opinion and assessment of another institution / organization involved in the fight against trafficking or with legal powers in this area should be considered in the identification and referral process to ensure continuity and transparency in decision making.

Each of these indicators, if considered individually, could lead to the identification of other victims or situations. Therefore, when it is considered a possible case of human trafficking, it is important that the assessment included all indicators. Moreover, these indicators should be used for reporting a possible trafficking situation and initiating a

referral mechanism and will not substitute the procedures for the investigation of the trafficking crime.

Even if the formal identification (e.g., the detailed interviews) cannot be achieved before or after establishing a first contact, it shall be made an analysis based on the indicators listed in the Annex to this national mechanism. If the analysis finds a possible case of human trafficking, the alleged victim of trafficking will benefit from a recovery and reflection period of up to 90 days.

Interviewing victims of human trafficking

Interviewing victims of human trafficking is the formal identification process.

Special considerations for interviewing minors
- Only staff trained in the special needs and rights of children should question child victims. Wherever possible, child victims should be questioned by staff of the same sex.
- Find out as much as possible about the child's case prior to the interview and make clear and friendly introductions (talking about something the child is familiar with helps to establish a rapport).
- Create a space that is safe and comfortable for conversation (include toys, books, games, etc., to help build a rapport).
- Establish a rapport by talking about, or doing things that are not related to the trafficking experience (e.g., discuss things the child is familiar with, play games).
- Dedicate adequate time for discussions and do not rush.
- Keep the atmosphere simple and informal (e.g., do not assume an air of interrogation or press for responses).
- Use appropriate and child-friendly language (pick up terms the child uses).
- Explain things in a manner the child can easily comprehend (use visual aids wherever possible).
- Questions should be adapted in order to take into consideration the age and mental capacity of the child.
- Begin with open-ended questions, allowing the child to give her/his own account. Avoid leading questions, e.g., "Did the person abuse you?" and use more open questions, such as, "What did the person do?"
- Do not pursue and press for details when there are signs that the child has told all s/he knows. However, also bear in mind that children will leave information out if the right question is not asked, and will give the answer they believe the interviewer wants to hear.
- Interviews of minors should take place in the presence of a parent. In cases where this is not possible, due to a parent not being present or in case there is suspected or known family involvement in the trafficking, in the presence of a trained guardian, psychologist or social worker.
- Close the interview in ways that reassures the child that s/he has done well, and that you will be available whenever s/he needs to talk again.

The Screening Interview- is intended to assist in identifying victims of trafficking:
- Registration and case data
- Recruitment phase
- Transportation phase
- Exploitation phase
- Additional corroborative material
- Decision

MODEL

SCREENING INTERVIEW FORM

NAME OF THE ORGANIZATION / INSTITUTION

REGISTRATION DATA

Name   Nationality
Gender   Country of Birth
Date of Birth   Place of Birth

CASE DATA

Type of referring organization/institution
Name and Location
Screening Date
Screening Location
Name of the Interviewer
Interviewee's language
Name of the Interpreter (if the victim is a foreigner)

RECRUITMENT

1. How was the contact initiated between the individual and her/his recruiter?
   (personal contact, newspaper advertisement/internet/sold by a family member/other (please specify)
2. What kind of work did the individual believe she/he was going to do after the arrival at the final destination?
   (au part / baby-sitter/agricultural work/begging/ other form of low-level criminal activities/sex-workers/other (please specify)
3. What was the individual told would be her/his salary?

4. Did the person paid money to the recruiter in advanced? If yes how much?
5. Was the individual transported by force out of the country of origin or to another location inside the country to be exploited?

TRANSPORTATION

1. If any travel costs were incurred before departure, who paid them?
2. Specify the means of transport used
3. Did the person use her/his own identify documents or were false identify documents provided?
4. Where are the identify documents now?
5. Did the individual spend any time in a transit country? If yes where and did she/he was engaged in any activity in these countries?

EXPLOITATION

1. In what type of activity had been engaged the individual since her/his arrival at the final destination.
2. How soon after the arrival at the final destination did this activity begin?
3. Was the individual forced to engage in any activity against her/his will? If yes, how?
4. How much money did the individual earn from this activity?
5. Was the individual allowed to keep his/her earnings?
6. Did the individual had to pay a debt to the recruiters/transporters/exploiters? If yes, how much and what was the debt for?
7. What degree of freedom of movement had the individual (totally denied/only accompanied/no restrictions imposed)?
8. What were the conditions of exploitations?
   Excessive working hours?
   Limited/no freedom of choice
   Constant Threats/
   Physical aggressions

CORROBORATIVE MATERIALS

Additional Corroborative Materials
- Police or immigration reports;
- Any travel documentation or travel tickets;
- Immigration departure or landing cards;
- Reports of any medical treatment provided for any injuries both prior to referral and treatment provided through the assistance process;
- Copies of employment contracts or copies of the original advertisement;
- Diary entries, letters written by the victim;

- Witnesses' testimonies;
- Photos on the situation of exploitation;
- Medical or psychological analysis.

DECISION

1. Is the individual a victim of human trafficking?
2. Is the individual eligible to receive assistance?
   If Yes, what kind of assistance?
   If No, why?
3. The individual declined the assistance? If yes, why?
4. Other Remarks (if any)

CHAPTER II

REINTEGRATION ASSISTANCE FOR VICTIMS OF HUMAN TRAFFICKING

2.1 Physical and psychological consequences for victims of trafficking

Victims of trafficking commonly experience severe physical and psychological trauma as a result of the violence, rape, threats, addiction, and other means traffickers use to control their victims.

'Trauma' means wound. In both medicine and psychology, it refers to major physical or mental injuries, including threats to life or physical integrity. A trauma is a personal encounter with death and violence.

A 'traumatic event' is one that has the capacity to cause mental or physical trauma. Faced by such an event, the immediate response of the body and the mind is to struggle for survival. Behaviourally this is expressed by 'fight, flight or freeze' responses, submission or 'playing dead'.

A severe traumatic event often changes the way in which survivors understand the world around them. They may lose their sense of safety, and feel vulnerable and helpless. If the event involves acts of violence and the intention to hurt, trust in other people may be lost and the survivor's inter-relational world seriously disturbed. Personal encounters with human or man-made violence are considered the most disturbing forms of trauma, likely to have the most lasting impact.

Post–traumatic symptoms appear more gradually. Intense intrusive re-experiencing of the original trauma is characteristic, and is associated with simultaneous efforts to avoid reminders of what happened. The survivor is also likely to experience increased arousal, usually from the start, and may suffer from inability to sleep, hyper vigilance, or an exaggerated startle response. For some individuals, intense reactions in the first month thereafter slowly reduce even if no help or treatment is provided.

Loss of safety, control and trust commonly leads to depression (deep sadness, loss of the will to live, etc.) or anxiety. A personal encounter with violence and death may also haunt the victim, who may painfully re-experience the event in dreams or daily life (also called intrusion). Intrusion is often set off by reminders, which may cause survivors to try to shun everything that might bring to mind the event (called avoidance). In this manual, we call the reminders that cause intrusion 'triggers'. Victims may feel disconnected from their bodily sensations and feel numb, or may be unable to recall traumatic memories. A state of heightened arousal is also quite usual. Victims may be on their guard all the time, startle easily, sleep poorly, be irritable, or find it difficult to remember and concentrate (called hyper-arousal).

If victims of human traffiking lack support and help, these reactions may last for months or even years. Psychiatrists call this state of mind 'post-traumatic stress-disorder' (PTSD).

Three types of symptoms are therefore typical of severe trauma-related disorders:
- Intrusions: intrusive memories, flashbacks, nightmares.
- Avoidance: shunning situations that recall the trauma.

- Changes in arousal (high or low): a person is easily startled, tense and has angry outbursts, or is numb or depressed.

Individuals who have been exposed to trauma may therefore experience a great deal of anxiety and sadness, and feelings of hopelessness and worthlessness. Our work aims to restore their sense of control, and empower them by giving them coping skills and helping them to rebuild social relationships and trust.

2.2 Rehabilitation, Recovery and Reintegration of victims of traffiking.

Critical factors in rehabilitation, recovery, and reintegration include the victims' age, physical and psychological health, background, family life, culture, duration of exploitation, and perceptions of the damage done to their person and their future as a result of having been trafficked. The long-term recovery, rehabilitation, and reintegration of trafficking victims can involve educational and economic opportunities, as well as extended psycho-social care.

> *NORWAY: Reintegration assistance for THB victims is not an issue for Norway because there have no internal trafficking and Norway is not a country of supply of victims that return. Integration of victims in Norway always is a result of them being given asylum or permission to stay on other grounds than the fact they've been trafficked (family re-union, humanitarian reasons etc) and the programs are provided by the immigration authorities.*

> *Norway:There are a series of shelters special for victims of human trafficking with 24/24 specialized staff. One of such shetlers is Lauras Hus in Oslo where victims can stay on long period of time (sometimes even years). The victims have access to Norwagian language classes and benefit from support in finding a job (in the case of those having residence permit).*

Medical/ psychological health care

Most victims may be experiencing particular health problems due to the ill treatment and exploitation they experienced during the trafficking period.

Some of these health problems include HIV/AIDS, sexually transmitted diseases, bodily injuries, trauma, stress, and fear; thus, the victim's physical and mental well-being should be considered a priority. An initial medical check-up must be conducted even if the victim seems to be in a state of perfect health.

However, before conducting any tests or administering any treatment, service providers must always obtain the victim's informed and voluntary written consent, unless it is an emergency life-saving measure and the victim is unable to provide consent.

An initial medical check-up is thus essential at the beginning of direct assistance to determine the medical history of the victim, as well as to establish his/her general well-being while noting signs of any violence/injuries suffered.
Initial check-up helps determine the need and length of preventive curative, rehabilitative, and therapeutic treatment.

Meeting the victims's health needs includes making sure any injuries or chronic problems resulting from the traffiking are addressed as well as monitoring the client's overall health.

Rehabilitation also focuses heavily on the client's psychological wellbeing. Long after many of the physical injuries have healed, a victims of traffiking may continue to struggle with psychological problems. It is vital that the victims has access to proper psychological support to help them to address these issues. Some of them might also require psychiatric assistance such as assessment, medication and the monitoring of psychiatric problems that may pre-date the traffiking experience or have developed following this. (These might include severe depression, psychosis and suicidal ideation.)

Psychosocial support

Psycho-social support and counseling can help victims of trafficking free themselves from the anxiety and depression and start rebuilding their self confidence. Idei ce vor fi luate in considerare:

- It is important to take into account that many victims of traffiking may have experienced traumatic or abusive experiences even prior to being trafficked. Pre-trafficking events, together with the trafficking experience, generally have an effect on the victim's mental wellbeing.
- Intervention strategies and assistance programmes for them must be based upon an understanding of the psychologically painful experience of the victims and must focus on assisting them to recover fully while re-establishing a normal life.
- Psychosocial support may include general counselling and trauma therapy. Counselling should only be provided by appropriately trained (professional) personnel. Counsellors and psychologists specifically trained to work with children and persons with disabilities should be engaged to attend to children and disabled victims of human trafficking, respectively.
- For most victims, the counselling sessions focus on problemsolving strategies as well as coping mechanisms in relation to the following issues that victims may be concerned about:
  - ➢ restoration of emotional and physical stability and well-being;
  - ➢ personal safety and safety of family members from traffickers;
  - ➢ cooperation with law enforcement agencies in legal proceedings against traffickers;
  - ➢ whether and how to contact family members and return to the family or community should they choose to return;
  - ➢ likely reaction of the family and the community regarding the absence and possible return of the victim;
  - ➢ necessary time frame to finalize any paperwork, processing of documents and relevant legal proceedings;
  - ➢ where and with whom to live;
  - ➢ other forms of assistance required.

