

Social Workers for Victims and Potential Victims of Trafficking

Manual for the Implementation of
Standard Operating Procedures for the
Identification and Referral of Victims of
Trafficking and Potential Victims of
Trafficking

FOREWORD

In July 2011, the Government of Albania approved an important document in the fight against trafficking in human beings, “Standard Operation Procedures for the identification and referral of victims and potential victims of trafficking (SOP).”

Pursuant to the implementation of obligations deriving from this important instrument for the identification and protection of victims of trafficking, the Office of the National Anti-Trafficking Coordinator (ONATC), and the International Organization for Migration (IOM), through consultant Ms. Valbona Lenja, in the context of the project funded by USAID “Strengthening Albanian Anti-Trafficking Capacities,” have undertaken the publication of a series of eight brochures, with this one being one of them.

Each of the brochures seeks to help a certain group of professionals to take advantage of the possibilities offered by the SOPs and use their skills and experience to create, together, an environment where the law is implemented and the rights of victims of trafficking are respected.

Contribution to the preparation of the brochures included that by specialists from different and indispensable areas for the system of the identification and protection of victims of trafficking.

Ms. Merita Beqiri, Head of Sector at the Directory for Licensing and Monitoring of Social Services at the State Social Service, contributed to the preparation of this brochure for social workers.

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

NOTE

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

What is trafficking in persons?

Trafficking of persons shall mean, “*The recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include the exploitation of the prostitution of others or other forms of sexual exploitation, forced labor or services, slavery or practices similar to slavery, servitude or the removal of organs*”¹

Considering the above definition, the key elements of trafficking in persons are:

1. **Activity** – recruitment, transportation, transfer, harboring and receipt of persons;
2. **Methods** – threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or of a position of vulnerability, or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person;
3. **Purpose** – exploitation of a person according to the ways listed in article 110/a of the Penal Code or Article 3 of the Palermo Protocol.²

What is a victim of trafficking?

According to letter “e” of article 4 of law no. 9642, dated 20.11.2006 “On the ratification of the Council of Europe Convention - “On measures against trafficking in human beings,” a Victim of Trafficking in human beings is the person who is the target of trafficking in human beings.

1 Law no. 9188, dated 12.2.2004, “On some additions and amendments to Law no. 7895, dated 27.1.1995 ‘Penal Code of Albania,’ amended, article 110/a.

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

Note!

The determination that a person is “a potential victim of trafficking (PVT)” does not in any way mean that the person was not trafficked; the determination shall only mean that the person has not been identified as a “victim of trafficking (VT)” by the group/structure responsible for formal identification at the border and in the territory (G/SRFI). In spite of these categorizations, all persons whether they have been identified as potential victims by the institutions that conduct initial identification or identified as victims of trafficking by the responsible structure for formal identification, shall be ensured immediate access to necessary assistance.

Why is it important to identify victims of trafficking?

The trafficking in persons is an extreme violation of human rights. As such, any failure to discover the committed crime and to identify the victims of trafficking creates the environment necessary for the continuation of the crime and other crimes and the denial of victims’ access to justice. All anti-trafficking actors in Albania and in the world attach special significance to the correct and speedy identification of victims of trafficking because victims of trafficking:

- need specialized assistance and protection;
- most probably have acute physical and mental health problems that irregular migrants or smuggled persons do not have;
- suffered from severe and serious crimes and

- most probably are presently in danger;
- need special necessary measures to manage risk both toward them and the personnel of assistance personnel of organizations helping them.

Note!

Only correct identification gives victims of trafficking the opportunity to benefit from the following services in accordance with Albanian legislation.

- Victims of trafficking enrolled in an assistance program may receive free legal assistance.³
- Victims of trafficking may be included in the witness or collaborators of justice protection program.⁴
- Foreign victims of trafficking are granted working permit for special type “C” cases for business purposes, for employment, self-employment, or vocational training.⁵
- Victims of trafficking are included among beneficiaries of economic assistance upon departure from social care institutions until the moment of their employment.⁶
- Victims/potential victims of trafficking may be accommodated in special residential centers.