Education and vocational training

Sometimes, victims may have dropped out of school or training, which further reduces their chances of finding suitable work in the future. Assisting victims in completing their interrupted education/training should be considered a priority whenever possible.

In cooperation with national authorities (Ministry of Education, school inspectorates and educational units, NGO's) the receiving service provider can facilitate the re-enrolment of the victim into the education system, including adult literacy classes, and can link the victim up with several initiatives such as free primary/secondary

education enrolment, bursary schemes and educational grants to provide financial support for the victim's education.

Where education is a favourable option, the victim should be enrolled in educational facilities located in the vicinity of the victim's place of residence as part of his/her reintegration plan.

If suitable education facilities cannot be found in the area, then temporary relocation with regular follow-up should be considered.

Vocational training is an important element to include in a reintegration plan since it helps to ensure the sustainability of reintegration by increasing the victim's chances of gainful employment, as well as increasing his/her confidence and general life skills.

Service providers should assist victims, depending on their age, to set up realistic employment goals corresponding to their abilities, skills, educational level, and the available employment opportunities in the location. Efforts should then be made to provide the vocational training necessary to realize such goals.

Vocational training should aim at imparting the necessary skills to find employment and should be offered on a case-by-case basis, taking into account the victim's age and in accordance with a

comprehensive reintegration assessment.

Legal assistance

Victims of trafficking need justice and advocacy to make sure that their rights are upheld. Most of them are poor and with little knowledge or understanding of the law and are unaware of how to seek justice. As such, they often require legal assistance.

Since human trafficking is a crime against the state and also a violation of the individual victim's human rights, legal assistance is necessary in both criminal and civil proceedings.

The victims should be informed of the legal process as soon as possible, including civil and criminal proceedings. Victims of trafficking should be informed of the importance of cooperating with law enforcement agencies, the possible risks as a result, their role as witnesses, and the possibility of protection during investigation and trial. However, cooperation with law enforcement should not be pegged on assistance and vice versa.

Victims are often not aware of their rights and obligations and it is important to inform them of the possibility of filing civil suits against the traffickers for return of their belongings and compensation for harm, injury and damages suffered during trafficking.

Victims testifying against traffickers might require additional counselling and support prior to, during, and after their testimony. Service providers should arrange for special counselling sessionsto address these issues.

Care should also be taken to ensure that victim-friendly services are available to the victims throughout the legal process to avoid secondary trauma and to ensure effective cooperation and

participation of the victim throughout the process.

The safety of the victims and their families is of paramount consideration at all times and the direct responsibility of law enforcement agencies. The investigator, in collaboration with other stakeholders, especially those from social welfare and provincial administration/local authorities, should continuously conduct risk management to ensure the safety of the victims or their families throughout the legal process.

Service providers involved in assisting victims during the legal process are encouraged to cooperate with law enforcement agencies and share any information in

relation to the case and possible threats to the victims. However, information should only be shared on a need-to-know basis and service providers should never feel obliged to reveal any information to law enforcement as a result of coercion or other unethical methods.

Being able to move on can mean having to cope with feelings of hopelessness and helplessness, which may include despair and anger. The recovery may require accepting past suffering and lost opportunities or lost time.

Structure is very important in recovery. Continuing one's education or getting and keeping work can be very therapeutic and boost self-esteem which is very wick at victims of human trafficking. Self-development keeps one focused on doing positive things for oneself and on personal growth.

> *Norway: A special attention is given to the delivery of legal assistance to the victims through specalized lawyers. In Romania the majority of victims have state lawyers that have a big work volume (not just cases of trafficking but also cases regarding various other crimes) and who are paid poory comparing with the workload.in Norway before deciding the case of exploitation is reported or not, the victims are entitled to up to 3 free legal counselling sessions from a specialzied lawyer that will be paid by the county governor authority; if there are necessary more additional legal sessions the lawyer will have to write an explanatory note. During court procedures the victims will be assisted by specialized lawyers which will be paid through court decision, including travel costs if the lawyer has to travel from one region to another one in relation with the case.*

Reintegration.
The reintegration of trafficking victims often is a difficult, complex, and long-term process. It is different for each victim, and it involves not only the victim but also the environment and comunity within which the reintegration is to take place.

Many potential approaches to multidisciplinary rehabilitation can be taken. The particular approach used by any individual victim of human traffiking will depend on their unique circumstances and needs. Some potential approaches include:

- Psychological counselling support (short to long-term)
- Individual medical assistance to address physical damage, pain relief, loss of mobility
- Occupational support
- Social support
- Community integration
- Group work
- Legal aid and support for legal issues

Victim-led principle
It is of paramount importance that any individual practitioner's work with victims of human trafficking be **victim-led**. Due to the complexity and variety of needs of victims of human trafficking engaged in multidisciplnary rehabilitation, many types of potential intervention exist. A victims should be able to choose the type of intervention they receive.

Victim-led work means that the practitioner listens to the survivor and supports the individual in making their own choices. The victims is always at the centre of the work, taking an active role in making decisions about the support that they receive and in setting the pace of the work.

A professional working in a victim-led way supports the victim in stating what they want and need, rather than deciding what is best for the survivor.

Victim's needs inventory

From the interviewer's point of view, what is the condition of the victim with regard to:

Health: Excellent__Good__Average__Poor__Extremely bad__

Education: Excellent__Good__Average__Poor__Extremely bad__

Family situation: Excellent__Good__Average__Poor__Extremely bad__

Work options: Excellent__Good__Average__Poor__Extremely bad__

Does the person need:
- Emergency assistance __
- Shelter __
- Clothing __
- Medical screening __
- Medical care (short/long term) __
- Psychosocial assistance __
- Legal aid __
- Reintegration assistance __ (mark the 3 most important)
- Vocational training (specify) __
- Informal education __
- Formal education __
- Family reunification __
- Support to the family (specify) __
- Counselling about small business __
- Other (specify) __

Is the victim willing to be assisted? Yes / No

Is the victim willing to be reunified with his/her family? Yes / No

Is family reunification possible (i.e. the victim is willing to be reunified, the family is willing to have the victim back, the family was not involved in the trafficking process, there is no risk of re-trafficking) Yes / No
- If no, what is the preferred option? _____
  Types of assistance provided by the service provider (mark all the items that will be/are offered):
  - Shelter __
  - Clothing __
  - Medical screening __
  - Medical care (short/long term) __
  - Psychosocial assistance __
  - Legal aid __
  - Vocational training (specify) __
  - Informal education __
  - Formal education __
  - Family reunification __
  - Support to the family (specify) __
  - Counselling about small business __
  - Other (specify) __

2.3. Multidisciplinary rehabilitation as a process

The process of multidisciplinary rehabilitation takes time and often requires multiple interventions.

The overall goal of rehabilitation is to bring about healing for the survivor of human traffiking and their family (if it is possible). There are a number of strands involved in helping a survivor to rehabilitate.

a. Working with the victims to promote their **health and wellbeing** is one such strand. A practitioner would do this by supporting the victim to access health services (such as helping them register with a GP, encouraging them to consult the GP on their health concerns and ensuring they know how to explain these concerns to the GP and also advocating for the survivor with the GP where necessary).

b. Another strand of multidisciplinary rehabilitation may be providing **psychological support** for the victim. This can be achieved through a variety of traditional and alternative therapeutic interventions according to a survivor's unique needs.

c. A third strand of multidisciplinary rehabilitation involves working therapeutically with the survivor and their **family** so that healing. Rehabilitation takes place within the family, and for the victim, within the family unit.

d. **Practical support** or social welfare is a fourth strand of multidisciplinary rehabilitation. This might include assistance with housing and benefits, advocating for the client with other professionals, agencies or NGOs, providing emergency financial grants, food and clothing and advocating for children at schools, etc.

e. A fifth strand of multidisciplinary rehabilitation involves working with the survivor so that they can achieve **economic selfsufficiency**. This might include supporting clients to access benefits or enter paid work or running teaching sessions with clients so that they learn how to manage their finances.

f. A final strand of rehabilitation is **"justice"**. This could include supporting the victim to explore which avenues are open to them for seeking justice.

Multidisciplinary rehabilitation: what and how
What?

Multidisciplinary rehabilitation can include interventions with the individual on their own or with their family as well as in groups and their community.These interventions must address a range of needs of the individual, including: physical; emotional/psychological; practical and social welfare-based; communitybased; spiritual and cultural needs. Thus, the individual is viewed 'holistically' or as a whole person, in contrast to more traditional ways of viewing a client where only certain aspects of the person might beconsidered. In the more traditional models of working with victims, the person's needs tend to be evaluated according to the expertise of the particular professional working with the survivor; for example, by looking at the person from a 'medical model' perspective or by looking only at the

client's legal requirements and without any regard for other needs

How?
In general, social assistance uses **two types of team**:

1) an interdisciplinary team that includes specialists working within a single institution (eg, social worker, psychologist, nurse, specialized educator working in a foster care center);

2) a multidisciplinary team that includes professionals working in different institutions that can help in a moment to resolve the situation of the beneficiary (for example, it may include a social worker, a police officer, a guardianship authority representative,a doctor, a lawyer, etc.).
The team coordinator is usually a social worker. S/-he has gathers information from other professionals involved and comples them in various documents required for solving the problem(s) of the beneficiary.
All interactions between a professional and a client need to work toward and **support healing**. These might include therapeutic interventions, work on legal issues and supporting a client to access community and social welfare resources and other practical help. Thus lawyers, clinicians, social workers and befrienders alike need to be working with clients in a
way that promotes healing.
There are some key principles of **'good practice'** relevant to all professionals involved in multidisciplinary rehabilitation which promote healing. One such good practice principle is that the work with the victims of human trafficking be **'victim-led'**. This means that the professional must ask the client what they want/need from the intervention.
Victim-led' work focuses on the client's priorities rather than those of the professional. In addition, the professional should be working with the client in a way that supports the client's empowerment and encourages them to become more self-directed. The experience of traffik and
other forms of abuse can cause a victim to feel extremely disempowered.

Exercise - Case studies

"For Valentina, her daughter is the greatest miracle that happened in her life. The child's father is one of the dozens of clients she had in a brothel in Dubai, where she was forced to prostitute. Of course she doesn't know which one is the father. Orphaned of both parents at only 16, Valentina was trafficked to Turkey and then to Dubai. He had then not even a birth certificate. She went to school went only due to a neighbor who was a teacher and insisted on attending the school. Valentina says her parents did not work, and when they found work they were "taking the payment in spirit". At 14 she was forced to leave school to work. When her parents died, Valentina was left on the road. Her older brother and his concubine werealways chasing her away from home. For days she had nothing to eat in the evening and she had to seek shelter. The local social worker from the village, the school teachers and the mayor did not react to the tragedy and the girl was forced to take her own life to her hands. So she found a solution in an acquaintance's proposal to go abroad for work. In a few days she had the documents, she was bought some clothes, and soon she arrived in Turkey.

(...) From this experience he got an abortion and then with another pregnancy. "Many of the newly arrived girls did not know that in such relationships they can get pregnant, no one advised them to protect; they did not even get condoms. So many of the girls got pregnant. In fact, if one succeded to mask pregnancy, she had a chance to get back home, penniless. If someone heard are about their situation they would be thrown in the street.

(...) Valentina decided to keep the pregnancy. Because she had no choice, she had to work until the seventh month, hiding the pregnancy as much as she could. (...) Due to happy circumstances she managed to return home and now she is in a maternity center. She said she would try to rebuild her lives and that she would never get in touch with her relatives, for fear they could learn about the experience she went through". Article taken partly from http://www.investigatii.md/index.php?art=641

Needs identified	Suggested action	Implementing agency / NGO
VICTIM ASSISTANCE		
How will these four actions be coordinated, and by whom?		

Follow-up and evaluation of a multidisciplinary intervention

The treatment and rehabilitation services provided by the multidisciplinary team may cease once the team has achieved its goal – meaning that the victim's physical, psychological, and social well-being are now normal or close to normal.

Alternatively, the team's operations also may need to terminate in the event that its efforts have not succeeded or are likely to fail. This may be due to factors outside the team's control.

These factors can include the fact that the legal system is not conducive to the treatment the victim requires, or that the mechanisms necessary to respond to the case are inadequately structured and cannot support the treatment. It may be the case that the objectives were not met simply because the team do not requires additional expertise in order to fulfil its obligations. The team should then decide to cooperate with other organizations in order to gain access to such technical expertise.

In another scenario, if existing members of the team seem to lack skills or expertise, training activities could also be organized to help strengthen their capacity. Finally, another means to meet gaps in skills and expertise is to invite external experts from the requisite professional field to participate and share their opinions during the multidisciplinary team meetings.

Assessing the multidisciplinary team's intervention success

In order to evaluate the team's success in meeting its objectives, an assessment must be conducted through the creation of indicators. This should occur when the team's operations have ceased, whether this is due to the normalisation of the victim's physical, psychological, and social well-being, or due to the failure of the team's efforts. There are different methods of assessment depending on either of these two rationales for termination of the team's operations.

In the event that the team has succeeded in achieving its goal, the assessment process should ensue as follows:

1. Assessment of the normalisation of the victim's physical, psychological, and social state

One indicator for assessing the multidisciplinary team's success is to compare the bio-psychosocial condition of the victim both before and after the rehabilitation process, in order to measure the extent of positive changes.

It is not practical to expect that a treatment and rehabilitation programme will be entirely successful in every aspect. However, if the victim's general condition is within a normal range, with the potential of achieving improved physical, psychological, and social well being, the programme can still be deemed a success. This would be particularly applicable if the victim displays a sense of resilience and his or her social environment in supportive of or conducive to his or her recovery.

NORWAY: In Norway, the big majority of the organizations and authorities do not have a system in place for a regularly evaluation of the assistance given to possible victims of human trafficking. Only two organizations have a system in place for evaluation, and both includes the victim itself as he or she is asked for their opinion on the assistance they have received. A couple of more organizations and authorities state that they evaluate themselves without elaborating on how this is done.

> *It is safe to assume that most of the organizations and authorities taking lack a sufficient system for evaluation of the assistance given to victims of human trafficking.*

2. **Assessment of the victim's physical, psychological, and social state when the rehabilitation programme is found to have failed.**

If the rehabilitation programme is determined to have failed due to the limitations of the team itself, the members should assess the challenges and obstacles it has encountered in the course of their work. For example, the case may be that a particular team member did not participate in the conference(s) held to evaluate the victim's needs, thus leading to an incorrect evaluation.

It could also be the case that some or all of the members lacked knowledge or skills pertaining to certain issues or fields. When such challenges or obstacles have been recognised, attempts should be made to address it – for example, by inviting external experts to fill knowledge gaps – before the team continues with the rehabilitation process as appropriate.

Signs of recovery of the victims of human trafficking

It has been emphasized that each individual's journey to recovery is a deeply personal process, as well as being related to an individual's community and society. A number of features or signs of recovery have been proposed as often core elements, however:

Hope

Finding and nurturing hope has been described as a key to recovery. It is said to include not just optimism but a sustainable belief in oneself and a willingness to persevere through uncertainty and setbacks. Hope may start at a certain turning point, or emerge gradually as a small and fragile feeling, and may fluctuate with despair.

Secure base

As elements which can create a sense of security they have also been proposed: appropriate housing, a sufficient income, freedom from violence and adequate access to health care. It has been suggested that home is where recovery may begin.

Supportive relationships

A common aspect of recovery is said to be the presence of others who believe in the person's potential to recover and who stand by them. While psychosocial professionals can offer a particular limited kind of relationship and help foster hope, relationships with friends, family and the community are said to often be of wider and longer-term importance. Others who have experienced similar difficulties, who may be on a journey of recovery, can be of particular importance. Those who share the same values and outlooks more generally may also be particularly important. It is said that one-way relationships based on being helped can actually be devaluing, and that reciprocal relationships and mutual support networks can be of more value to self-esteem and recovery.

Empowerment and Inclusion

Empowerment and self-determination are said to be important to recovery, including having self-control. This can mean developing the confidence for independent

assertive decision making and help-seeking. Achieving social inclusion may require support and may require challenging stigma and prejudice about physical or mental distress/disorder/difference. It may also require recovering unpracticed social skills or making up for gaps in work history.

Coping strategies

The development of personal coping strategies (including self-management or self-help) is said to be an important element. Developing coping and problem solving skills to manage individual traits and problem issues may require a person becoming their own expert, in order to identify key stress points and possible crisis points, and to understand and develop personal ways of responding and coping.

Model: Assessing progress in the treatment of a mood disorder

An example of assessing the bio-psychosocial condition of a victim before and after treatment, whereby the victim exhibits symptoms of a mood disorder syndrome, illustrates how progress can be gauged.
If the victim appears to meet the following conditions, he or she could be determined by the multidisciplinary team to have reached normalisation:

- Emotional stability
- Not easily affected or overly troubled by stimulus
- Capable of emotional control
- Able to cope with negative emotions through the use of reasoning
- Able to reconcile his or her own negative emotions resulting from an external stimulus
- Able to attain a sense of tranquillity
- Does not exhibit aggressive, apathetic or despondent behaviour
- Demonstrates a readiness for self-development and improvement of his or her living conditions, as well as other aspects of his or her life

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However, if the psycho-social intervention has proven unsuccessful due to the victim's inability to cooperate or to external factors beyond the control of the team, experts from various fields must first be brought in to play a role in the evaluation.

These experts would need to assess:

- Whether the team has performed in accordance with its professional standards and to its full capacity
- Whether the victim did not cooperate because the team was not effective in its operations. For example, a member of the multidisciplinary team may have asked the victim to meet the general practitioner, without providing a specific time and place of appointment.

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CHAPTER III

GUIDELINES FOR STAFF CONDUCT DURING THE PROVISION OF ASSISTANCE AS PART OF THE VICTIMS REINTEGRATION PROCESS

3.1. Basic principles in providing assistance to the trafficked persons

In providing assistance to the traffi cked persons, the following basic principles should be adhered to:

- a commitment to fight against human traffi cking and protect the rights of victims, with respect and protection of the human dignity and well-being of the traffi cked individuals;
- the guiding principles to be adhered to at all time include the protection, safety and respect of human rights of actual and potential traffi cked persons;
- all services to traffi cked persons are provided on the basis of the informed consent of victims. Such assistance shall only be extended to traffi cked persons who have freely chosen to return home;
- in providing assistance to child trafficked persons, agencies and organizations concerned should always take into consideration the best interest of the child;
- a trafficked person has the right to the access and knowledge of social services, legal and other assistance from government and private sectors, whether or not these trafficked persons cooperate with the legal proceeding against human trafficking organization;
- a trafficked person who cooperates in the legal proceeding must be provided with the right or allowance to reside temporarily (if he / she is a foreigner). Such victim should be accommodated in a safe and appropriate place while awaiting the legal and judiciary process;
- as for victim repatriation, consideration must be made on safety and continuous assistance provision. Agencies should be available to support repatriation and reintegration into society to prevent the traffi cked persons from being exploited or victimized again. There should be other options if there is a reason to believe that the repatriation may lead to danger or severe risk to the victims.
- any action must be conducted with respect to human rights, risk factors, age, gender and needs of the victims, and the rights and best interests of the traffi cked persons will be considered the fi rst priority;
- privacy and confi dentiality of the traffi cked persons must be protected.

> *NORWAY: As stated in the IOM handbook, as a service provider in a referring country we should only conduct a basic individual assessment for THB victims. When contact is made by an assumed THB victim, we make a basic assessment of her general situation, needs, desires, overall motivation and what possibilities are available to her. We will also provide health services. After this general, basic assessment, the case is then referred to IOM. Should the THB victim not wish to have her case handled by the IOM, we will refer her to service providers/ organisations in her country of origin.*
>
> *We would also like to stress the four following guiding principles in assisting TBH-victims:*
>
> ***Individualised treatment*** *of the victim, i.e. adapting the assistance (including medical) to the victims particular needs. No THB is the same, and there is not a generalised way to treat them and meet their needs.*
>
> ***Participation and self-determination***, *i.e. working with the victim in collaboration.*
>
> *Non-discrimination, i.e. provide assistance to the victim without any prejudices based on the victims social class, ethnicity, religion, language, political beliefs etc.*
>
> ***Right to privacy and confidentiality***. *Confidential data should never be disclosed without the victim's knowledge and approval.*
>
> ***Providing an allowance/income to the victim***. *Not providing the victim with an allowance and only providing room and board is a hindrance as to her wellbeing and quality of life. By providing liveable allowance, the victim will be encouraged to stay with her treatment plan, therefor minimising the risk of re-trafficking.*

3.2. Code of conduct in assessment and intervention

Assessments and interventions should be perceived in the context of counter-trafficking and helping trafficked persons may take place at different sites and in different settings, accomplished by different teams of professional and/or paraprofessional helpers. However, regardless of the expected variety of settings and circumstances in which assessments and interventions are conducted, the following ethical standards have to be respected:

1. Informed consent of the person (or their legal representative) is unconditionally required and must be endorsed for any kind of assessment and intervention.
2. Keep the assessment and intervention procedures short, simple, paced, and appropriate to the physical, intellectual and emotional conditions of the person for meaningful and constructive cooperation, unless otherwise recommended.
3. Strict confidentiality should be ensured regarding archiving and transfer of information and documents from one helping site to another, including referrals to health and social institutions.
4. Avoid any replication of assessment procedures, including re-interviewing or re-examining the person for the same factual data, if otherwise not recommended and professionally justified.
5. The use of psychological tests, standardized diagnostic instruments and/or specific interventions, such as psychological counselling, should be entrusted to professional helpers with adequate (accredited) training, as well as with personal and moral credibility to work with persons and groups impacted by trafficking in humans.

The code of conduct provided here contains excerpts from the ethical codex of many helping professionals, similar in their emphasis of human rights, and the protection of particular professions.

3.3. Skills in developing a helping relationship

Specialist working with victims of thafficking have ways to develop the quality of helping relationship through verbal and nonverbal skills.
The first skill we will discuss is the concept of empathy.

• Empathy

Being empathic does not necessarily mean agreeing with what is being shared by the traffi cked person.

Empathy is not pretending to understand or taking on traffi cked person's problems, nor is empathy a one-time behaviour. Empathy is also very different from sympathy. Empathy involves listening, while sympathy involves reacting. Sympathizing with others refers to understanding their feelings without getting involved in them. Empathizing with others entails identifying with their feeling to the point of taking on their pain. The empathetic person asks questions, while the sympathetic person may be moved to advice and solutions rather than allowing others to come to their own realizations.

Rogers (1957) believed that empathy is an attitude or the way of being in tune with the experience of another person. Listening and empathizing are essential skills when relating to others. According to Rogers (1980) it is important to empathically understand another person's experience. To him empathy means entering the private perceptual world of the other and becoming thoroughly at home in it. It involves being sensitive, moment by moment, to the *changing felt meanings* which fl ow in this other person, from fear or rage to tenderness or confusion, or whatever one is experiencing. It means temporarily living in the other's life, moving about it delicately without making judgments. Empathy is crucial not only for counselling victims of traffi cking, but also in maintaining relationships.