Difference between Trafficking and related crimes

Problems most frequently encountered in the identification of victims

³ Law No. 10039, dated 22.12.2008 “On legal aid,” Article 13: “Persons entitled to legal aid,”
⁴ Law No. 10173, dated 22.10.2009, “On the protection of witnesses and collaborators of justice”
⁵ Law No. 9959, dated 17.7.2008 “On foreigners,” Article 60.
⁶ Law No. 10399, dated 17.03.2011, “ On some additions to Law No. 9344, dated 10.03.2005 “On social assistance and services,” article 5

of victims of trafficking that should be avoided is the failure to differentiate between trafficking and the exercise and/or exploitation of prostitution, or assistance to illegal border crossing (smuggling)⁷. ***Trafficking is enslavement. Trafficking refers to all actions that consist in harboring and using an individual for forced services. The essence of trafficking is the forms of enslavement and not the elements of recruitment, movement, hiding, transfer (i.e. elements of movement).*** All persons involved in the recruitment, transportation, harboring, receipt, or keeping of the person in an enslaving situation are involved in trafficking. If a person is kept in prostitution through psychological manipulation, physical force, deceit...; ***he/she is a victim of trafficking. When a person is forced, violated or deceived, or is kept forcefully in prostitution, this person is a victim of trafficking, even if the person initially entered into prostitution upon his/her free will.***

The following table outlines a summary of elements that make the difference between these criminal offences.⁸

Trafficking in persons Articles 110/114 b/128	Assistance for illegal border crossing Article 298 of the
Crime against the person.	Crime against the state.
Conducted, among others, also through crossborder transportation.	Conducted only through crossborder transportation.
Continued exploitation of the victim.	Ensuring profits in exchange for ensuring illegal entry into another country.

⁷ Precisely the difference between articles 110a and 114a, 298 of the Penal Code of the Republic of Albania.
⁸ ICMPD. Guidelines for the Development and Implementation of a Comprehensive National Antitrafficking Response. ICMPD, 2006.

Exploitation relationship continues to maximize profits.	Upon entrance of the illegal emigrant into the desired country, the relationship smuggler – smuggled person ends.
Conducted without the consent/approval of the	Conducted with the free will of the smuggled person.
Conducted to protect human rights.	Conducted to protect the integrity of state borders.

Victim of Trafficking Person	Person Exercising Prostitution
The person (female, male, minor or adult) conducts, among others, sexual relations for payment, obliged by force, held by force, coerced or deceived, not upon free will or choice. Pushing the person may include physical or psychological elements.	The person (adult female and male) conducts sexual relations for payment not obliged by force, not kept by force, coerced or deceived, but with his/her full free will and choice. ⁹

GENERAL ETHICAL AND SAFETY PRINCIPLES IN RELATIONS WITH VICTIMS OF TRAFFICKING

According to Guidelines of the United Nations High Commissioner for Human Rights and Trafficking in Human Beings “The rights of trafficked persons should be at the center of all efforts to prevent and combat trafficking, to protect, assist and compensate victims.”

The following ethical and safety principles in relation to victims of trafficking, integrated into the SOPs, are:

⁹ In the case of minors, this definition does not apply. A child who conducts sexual relations for payment is a victim of trafficking

For trafficked girls and women¹⁰

Do no harm: treat each woman and the situation as if the potential for harm is extreme until there is evidence to the contrary. Do not undertake any interview that will make a woman’s situation worse in the short term or longer term.

Know your subject and assess the risks: learn the risks associated with trafficking and each woman’s case before undertaking an interview.

Prepare referral information – do not make promises that you cannot fulfill: be prepared to provide information in a woman’s native language and the local language about appropriate legal, health, shelter, social support and security services, and to help with referral if requested.

Adequately select and prepare interpreters and co-workers: weigh the risks and benefits associated with employing interpreters, co-workers, or others, and develop adequate methods for screening and training.