Exercise: EMPATHY WITH THE CHILD WHO HAS HAD A BAD EXPERIENCE.

1. In pairs of listener and speaker, the speaker describes how they felt during a bad experience. They then describe whether they still feel the effects of that experience, and if so, what they feel now.
2. Change roles and repeat.
3. In small groups, discuss how might a child victim of trafficking be feeling after their experiences?
4. How will those feelings affect the interview?

Attending skills

Attending consists of verbal and nonverbal behaviours which demonstrate that the helper is listening and is "with" the trafficked person. Attending skills can be divided in 2 groups: nonverbal and verbal.

Nonverbal

Attending skills involve using one's body, face, and eyes to focus attention on the traffi cked person.

The *posture* needs to be "open" to send the signal that one is receptive to and willing to engage with traffi cked person. The open body position is the position that one feel comfortable in. Face trafficked person directly, sitting in a centred way, upright and relaxed. The body posture should send the message of attending to the traffi cked person.

Eye contact plays an important role in communicating attention. This does not mean helper should stare at the trafficked person, but rather use appropriate eye contact to indicate involvement in the subject. If the helper looks at the trafficked person by sending a message of attention and understanding, it will make him or her feel comfortable. It is important to remember that in some Asian cultures, direct eye contact is considered to be inappropriate and a sign of disrespect.

Facial Expression. During the interview, the trafficked person observes the helper as well as the helper observes him or her. The helper needs to be aware of the nonverbal messages that he or she is sending through facial expressions. The facial expression should harmonize with verbal expression and emotion.

The helper needs to ensure he/she is seated at an appropriate *space distance*. Making space for the trafficked person stands to provide an appropriate physical environment as well as a supportive relationship.

EXERCISE: NON-VERBAL COMMUNICATION

70% of human communication is non-verbal. Being a good communicator means being able to read the non-verbal cues. The participants will work in triads. Each person in turn will become communicator, interviewer, and observer. Each exercise should take no more than a total of 15 mins.
EXERCISE 1
Communicator mimes a short scenario (3 mins) in which they convey an event and some emotion connected with it. The interviewer is to write down their understanding of the event and the emotions conveyed. Discuss in the triad (10 mins).
EXERCISE 2
The roles change. Repeat the exercise, this time the communicator is asked to mime a person that they know in some activity and give some idea of what that person is like.
EXERCISE 3
The roles change. Repeat the exercise. The communicator is asked to mime a scene from their childhood that makes them feel some emotion (with a warning not to mime a traumatic event or one which will cause them severe emotional pain).
The exercise is discussed in the large group.

Verbal

Verbal attending skills consist of minimal encouragers such as "uh-huh", "I see", and other single words or phrases that communicate helper's attention. Verbal attending skills encourage trafficked persons to explore their concerns in more depth.

Listening is the most powerful tool. If the helper does not listen, the communication skills are ineffective. A good listener tries to understand what the person

is saying by using *passive* and *active* listening skills. Passive listening entails using the nonverbal and verbal attending skills listed above.

Active listening means that helper is listening with purpose and communicating that he or she has listened. Cully & Bond (2004) suggests the framework for listening to help one develop effective listening skills.

Remember:

Experience	– what happens to the individuals.
Behaviour	– how individuals act.
Feeling	– what they feel about their behaviour and experiences.
Thoughts	– what they understand about their actions.

The helper's own involvement, beliefs, values, and cultural background can play significant role in building the filters of listening. We often tend to listen to ourselves, other people and the world around us through biased (often prejudiced) filters. Filtered listening distorts our understanding of the trafficked person's worldview or culture. A working knowledge of one's own and others' culture is particularly important when one is working with client from a different culture. The best way to decrease cultural filters is through awareness and acceptance of the differences that may exist between cultures and ways of being (see, *culturally sensitive care*).

How to Listen

The trafficked person communicates with helpers in a variety of ways, the most obvious being the words they use to express thoughts, feelings, and experiences. Helpers can listen carefully to the words, focusing on the person and freeing the mind from distractions. When one is ready to start listening, it is useful to imagine oneself in the other's shoes because we need to understand his or her experiences from their perspective rather than from our own viewpoint.

A key to listening is for the helper to pay attention to the trafficked person without formulating the next response while they are still speaking. In helping, it is crucial to listen carefully to what the trafficked persons are saying, so as to learn what they are thinking and feeling. It is important for helpers to not project their own feelings and personal concerns onto the trafficked persons.

Trafficked persons have different nonverbal styles. For example, those are ashamed might look down while they speak. When "listening" to nonverbal messages, the helper should not interpret the trafficked person's nonverbal behaviour as having a fixed standard "meaning." Fidgeting can reveal anxiety, but it can also reveal boredom; folded arms can convey either irritation or relaxation.

One cannot read another's body language as a universal language, should use such observations as hints or clues about what trafficked persons might be feeling. It is possible to hypothesize that the client needs distance from the helper if he or she is sitting with legs and arms crossed. In this case, one needs to test the hypothesis by talking about it with the person. In conclusion, we can use nonverbal data to form hypotheses and then gather more data to determine the accuracy of the hypothesis.

Exercise : HOW TO LISTEN EFFECTIVELY

In pairs, one person is the speaker, the other one is the listener. The speaker talks for five minutes about a problem in their work. Do not choose a topic that is too big or emotional to talk easily about. The listener should do their best to listen well. The speaker should try to notice whether they felt listened to, and what the listener did that showed this. They should then discuss their experience. Notice what worked, and what was not so good. Change over and the other person now becomes the speaker. Repeat the exercise now changing the attitude of the listener to the speaker. The listener will give the impression that s/-he is not interested in the discussion, looks tired, rushed or superficial about the story. The speaker will notice how s/-he feels in this situation.

Questions for discussion:
1. How did you feel the active/effective listener? What about the reluctant listener?
2. In which of the roles did the listener note more information?
3. What particular details from the listener's attitude (mimicry, mime, body posture, etc.) gave the impression that the speaker is heard and understood, or on hte contrary, stubborn and misunderstood?
4. How dis the speaker feel in the two instances - listened carefully and not listened to?

3.4 Worker safety, debriefing, self-care and well-being

Talking to victims of human traffiking also affects the helper. For all helpers, empathy is an essential aspect of good help. But it is also a source of compassion fatigue, vicarious traumatisation, or secondary traumatic stress (STS). How are helpers to manage their own stress? Early recognition and awareness are crucial to efforts to prevent burn out.

In addition, professionals who work in conflict areas and emergencies are likely to perform less efficiently if they are under this kind of stress. Even large organisations sometimes fail to take sufficient care of their staff, because managers are not adequately trained to spot symptoms, are unprepared for early intervention and prevention, are not equipped to assist, or have poor follow-up procedures. These problems are much more acute for local helpers, who usually have few resources and very little support. All helpers who work closely with traumatised people should take the time to make themselves aware of their own emotional state, and what they need to do to protect themselves from exhaustion while continuing to work professionally and with compassion.

Being exposed vicariously to traumatic events, for example by listening to catastrophic testimonies, may generate some of the same trauma reactions that would occur if you were involved in a serious incident. You may struggle to manage your emotions, have problems in your relationships, find decision-making difficult, have physical problems (aches and pains, illnesses), feel hopeless, think your life has no meaning, or experience a collapse in self-esteem.

It is therefore important to develop strategies to cope with situations that might cause vicarious trauma-reactions. What helps you to take your mind off your work or your thoughts? How can you rest your body as well as your mind? Does an activity inspire you or put you in a better mood? If you find it useful, you can also use the grounding techniques that you teach victims.

Like victims, helpers need support groups. If possible, meet regularly with other helpers to discuss your experiences and feelings, or do things together. If there are too few helpers in your area to create a support group, find friends and other people you trust with whom you can share.

The victims may feel helpless and thus come across as wanting the professional to take charge of their life. However, a professional who takes on too much responsibility for the client runs the risk of actually contributing to that client's sense of helplessness in the longer run. The amount of input from the professional will of course vary with the client's needs and there will be periods when the client does require a high level of support. However, the professional should be working in a way that promotes a higher degree of autonomy for the client.

If a professional takes on too much responsibility for the client this might indicate that the professional has difficulties in maintaining appropriate **boundaries** with that client. It is crucial that any professional working with traumatised or vulnerable people observes appropriate professional boundaries - the professional must work with the client in a way that is neither over or under-involved. This, in itself, is a skill that professionals need to develop in order to work safely and effectively with vulnerable individuals. Professionals working in this field should receive regular support due to problems with boundaries being, by their very nature, extremely difficult for the professional concerned to spot. Any professional working closely and regularly with vulnerable clients should attend regular supervision in which they look specifically at client boundary issues and the impact that the work is having on them.

The way in which a professional asks the client about their traumatic experiences and how they then support the client to explore the issues around trafficking form an important part of the client's rehabilitation. The professional is working in a 'victim-led' fashion by allowing the client to set the pace of disclosure and by encouraging the client to decide what is safe for them to talk about - and what is not. The aim is that the professional will be able to build a relationship based on trust and to create a space where the client feels safe enough to disclose what is needed for the work to take place. But it is crucial that the client is not rushed in this process. Knowing when to ask the client a difficult question is both an important skill and a fine art, but it is also important to keep asking the victim questions throughout the process as they develop and grow through the process of healing.

Worker safety is a crucial component of rehabilitation. It is important to think about your context (your country and/or region) and any potential hazards for the professionals working with victims of human traffiking towards multisiciplinary rehabilitation.

Below are some approaches to selfcare for individuals and organisations that you may wish to consider in your context:

Worker's input
- Recognise possibility of vicarious traumatisation
- Willingness to seek and use supervision for myself
- Willingness to seek the support of my colleagues/debrief

- Reflect upon (to myself and in supervision) any potential impacts the work is having on me
- Awareness of my needs, limits and resources
- Attend relevant training events
- Participate in forums exploring and discussing issues relevant to my work with victims of human traffiking
- Know and adhere to my professional practice guidelines and codes of conduct especially concerning my responsibilities in working with vulnerable clients
- Continually work towards a healthy work/ life balance
- Look after my own health through beneficial lifestyle choices (for example, diet, exercise, rest, leisure)

Organisation's input
- Recognition of the potential for vicarious traumatisation across roles
- Organisational policies put in place to support the well-being of all workers and an organisational commitment to carrying out those policies
- Structures in place that ensure debriefing, supervision and other forms of support for workers take place as needed
- Reasonable workloads with adequate time off
- Supportive team culture – encourages colleagues to offer support to one another

3.5 Special guidelines working with children and young people victims

Interviews of child victims should take place without unjustified delay after the facts have been reported to the competent authorities. Interviews of child victims should take place, where necessary, in premises designed or adapted for that purpose. Interviews with child victims should be carried out, where necessary, by or through professionals trained for that purpose.

The same persons, if possible and where appropriate, should conduct all of the interviews with a particular child victim.

The number of interviews should be as limited as possible. They should be carried out only where strictly necessary for the purposes of criminal investigations and proceedings.

The child victim may be accompanied by a legal representative or, where appropriate, an adult of the child's choice, unless a reasoned decision has been made to the contrary in respect of that person.

Example of professional code of conduct for safeguarding children and young people

Do:
- Remember that children and young people have the right to respect (this includes respect for their physical, intellectual, social and emotional welfare).
- Respect the cultural, religious and ethnic background of all the people with whom you work, however different it may be from your own.
- Model good conduct for others to follow.
- Ensure that there is always more than one adult present during activities with children and young people, or the activities should be within the sight and hearing of others.

- Respect the right of children to personal privacy.
- Monitor each other's behaviour with children.
- Feel able to comment on each other's conduct and be prepared to offer and accept positive criticism.
- Challenge **any** inappropriate behaviour with children.
- Report any suspicions or allegations of abuse.
- Be aware that some actions may be misinterpreted, no matter how well intentioned.
- Recognize the need to exercise special care and caution in discussing sensitive issues with children and young people.
- Be aware of and comply with the codes of conduct and rules of the agency or organisation with which you are working.
- Remenber that children have the right to decide how much physical contact they have with others (unless for medical attention).
- Remember that physical contact should only be what is necessary for the activity, it should be age-appropriate, and should reflect the child's needs, not those of adults.
- Remember that physical contact should be initiated by the child, not an adult, unless for medical attention.
- Seek advice about **any** concerns about the behaviour of any adult with children.
- Ensure that children and young people know of trusted adults (e.g., the child-protection coordinator or social services).

Do not:
- Have any inappropriate verbal communication with children or young people.
- Have any inappropriate physical contact with children or young people.
- Allow yourself to be drawn into inappropriate or attention-seeking behaviour.
- Make suggestive or derogatory remarks or gestures to (or in front of) children or young people.
- Jump to conclusions about others without checking the facts.
- Exaggerate or trivialize child abuse issues.
- Show favouritism to any individual.
- Rely on your good name or your job to protect you.
- Think 'it cannot happen to me'.
- Take a chance when common sense, policy or practice suggests a more prudent approach.

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CHAPTER IV

MENTORSHIP AND PEER TO PEER SUPPORT. A VALUABLE TOOL TO AID IN THE RECOVERY AND REINTEGRATION OF VICTIMS

4.1. MENTORING

Mentoring (also referred to as "peer support" or a "buddy system") within the context of case planning can act as a transformational relationship, in which positive role models create a compassionate catalyst for change. When those positive role models are victims of trafficking who are successfully rebuilding their lives, the catalyst for change can extend beyond other victims to the entire community or nation.

Mentoring Services establish and support strong, friendly, helping relationships between selected Mentors and children, youth, or adults.

Organizations serving victims of human trafficking have utilized the survivor mentor model to stabilize and support victims of trafficking. This model employs an adult survivor of trafficking as a mentor to a newly identified victim who has recently exited their exploitative situation.

By establishing a trusting relationship for traumatized victims, these programs provide a valuable tool to aid in their recovery and reintegration through empowerment and a sense of acceptance. Mentoring is often one piece within a continuum of services offered to victims of trafficking to meet their health and safety needs. Programs may also use mentors who are not survivors of human trafficking to work with sex or labor trafficking victims.

Access to Services

Matched relationships are available to children, youth, and adults who can benefit from additional support and friendship.

People eligible to be matched with a mentor include children, youth, and/or adults who can benefit from:

    a. a role model whose support can help them develop a positive self-image, new behaviors, and coping skills;

    b. peer or intergenerational support to help them face identified life challenges or accomplish developmental tasks; and/or

    c. companionship.

To sustain the program, the organization:

    a. recruits Mentors from the community through advertisements, flyers, and word-of-mouth; and

    b. partners with community providers, businesses, and institutions to increase awareness of the program and identify potential Mentors.

Screening and Selection of Mentors

Mentor applicants are screened prior to selection to determine their suitability and to safeguard and promote the well-being of service recipients.

The mentor screening process includes:
    a. a written application;
    b. an in-person interview that includes an assessment of the applicant's motivation for Mentoring;
    c. reference checks;
    d. criminal history checks, where legally permissible; and
    e. child abuse registry checks, where legally permissible.

For programs serving victims of human trafficking, the mentor may be a trafficking survivor with a criminal record of prostitution or other minor charges which should not disqualify the mentor from the program.

For survivor mentoring programs utilizing mentors who are not survivors of human trafficking, additional consideration should be given to assessing mentor qualifications, including, but not limited to, education experience working with children, and commitment to maintaining the mentoring relationship regardless of the residential placement or location of the service recipient.

A prospective mentor's availability is assessed to determine if s/he will have sufficient time to establish and maintain a mentoring relationship.

The organization should clearly communicate expectations regarding:
(1) How frequently mentors and service recipients will meet, and
(2) The minimum length of time mentors need to commit to the program.

Although expectations can vary based on program type and model, many programs ask mentors to meet with service recipients at least one hour per week, or for several hours once or twice a month, for at least a year.

Matching

Sustained, positive matches are made based on mentors' and service recipients' strengths, needs, preferences, and interests.

Common matching criteria include: gender, race, ethnicity, culture, special needs, geographic proximity, personality and temperament, shared interests, strengths, and/or participants' preferences for the match (including, for example, preferred activities or demographic characteristics).

The organization helps the service recipient understand the mentor's role and obtains the service recipient's written, informed consent to the proposed match.

Minor children and youth, and dependent adults, may be limited in the extent to which they can approve of and consent to matches.
Parents or legal guardians of children, youth, or dependent adults are involved in making and consenting to the match, and setting goals for the relationship.

Although it can be difficult to involve family members, an organization serving children, youth, or dependent adults should at minimum obtain written, informed consent to proposed matches from service recipients' parents or legal guardians. If another organization retains temporary custody of the service recipient, it is sufficient to obtain consent from that organization. When other providers are also delivering services to the individuals being mentored and coordination is valued, program personnel can,

with the agreement of service recipients and/or their parents, legal guardians, or custodians, discuss matches with appropriate personnel at the other involved organizations.

In cases where the child is a victim of human trafficking, it is important to be aware that the child's parent or caregiver may be the trafficker or complicit in the trafficking. In such cases, determining appropriate family supports and level of involvement should include the input of the child, as well as child welfare and law enforcement systems.

Mentors receive relevant information about the person with whom they are matched prior to meeting the person.

Mentor Orientation, Training, and Support

Mentors receive the orientation, training, support, and supervision they need to develop positive, lasting mentoring relationships.

Mentors receive an **orientation** that explains:
a. the program's philosophy;
b. their responsibilities to the service recipient, including any health and safety responsibilities;
c. their responsibilities to the service recipient's parent or legal guardian, as appropriate;
d. their responsibilities to the organization;
e. the responsibilities of the organization to the mentor; and
f. realistic expectations for the relationship.

Mentors receive **training** that addresses:
a. good mentoring practices;
b. communication and relationship-building;
c. diversity and cultural awareness;
d. establishing appropriate boundaries and setting limits with the service recipient and his/her family;
e. strengths and needs of the population served; and
f. topics relevant to working with the population served

Training for mentors working with victims of trafficking should include an overview of trauma-informed practices, nonverbal communication cues, the cycles of change model, triggers for running away, and situations where a clinician should be contacted.

Additionally, mentors should be attentive to the fact that trafficking victims often experience Stockholm Syndrome and form intense emotional bonds with their traffickers. These conditions may be masked by a victim's expression of affection for or customary subordination to a family member when the latter is the trafficker.

Because the tone of a relationship can be set quickly, literature emphasizes the importance of providing at least some training prior to the first match meeting. Some research suggests that mentors who receive at least six hours of pre-match training develop stronger, closer relationships with youth.

Mentors receive **ongoing support** that provides:
a. assistance with practical problems;
b. suggestions or directions regarding behavior or future activity; and
c. reassurance and recognition of the value of the mentor's efforts.

Mentors matched with older or high-risk youth may need more extensive training and support than mentors serving younger or lower-risk children and youth.

Some research suggests that it may be particularly difficult to develop close relationships with older or high-risk youth, and that they tend to have shorter mentoring relationships than younger and lower-risk youth.

Note: "Older youth" include middle-school and high-school students. "High-risk youth" may include: youth at risk of poor school performance or attendance, youth at risk of becoming involved with the juvenile justice system, youth at risk of pregnancy or early parenting, youth at risk of substance use, youth at risk of welfare dependence, youth at risk of gang involvement, and youth who have sustained emotional, physical, or sexual abuse.

Programs can be housed at a variety of sites, including schools, faith-based organizations, juvenile justice facilities, and workplaces. School-based mentoring programs should ensure that school officials do not view mentors as academic tutors, and encourage mentors to engage service recipients in social activities.

There may be some instances when involving family members is either not feasible (for example, programs based at schools or juvenile justice facilities may have trouble involving families) or not in the best interest of the individual being mentored, including instances where
family members are suspected in the trafficking of the child.

Supervising and Monitoring Relationships
Matches are routinely monitored to support the development of positive mentoring relationships.
A case file is maintained for each mentor and each service recipient and contains:
a. a summary of information learned about the mentor and service recipient during screening and matching;
b. a record of all meetings between program personnel, the mentor, the service recipient, and involved parents or legal guardians; and
c. a record of the date, duration, and activities completed at each mentoring meeting.

Contact can occur weekly, monthly, or quarterly, depending on the stage and nature of the mentoring relationship. More frequent contact and monitoring may be necessary during the early stages of a match or if a match is considered to be in jeopardy of premature closing.

When evaluating the match, reviews of case files are required.

For programs serving victims of human trafficking, the organization should provide sufficient oversight of the mentoring relationship to ensure the health and mental health of both parties.

Survivor mentoring program personnel should possess a sociocultural understanding of human trafficking, as well as a demand-driven understanding of prostitution. Additionally, program personnel should have a trauma-informed perspective, treat both the mentor and service recipient with respect, and avoid derogatory or stigmatizing language.

World Vision is an international humanitarian organization dedicated to helping children, families and communities reach their full potential by tackling poverty and injustice, including labor and sex trafficking and sexual exploitation. World Vision works collaboratively with the Ministry of Labor and Social Welfare in Laos on the Voices of Victims Network, which trains former victims of trafficking to mentor potential migrants on safe migration. The network extends from village committees to schools to migration hubs in Laos and Thailand. The project also trains and mentors Lao government workers at local, provincial and national levels to support anti-trafficking measures (http://2001-2009.state.gov/g/tip/c26189.htm).

Raising awareness at the community level

The program can consists of a campaign (a) to raise awareness of migrants' legal rights, (b) to explain the risks and warning signs of exploitation, and (c) to identify where victims can turn within their communities for support.

Program activities can include the following:

- Development and capacity building of anti-trafficking community committees, which include representatives of local councils and government, law enforcement agencies, educators, youth leaders, religious leaders, and other community leaders. Those committees organize monthly meetings to raise awareness about internal trafficking in the communities.
- Identification and monitoring of individuals and at-risk groups through creating and coordinating focus groups in communities and through delivering a trafficking survey.
- Creation of a support network for at-risk groups. Individuals can receive livelihoods training to enhance their income and choices, and they can get assistance to find and apply for microfinance opportunities that are available locally.
-

4.2. PEER MENTORING

Peer mentoring is a form of mentorship that usually takes place between a person who has lived through a specific experience (peer mentor) and a person who is

new to that experience (the peer mentee). An example would be an experienced student being a peer mentor to a new student, the peer mentee, in a particular subject, or in a new school. Peer mentors are also used for health and lifestyle changes. For example, clients, or patients, with support from peers, may have one-on-one sessions that meet regularly to help them recover or rehabilitate. Peer mentoring provides individuals who have suffered from a specific life experience the chance to learn from those who have recovered, or rehabilitated, following such an experience. Peer mentors provide education, recreation and support opportunities to individuals. The peer mentor may challenge the mentee with new ideas, and encourage the mentee to move beyond the things that are most comfortable. Most peer mentors are picked for their sensibility, confidence, social skills, and reliability (Bozeman, B.; Feeney, M. K., 2007).

Critics of peer mentoring insist that little is known of the nature of peer mentoring relationships and that there are few consistent studies indicating the outcomes of peer mentoring beyond good feelings among peers and the development of friendships (Jacobi, Maryann, 1991).

Peer support occurs when people provide knowledge, experience, emotional, social or practical help to each other (Shery Mead, David Hilton, Laurie Curtis,2001). It commonly refers to an initiative consisting of trained supporters (although it can be provided by peers without training), and can take a number of forms such as peer mentoring, listening, or counseling. Peer support is also used to refer to initiatives where colleagues, members of self-help organizations and others meet as equals to give each other support on a reciprocal basis.

Peer support is distinct from other forms of social support in that the source of support is a peer, a person who is similar in fundamental ways to the recipient of the support; their relationship is one of equality. A peer is in a position to offer support by virtue of relevant experience: he or she has "been there, done that" and can relate to others who are now in a similar situation. Trained peer support workers such as peer support specialists and peer counselors receive special training.

Organizations serving victims of human trafficking have utilized the survivor mentor model to stabilize and support victims of trafficking. This model employs an adult survivor of trafficking as a mentor to a newly identified victim who has recently exited their exploitative situation.

By establishing a trusting relationship for traumatized victims, these programs provide a valuable tool to aid in their recovery and reintegration through empowerment and a sense of acceptance. Mentoring is often one piece within a continuum of services offered to victims of trafficking to meet their health and safety needs. Programs may also use mentors who are not survivors of human trafficking to work with sex or labor trafficking victims.

Underlying theory

The effectiveness of peer support is believed to derive from a variety of psychosocial processes described best by Mark Salzer in 2002: social support, experiential knowledge, social learning theory, social comparison theory and the helper-therapy principle (Mead S., & MacNeil C, 2006).

Social support is the existence of positive psychosocial interactions with others with whom there is mutual trust and concern (Sarason, I., Levine, H., Basham, R., & Sarason, B.,1983). Positive relationships contribute to positive adjustment and buffer against stressors and adversities by offering (a) emotional support (Raymond B. Flannery Jr., October 1990) (esteem, attachment, and reassurance (Young, K.W. (2006); (b) instrumental support (material goods and services), (c) companionship (Thoits, P.,1986) and (d) information support (advice, guidance, and feedback) (Phyllis Solomon, 2004).

- Experiential knowledge is specialized information and perspectives that people obtain from living through a particular experience such as substance abuse, a physical disability, chronic physical or mental illness, or a traumatic event such as combat, a natural disaster, domestic violence or a violent crime, sexual abuse, or imprisonment. Experiential knowledge tends to be unique and pragmatic and when shared contributes to solving problems and improving quality of life (Shubert, M., & Borkman, T., 1994 and Coyne J. C. and De Longis A. 1986.
- Social learning theory postulates that peers, because they have undergone and survived, relevant experiences, are more credible role models for others. Interactions with peers who are successfully coping with their experiences or illness are more likely to result in positive behavior change (Salzer, M., & Shear, S. L. 2002).
- Social comparison means that individuals are more comfortable interacting with others who share common characteristics with themselves, such as a psychiatric illness, in order to establish a sense of normalcy. By interacting with others who are perceived to be better than them, peers are given a sense of optimism and something to strive toward Festinger, L. (1954).

The frequency with which peer mentors and mentees meet varies according to the particular mentoring program. Some pairs may make contact once a month, while others may meet 3-4 times per month or more. It is usually advised that mentors and mentees meet more often in the beginning of the relationship in order to establish a good foundation. Mentors and mentees may maintain contact through email, telephone or in-person meetings. Peer mentoring organizations may also set up social events for those participating in the program. These events provide good opportunities for increased social interaction between mentors and mentees (Daloz, L. A. 1990).

The compatibility of mentor and mentee is a factor that should be taken into consideration when choosing pairs. Mentors and mentees may benefit from having similar backgrounds, interests and life experiences (Barry Bozeman Mary K. Feeney, 2008).

The quality of the peer mentoring relationship is important for mentees to experience positive results (Sanchez, R. J.; Bauer, T. N.; Paronto, M. E. 2006).

A mentor relationship is more successful when the mentor cares for the whole person and not just the academic or career side of a person. Successful mentors tend to be available, knowledgeable, educated in diversity issues, empathic, personable, encouraging, supportive, and passionate Although this is not an exhaustive list of qualities, they have been shown to be important for successful mentoring relationships (Cramer, R. J.; Prentice-Dunn, S. 2007). It is important to keep qualities like this in mind when recruiting and training mentors.

The SOLD Project

The SOLD Project, a Californian nonprofit organization is currently implementing the FREEDOM Project, which is a four-tiered prevention program designed to keep children out of the Thailand sex trade. The program entails the following:

Scholarship

The FREEDOM Project awards scholarships to help children stay in school and out of the sex trade.

Mentorship

Every child receiving a scholarship is required to have a mentor. The mentors are Thai university students who Mentor to spend time with the children and guide them during their school years.

Awareness

The FREEDOM Project offers human trafficking awareness training to scholarship children, their families, and the surrounding communities.

Access to Resources.

The SOLD Project provides a safe place for former trafficking victims to access educational resources, art supplies, and people to assist them in any way necessary. Empowering girls and women victims of commercial sexual exploitation through peer-led education and protection
Girls Educational and Mentoring Services (GEMS)

Prevention and Outreach

GEMS conducts prevention and outreach activities to educate young people about the risks and causes of commercial sexual exploitation.

Youth Leadership Program

GEMS's Youth Outreach Team conducts peer-led workshops in residential and detention facilities in New York City to raise awareness about the realities of the commercial sex industry for girls and young women who are at risk for commercial sexual exploitation while it also provides peer support and leadership. The outreach workshops use youth-friendly curricula that have been developed by survivors to facilitate open discussion and to effectively deliver the message about the danger of commercial sexual exploitation of children and the societal factors contributing to its prevalence.

Educational Initiative Program

The Educational Initiative Program provides financial incentives for girls and young women who are victims of commercial sexual exploitation so they can pursue their education. The financial support aids the victims in meeting their monthly expenses, including rent, day care, and food and, therefore, being able to stay in school and graduate.

Protection

GEMS conducts direct intervention to protect victims of trafficking through: Short Term and Crisis Care; referrals and reporting on behalf of the victims; court advocacy, and legal counseling for women arrested on prostitution-related activities.

Transitional and Supportive Housing

The Transitional Independent Living Program provides short-term housing to runaway and homeless youth, thereby helping them become self-sufficient and avoid the traps of traffickers and pimps. The Supportive Housing Programs offers services to help victims of trafficking, domestic violence, sexual assault, and stalking find permanent housing and integrate into their new communities.

Source: http://www.gems-girls.org/

Providing shelters and conducting prevention activities by a victims-run organization Shakti Samuha

Protection

Shakti Samuha, the first organization in Nepal run by survivors of trafficking, has established safe shelter homes where children and women who are victims of trafficking can find immediate shelter and receive the necessary support for their rehabilitation and reintegration. Services include legal aid, medical assistance, psychological counseling, and vocational training to assist victims develop income generating skills to create a sustainable livelihood.

Prevention

Shakti Samuha has set up adolescent girls groups that are based in rural villages with the purpose of raising awareness about the dangers of trafficking among potential victims and of presenting other income-generating activities. Community meetings and awareness campaigns are regularly held with the same purpose.

Shakti Samuha also runs antislavery programs for women who are working in restaurants, massage parlors, and dance bars so they can build their self-confidence through education and group activities.

Source: http://www.shaktisamuha.org.np/ 56 | The Protection Project

There are many different ways to bring mutuality into peer support relationships with trafficking women.

In the table below are statements that a peer supporter may use in speaking to the women he or she supports. Read each statement and think about how the principles of peer support operate in the relationship. How do you hear common experience defined? How does the peer supporter make his or her own needs known? What does he or she do to maintain shared power in the relationship? How does mutuality shift the focus from

"What do you need and what I should do to meet that need?" to "What do we need and what we will do together to build this relationship?"

Statements What is Being Communicated?	Statements What is Being Communicated?
"I hurt to see you in this much pain. There must be an awful lot going on for you… Would it be helpful to talk about it, or would you like to just sit together for a little while?"	Peer supporters are sensitive to the discrimination and sense of disenfranchisement inherent in the shared experience of being labeled or experiencing loss or extreme distress. Relationships are non-judgmental. Empathy and validation are essential.
"I want to be there for you, but I have to admit that I'm scared. I'm not sure what to do. I am not sure what you are asking me to understand."."	In a mutual relationship, peer support is a two-way relationship.
"I know other people have responded to you with alarm, sometimes forcing you into the hospital. I don't want to have that kind of relationship with you. There was a time in my life when I felt pretty powerless. Other people made decisions about what was best for me, and I saw myself as fragile and incapable of connecting to others. Is this at all what you are experiencing? Would it be helpful to talk about your experiences with power or powerlessness."?"	In peer support relationships, both people take responsibility for their relationship and power is shared. This may begin with exploration and evolve and strengthen over time.
"I remember when I was in a really bad place and didn't have words for what was happening. I had huge, terrible feelings all the time. It really took a toll on my life. I wonder what is going on for you. I'd like to know more about what self-injury means for you, what it helps you deal with."	Common experience in peer support is explored rather than assumed. Each person is unique in how they make sense out of their experiences. The focus is on learning about one another rather than "helping."
I"I started my healing journey when someone helped me put words to what I was feeling. That was hard. Words never meant what they were supposed to mean growing up. I discovered how	Peer support is a way to try out new ways of being in the world. It is not a stagnant relationship where both people stay in their comfort zones. It provides opportunities to explore what they want their lives to be about.

much I had to say! If your wounds could talk, what would they say?"	

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1. http://2001-2009.state.gov/g/tip/c26189.htm
2. http://www.gems-girls.org/
3. http://www.shaktisamuha.org.np/ 56 **|** The Protection Project

CHAPTER V

OUTREACH PROGRAM

Executive Summary

This chapter serves to inform anti-trafficking organizations who conduct outreach, as well as the broader community, of the current trends in outreach methods, and whether or not these implementations have been successful.

In addition, the aim is to highlight organizations with effective methods and tools, which can be replicated in diverse communities, and have a high impact in reaching trafficked persons. In accordance with *Outreach as a Tool to Combat Human Trafficking: A Review of Current Outreach Activities in the U.S* the following points are explained in detail in this chapter:

1. Based on varying objectives and differing understandings of how to conduct more effective outreach, organizations target different populations in their anti-trafficking efforts.

2. Providing information about the crime of human trafficking and the assistance available to the victims of the crime remains central to the task of the various organizations. It is not simply about finding the victims, it is about creating a society more alert to the crime.

3. Determining the effectiveness of outreach activities remains a challenge for many organizations, as they face the constraints of limited staffing and limited funding, as well as the challenge of the difficulty of identification of victims.

4. There is a general disjointedness between the anti-trafficking efforts of the organizations and the anti-trafficking efforts of the law enforcement agencies. Their collaboration is not always a mutually-reinforcing one.

From the data gathered for this chapter it is evident that the organizations are split on whether indirect or direct outreach serves trafficked persons best. The findings show that all of the organizations use at least one of the following:

1. hands-on tools
2. printed materials
3. Media tools.

In addition, innovative outreach materials were discovered such as incense sticks, religious cards and local theatre productions.

Finally, there is pervasive misinformation regarding the crime of human trafficking resulting from the limited discussion of the distinction between smuggling and human trafficking. This misinformation must be redressed in order to enable the general public and federal and local law enforcement to identify and serve trafficked persons.

There are six areas for which members of the anti-trafficking community can make programmatic improvements:

1. Tracking Case Generation
   Many organizations do not track case generation through any sort of an internal monitoring system, which may hinder their ability to conduct successful outreach. Other organizations seem unable to attribute case generation to their outreach because oftentimes, their outreach is not targeted towards the victims themselves, but instead to first responders and the public at large.
   Organizations need to record case generation not only for the grantor, but also to continually make improvements to their outreach methods, to see if their methods are achieving their goals,
   and to ensure that their overall program is effective.

2. Creating National and International Networks
   Most organizations are constrained by insufficient funding and a limited staff. The limitations they face erode the effectiveness of programs due to scarce resources. On the national level, organizations can alleviate these constraints by creating a network that shares in the outreach and service provision work.
   The form of international networking may alleviate the volume of victims being trafficked.

3. Utilizing the Media
   Media plays a significant role in the outreach community, and has proved to have a positive impact on outreach. Most participants in this study confirmed that media serves as an important tool in helping organizations to raise awareness about trafficking to the general public, as well as being a tool to directly reach out to trafficking victims. One way organizations can increase the effective use of media is to change methods of running infrequent television or radio programs about the issue, to creating commercials that may be viewed and heard on a consistent basis.

4. Educating Youth
   It is understood that all of the outreach organizations share the same goal of educating the public about trafficking. We can mention speaking to university and high school students, as well as parents of elementary school children about the issue. This approach can be successfully replicated by other anti-trafficking organizations. In addition, theatrical productions and/or games may be a creative and positive way to raise children's awareness about the issue.

5. Empowering Local Community Leaders
   The local community members play crucial role in conducting outreach, especially in identifying victims within their own communities. Outreach organizations can provide trainings to local community members and empower them to create their own outreach organizations. These local

groups can then solidify a network and coalition with the already established outreach organizations.

6. Bringing Law Enforcement into the Community

Lastly, significance of law enforcement's role in identifying victims and bringing them to safety. It is often difficult because most victims often have a psychologically engrained fear and stigma about law enforcement. While this fear comes from a variety of factors, most prominently from the traffickers, it should be the goal of outreach organizations to help break this stigma and eradicate such understandable fear by educating communities on the positive effects law enforcement brings to these situations.

In addition, bring law enforcement into community's increases the level of trust between potential trafficked persons and law enforcement.

I. Introduction/Background

Outreach is an important topic within the anti-trafficking field and has been further developed by organizations to better address and counter the difficulties that the crime of human trafficking
present. Moreover, the general awareness and understanding of human trafficking
is fairly new. To address the growing problem of human trafficking anti-trafficking organizations have devised outreach methods aimed at more effectively identifying, approaching, and bringing trafficked persons to safety and providing them with the services available to them. The significance of outreach and its impact in reaching victims is the focus of this chapter.

This material serves as an educational tool for those conducting outreach, and has been developed with the intention of providing pertinent information to the anti-trafficking community, especially outreach groups, about currently-used outreach methods. This allows the
groups to compare and contrast their own methods, and identify most effective methods.

A trafficked person is a person who suffered for severe forms of trafficking in persons as follows: sex trafficking is a commercial sex act that is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

For the purposes of this analysis, these groups are divided into two categories: direct outreach and indirect outreach.

Direct outreach refers to methods that directly target trafficked persons and at-risk communities.

Indirect outreach directs its focus on reaching first responders (law enforcement and medical personnel), social and legal service providers, and the broader public.

At-risk communities are defined as areas where there is a high potential for trafficked workers. Often these are lower-income neighborhoods.

Those concerned with conducting indirect outreach tend to form and develop relationships with natural allies (law enforcement and service providers) with whom they share similar goals, interests, and objectives, and with whom they had previously collaborated. By collaborating with these groups, the organizations have a better chance of reaching victims and providing for their needs. Working with law enforcement has a dual purpose, "to serve the communities of victims and survivors by increasing the awareness of law enforcement and second to embolden their ability to represent those survivors."

Goals of Outreach Methods

The organizations' principal outreach goals are:
1. Increase awareness and education regarding human trafficking to first responders, service providers, and the general public;
2. Increase capacity for identifying and reaching potential victims;
3. Streamline service provision for trafficked victims. Despite targeting different groups, through direct or indirect outreach, the organizations share similar goals.

Tools and Methods of Outreach

Based on each organization's specific goals and targets, the following outreach methods have been identified and implemented:

- Training sessions – Usually targets first responders, service providers (including social workers, psychologists, attorneys and medical personnel), and the general public and aim to provide instruction on how to best identify and assist victims of trafficking.

- Information sessions – Aims to provide essential information about what defines trafficking and how it differs from smuggling, what elements comprise the crime, and how to identify victims and report trafficking.

- Supporting community-led anti-trafficking initiatives – Understanding that reaching trafficking victims requires the interest and attention of the victims' immediate communities, organizations aim to empower local initiatives that are able to gain more direct access to potential victims, more effectively recognize victims, and help bring them to safety.

- Peer worker-to-worker outreach - Disseminates information to peers from peers. This is particularly effective in reaching trafficked persons, as it is likely that victims will be in more direct contact with other workers (who may not necessarily be trafficked persons themselves) that may serve as conduits of information.

- Leadership meetings/Development of community leaders – Fosters the development of community leaders to be involved in local anti-trafficking initiatives, as well as being trained to conduct outreach nationwide. The community leaders are able to have greater access to targeted populations because, as a member of the community, there is a level of trust since they are not an outsider.

- Network with coalition partners and volunteers – Serves to strengthen and broaden a task force composed of multidisciplinary organizations equipped to provide a variety of services. An example of this is some type of task force which includes members of service provision organizations and first responders.

- Open legal clinics – Refers to a public forum for victims and other interested parties to seek legal advice and services.

- Collaboration with law enforcement – Allows for organizations to work on taskforces with local law enforcement agencies. This collaboration enhances an anti-trafficking organizations ability to help trafficked persons through increased cooperation across sectors.

- Hotline – Set up phone lines available 24 hours a day, 7 days a week to enable trafficked persons to seek and access help.

Most organizations conduct direct outreach to at-risk communities and trafficked persons but not always in the same manner. In most cases, different tools are used to achieve their goals. The most unique tools used are incense sticks, lipstick cases and religios cards. The tools mimic everyday possessions. The purpose is to provide information to trafficked persons without arousing their traffickers' suspicions.

Printed and Media Tools:

- Pamphlets/brochures/flyers/posters – These materials are targeted towards first responders, service providers and the general public. They are an "at-a-glance" look at trafficking with general information, statistics and organization contact information.

One of the main methods is peer outreach where workers have discussions at community meeting and also at leadership meetings where workers are trained to conduct outreach nationwide.

The peer-to-peer approach leads to a more trustworthy environment. The idea of targeting a specific trafficking population and utilizing this method is one that that can be replicated by other organizations that target specific groups such as sex workers. This is an approach that empowers trafficked persons and increases solidarity.

Billboards – Recently launched as a campaign tool against human trafficking, of a woman's hands bound by an airplane luggage ticket, and a large slogan saying, "Human Trafficking is Modern Day Slavery" in three different languages.

Hands-on Tools:

Discrete Tools:

- Religious cards – Wallet-sized cards with a picture of religious figures (saints). On the reverse side is a prayer that contains a hotline number within the prayer for victims to call.
- Lipstick cases – Another hands-on tool which inconspicuously has an organization's contact information.
- Incense sticks – Material is ethnically specific to South Asian communities based on this community's religious and cultural aspects. It would not be unrealistic for these individuals to have these items in their possession.
- Comic books – Pamphlets have illustrations depicting trafficking persons. These were created for those individuals that may not be able to read or speak the language.
- Bracelets – Modeled after the rubber bracelets. Looks like other popular bracelets in the market allowing for this tool to also be inconspicuous. A hotline number is printed on the inside of the bracelet.
- Match books – These are everyday inconspicuous materials with contact information on the fold of the matchbook
- Book markers – They are small and thin and can be placed in reading materials. This is another inconspicuous tool that many organizations are using.
- Gum sticks – Another inconspicuous tool which contains linguistically specific contact information to help suspected trafficked individuals seek services and help.

Public Awareness Tools:

One organization was able to successfully extract 7 domestic workers from a trafficking situation within a housing complex. The women who were employed by the families living within the housing complex were from the same country of origin. The organization was able to identify, through observation of this site, that there was the possibility of trafficked persons working within the complex. They also noted that the women were carefully guarded by their employers but they had access to the housing complex park.

Members of this organization posed as individuals visiting the park and carefully struck up conversations with the women. They passed out sticks of gum which had linguistically specific contact information. There was a 24 hour hotline set up for this particular extraction which was also linguistically specific.

- Local theatre productions – Project aimed at increasing community awareness of trafficking. Produced the play in three different languages to target diverse immigrant populations. Organizations conducting outreach frequently left literature for display in their partners' offices.

Outreach tools are divided into three categories:
1. Media tools,
2. Hands-on material,

3. Printed material.

Media tools consist of culturally and linguistically specific radio shows, public service announcements, television and print media.

Hands-on materials refer to tactile, inconspicuous materials containing pertinent information (i.e., phone numbers, addresses, etc.) with the intent of referring victims to appropriate agencies and services.

Printed material includes pamphlets, flyers, and brochures.

Services provided to trafficked persons
A key component of extracting trafficked persons is the ability to provide a variety of services to these individuals. Organizations provide different services to victims and are able to provide these services based on their area of expertise. For example, some organizations are able to provide legal services, some counseling for trauma, medical and dental services, food and clothing.
For this chapter, the services provided to trafficked victims have been divided into three categories: direct services, emergency services, and partnership services.

Direct services are defined as the requisite legal, social (including education, job placement, cultural orientation, etc.), and medical (mental and physical) services provided to victims of trafficking.

Emergency services satisfy the more immediate needs of trafficking victims for food, shelter, clothing, and finance.

Finally, partnership services refer to instances when organizations refer victims to partner organizations that are better equipped to provide the various services available and required by the victim.

Case Generation
Determining case generation data that directly correlated to the various organizations' outreach methods posed a significant challenge. Most participants find it difficult to trace case generation to outreach methods, making the task of keeping numbers almost impossible.
Additionally, for organizations focusing on indirect outreach that aims to build awareness, it was
even more difficult to quantify increased knowledge about the problem.

Highly constrained by outside factors, including funding, under-staffing, and the overall difficulty of their task, organizations face tremendous challenges in implementing outreach methods and seeing concrete results of these efforts. Nevertheless, it is important to remember
that their work is highly significant in addressing growing human trafficking.

Why is the distinction between smuggling and trafficking a pertinent issue?

A central issue, which is problematic throughout the entire field is the distinction between smuggling and trafficking. Aside from the general public, who is greatly unaware of the crime of trafficking, many persons (such as law enforcement and border patrol) are also unaware of the distinction - when some hear the term "trafficking," they assume that it is a reference to the movement of drugs, guns, or smuggling. However, once the public becomes aware of the crime of human trafficking and are able to distinguish between smuggling and trafficking, they are more willing to participate in combating the crime.

Educating law enforcement officers is critical with respect to this issue because they are likely to come across the crime as it is occurring. By understanding that the activity being seen at two in the morning may be human trafficking and not smuggling, officers can identify more victims and bring them to safety. As evidenced through the findings, many organizations believe that targeting outreach towards first responders, especially law enforcement, is the most effective way to obtain more trafficked persons. Thus, it is crucial that precise knowledge and training be attained by law enforcement in making a clear distinction between smuggling and trafficking.

What populations are targeted?

Members of the anti-trafficking community grapple with the decision of conducting direct, indirect, or a combination of both forms of outreach. They often question whether it is more effective to train first responders, service providers, or the public in how to identify and assist trafficked persons; or whether it is best to target at-risk communities and suspected trafficked persons; or whether focusing on both forms of outreach is best.

While it is important to extract victims from exploitative circumstances, it is equally important to educate first responders, service providers and the public as they tend to be the populations that have the initial and, perhaps, most direct contact with trafficked persons. The decision to conduct indirect outreach is based on the understanding that "it is difficult to get word directly to people who are trafficked because of the nature of the crime and language issues…" to social service providers and officers is a key decision.

Given the constraints created by limited government funding and potential understaffing within organizations, targeting first responders and service providers seems the easiest way to conduct outreach, allowing for more people to be informed about this crime. Additionally, it is recognized that targeting multidisciplinary organizations with varying clienteles allows for relevant information to reach broader populations.

When conducting indirect outreach it is equally important to target community organizations such as local schools and religious institutions. These are excellent conduits to increase the general public's awareness and knowledge of the crime of human trafficking. Many religious institutions provide social services to lower income populations. Community based organizations
are able to create a trusting relationship with people residing within the community. Trust is a key component to successfully reach and provide services to trafficked persons.

What are the goals for outreach?

The principal outreach goals as: increasing their capacity for identifying and reaching potential victims, increasing awareness about trafficking, and improving the provision of services to trafficked victims. Given these goals, the following questions arise:

- Are these goals realistic? If not, then what can happen to make them realistic?
- Do they address the problems that these organizations are trying to fix?

Organizations begin their work faced with the challenge of identification. Who are the trafficked persons? Then, they encounter an additional hurdle, since the problem of trafficking remains a yet "undiscovered" crime within the greater populace, rendering it even more invisible.

Subsequently, the lack of information among the general public, as well as for the victims, makes providing adequate services and assistance to victims even more difficult. The above stated general goals directly correlate to the real challenges faced by the anti-trafficking community.

Information (about the crime and about the assistance available) is imperative in addressing the problem of human trafficking. In recognition of this, these organizations' goals, though they may not directly lead to a sudden wave of rescues and prosecutions, do address the problem of lack of information and misinformation pervasive in the population. It is important to emphasize that targeting communities is difficult because people do not want to recognize that- "slavery might be right under their nose."

Should there be increased capacity or knowledge-sharing on the part of the organizations?

Sharing successes, failures, and methods would to increase the anti-trafficking organizations outreach ability to reach trafficked persons. Creating partnerships should be a key factor in the fight against trafficking. Although many organizations should also work with law enforcement and additional service providers, outreach organizations work with each other to ensure that they can assist victims best by revealing their successes and failures.

In accordance with the *Report Support Services for Victims of Human Trafficking in Romania and Norway*, edited by Pro Refugiu Association, 2014, you can find below the findings from a research done in Norway, using an Internet based survey tool named Survey Monkey[1] to send out a questionnaire to 30 different NGOs, GOs and other organizations that in their line of work might come across victims of human trafficking. Out of the 30 we received 17 answers[2]. Pro Sentret did not answer the questionnaire but we are included in the findings, so in total there are 18 respondents. It is important to keep in mind that all, but three, of the respondents are organizations that have been established for another purpose than giving assistance to victims of human trafficking. Hence they have remits, main objectives and target groups that might not have anything

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[1] www.surevymonkey.com

to do with human trafficking as such. Never the less, through their daily work they might come across victims.

In accordance with the same Report, in Norway there is no organization established to do outreach work for the sole purpose of identifying possible victims of human trafficking.

Out of the 18 respondents seven do outreach work. How they define outreach work and where the outreach take place varies.

Four organizations do outreach work amongst people who sell sex both in street prostitution and other arenas such as private flats, massage parlors and Internet. In these four organizations the number of employees involved in outreach work varies from two to 15. Some also use volunteers in addition to employees.

None of these four organizations collect data on how many victims of human trafficking they have met through their outreach work. However, as shown in the section about facts and figures most trafficking cases in Norway are women trafficked to the country for the purpose of prostitution. A substantial amount of these women will at some stage have been in contact with one of these four organizations' outreach work or though one of the other services they provide.

The three remaining organizations have totally different focus in their outreach work. One organization do outreach work among unaccompanied minor asylum seekers, to identify victims of human trafficking, the same does one organization that work in jail. The last one provides street-based outreach work targeting at-risk individuals and groups. Their remit includes substance abuse and criminality prevention as well as providing health and professional outreach support to individuals with substance abuse and/or mental health problems. The number of employees working with outreach work in these three organizations varies from 1 to 31.

Pro Sentret

Outreach Work on the Streets

Pro Sentret was set up in 1983 as the City of Oslo's service for women and men who sell sex, or who have sold sex in the past. In 1993, the then Minister of Social Affairs Grethe Knudsen named Pro Sentret a national center of expertise. The center is run by the City of Oslo, and is financed jointly by the central government and the city. Pro Sentret is staffed by specialists from a range of backgrounds.

The objective of Pro Sentret's outreach work in the streets is to establish and maintain relationships with people who sell sex from this arena, and to provide new users with information of our services. They also distribute condoms and lubricants to prevent STD and HIV. As a national centre of competence, they also chart the street prostitution arena and changes therein.

Area and frequency

Pro Sentret's Front Team does outreach work Tuesdays and Thursdays between 21.00-23.30. In addition, they also do outreach on weekend nights once a month. The Front Team have also done outreach in the daytime on 6 occasions in 2014, to get an overview of the people who work these hours. The Front Team consists of four social workers who do both outreach and run the drop in centre.

On daytime and evenings, the Front Team visits the areas in Oslo known to be an arena for prostitution. These areas include: Kvadraturen, Festningen, Vippetangen, Tollbugata, Skippergata and the lower part of Karl Johann.

The street environment in 2014

In 2014, they have met on average 23 persons on the evening shifts, and 83 on night shifts. There have however been great variations in how many persons they have met during our shifts: Between 4 and 47 in the evening and 37 and 140 at night. Evening and night shifts also show great variation in the composition of nationalities represented; in evening, people from Albania, Bulgaria and Romania dominate the scene, whilst people from Nigeria dominate at night.

In 2014, the Front Team met 67 persons previously unknown to them. These persons are registered as "new". It is however important to stress that these persons are not necessarily new to prostitution, but possibly people whom they have not yet encountered during our outreach work.

They have observed how the women are subject of various forms of harassment. On several occasions, particularly during night shifts, they have noted how the women are being verbally abused by either passers-by or potential clients.

During 2014, they saw an increased need for counselling sessions during their shifts. They believe that this is due to Front Team becoming "known faces" in this arena, and that many, in addition to this, have met them in the drop-in centre. Many of the counselling sessions concern violence that the women have been subjected to, from both known and unknown persons. Some have questions regarding rights, residency and the police, whilst many others want to talk about disturbing incidents related to prostitution. These incidents include everything from general frustrations with clients, to episodes of serious violence. Very few of the more serious incidents have been reported to the police, but some state that they want to warn other people selling sex.

Counselling in the street environment can be challenging, and they try to encourage the women to visit the drop-in centre for more substantial counselling and guidance. But they have noted that many of the women do not visit the centre in any great degree, and they therefor have a need for counselling in the street environment.

Occasionally, the police have been present in the street environment. The women have experienced this negatively, and after these incidents many have wanted to talk to us about the actions and methods of the police. Some have experiences of frequent identity- and residency checks; others speak of harassment and racism. Others however, experience the police's presence as a form of safety net. Some women, who lacks a residency permit, or have negative experiences from other countries, fear the police on these grounds.

Action to reach Norwegian women with addiction

Since the early 2000's, Pro Sentret have experienced a decline in the number of Norwegian women with addiction using our services. As a step towards re-establishing the relationship with these women, they have been collaborating with various service providers, to address the issue of prostitution and addiction.

Since 2013, they have been involved in a project with a shelter for women with addiction and prostitution experience: *Natthjemmet*. As a result of this collaboration, they have jointly produced a booklet describing the services offered by both Pro Sentret and Natthjemmet, to be distributed during outreach work in the street environment.

Source: http://prosentret.no/en/

Should organizations invest more in tracking outreach effectiveness?

Most organizations lack an internal system to monitor their outreach impact. This difficulty, however, does not necessarily arise from a lack of interest. When various organizations are engaged in indirect outreach, it is difficult to identify who conducted the outreach that brought the victim into an organization's office. But, although quantifying numeric "success" in activities geared toward increasing awareness may be difficult, it is not unrealistic or impossible. Organizations can monitor change and impact in other ways, such as increases in hotline volume, number of trainings given, requests for trainings, and increases in partnerships with attorneys, first responders or service providers. If case generation numbers are difficult to track, these measures could serve to "quantify" success.

What challenges do organizations face in collaborating with law enforcement?

There are times when working with law enforcement conflicts with an outreach organization's goals. For the most part, law enforcement agencies are natural allies. In most instances law enforcement plays a key role in identifying and serving victims, while in others their goals are
different or they are unwilling to cooperate.

While conducting direct outreach in a New York City neighborhood, a member of the Community Response to Trafficking (CRT) identified that many bars were turning into afterhours brothels. The difficulty the CRT faced was in relation to extraction. Many of the prostitutes were not trafficked but were rather illegal immigrants. Due to the knowledge the CRT

gained while working in this neighborhood the CRT further discovered that many residents depended on the additional money these prostitutes contributed to their daily welfare. The community could not support raids to extract the trafficked women since they were fearful of what would happen to the illegal immigrants.

Source: International Rescue Committee & The New School Graduate Program in International Affairs Report, Outreach as a Tool to Combat Human Trafficking: A Review of Current Outreach Activities in the U.S.

How do changes in outreach methods improve upon results?

Finally, it is evident that many organizations continue to upgrade their strategies by making ongoing improvements. Many organizations that focus outreach towards first responders and service providers frequently incorporate participant feedback into their presentation style. Other organizations mentioned incorporating additional personal stories into their trainings to bring greater awareness of the horrors of trafficking.

Another key to effective outreach **is the involvement of survivors** in outreach activities. More specifically, involving survivors in the development of outreach materials and the identification of areas to target for outreach is viewed as a promising practice.

Exercise: Interview Questionnaire

Begin the interview by obtaining the interviewee's name, position, and agency information.

Outreach
1. Do you currently run outreach activities to reach or identify trafficked persons? If not, have you in the past?
2. What are the goal/s of your outreach activities?
3. What methods of outreach do you use, or have you tried before? Please describe.
4. What kind of impact has your outreach had?
5. How do you determine which communities to target?
6. What services does your organization provide to trafficked clients? Do you partner with other agencies to provide additional services to clients?

Outreach Tools
1. What types of outreach tools do you employ (i.e.: flyers, comic books, etc.)? Will you share your materials with us and mail them to the IRC? If you have a flyer, you can email it to us in a PDF format.

2. Do your outreach methods differ between different communities (if you target different communities)? If so, how? (i.e.: type of work or ethnic background)
3. Have you used media strategies to reach trafficked persons (PSAs, radio, local tv)? If so, what strategies have you used?
4. Have your outreach methods changed over time based on experience? If so, what changes have you made?

Case Generation
1. How many new cases has your outreach program generated?
2. How many of the new cases have been referred to law enforcement?

Source: International Rescue Committee & The New School Graduate Program in International Affairs Report, Outreach as a Tool to Combat Human Trafficking: A Review of Current Outreach Activities in the U.S.

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