Ensure anonymity and confidentiality: protect a respondent’s identity and confidentiality throughout the entire interview process – from the moment she is contacted through the time the details of her case are made public.

Get informed consent: make certain that each respondent clearly understands the content and purpose of the interview, the intended use of the information and her right not to answer questions, her right to terminate the interview at any time, and her right to put restrictions on how the information is used

¹⁰ Source: World Health Organization

Listen to and respect each woman’s assessment of her situation and risks to her safety: recognize that each woman will have different concerns, and that the way she views her concerns may be different from how others might assess them.

Do not re-traumatize a woman: do not ask questions intended to provoke an emotionally charged response. Be prepared to respond to a woman’s distress and highlight her strengths.

Be prepared for emergency intervention: be prepared to respond if a woman says she is in imminent danger.

For trafficked children

The rights of children envisioned in Convention on the Rights of the Child represent the principles for all actions with trafficked children. Below are some of them considered key:

Recognize and protect the best interests of the child: in all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities, or legislative bodies, the best interests of the child shall be a primary consideration¹¹.

Do not discriminate children: respect and ensure the rights set forth in the present Convention to each child without discrimination of any kind, irrespective of the child’s or his or her parent’s or legal guardian’s race, color, sex, language, religion, political or other opinion, national, ethnic, or social origin, property, disability, birth or other status.¹²

¹¹ Article 3.1, Convention on the Rights of the Child

¹² Article 2 Convention on the Rights of the Child.

Recognize and respect the right of the child to be heard and considered in all matters related to the child: assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.¹³

Respect the right of the child to privacy: no child shall be subjected to arbitrary or unlawful interference with his or her privacy, family, or correspondence, nor to unlawful attacks on his or her honor and reputation.¹⁴

DESIGN OF THE IDENTIFICATION SYSTEM FOR VICTIMS OF TRAFFICKING IN ALBANIA

Standard operating procedures divide the identification at the border and in the territory of the RoA into two main moments: into initial identification and the formal identification. The structures that conduct the initial identification vary. The purpose and structures are outlined in the following table:

¹³ Article 12, Convention on the Rights of the Child

¹⁴ Article 16, Convention on the Rights of the Child.

Initial Identification

Definition of initial identification at the border and in the territory	Structures Responsible for Initial Identification	
	In the territory	At
<p>The initial identification of victims of trafficking is the entirety of actions undertaken by state and non-state institutions at the border and in the territory of the RoA that makes it possible to determine that a person, minor or adult, is a potential victim of trafficking in human beings. These actions shall include at least:</p> <ol style="list-style-type: none"> 1. Assessment of the situation of persons against trafficking indicators 2. Collection and analysis of initial information about the person's trafficking process 3. Informing the person about his/her rights and assistance available to victims of trafficking and potential victims of trafficking and ways to access assistance 4. Providing first aid to bring the person out of the exploitation network and his/her speedy rehabilitation in a safe environment 5. Notifying the Group/Structure Responsible for Formal Identification (G/SRFI) and 6. Cooperation and coordination to ensure the rehabilitation and reintegration of trafficked persons. 	<p>State police structures;</p> <p>Social care centers for persons in need;</p> <p>Shelters for victims of trafficking;</p> <p>Organizations with assistance programs for persons in need;</p> <p>Regional social services offices;</p> <p>State Labor Inspectorate;</p> <p>Regional education directories, regional education offices;</p> <p>Regional Health Directories;</p> <p>Municipal/Communal Child Protection Units.</p>	<p>Border and Migration Police</p>

Formal Identification

Formal identification of victims of trafficking at the border and in the territory of the RoA is the identification of a person as a victim of trafficking conducted only by the Group/Structure Responsible for Formal Identification (G/SRFI) according to the formal interview format included in the SOP document.

Formal identification should achieve at least:

1. The determination whether the person is a victim of trafficking, through the collection and analysis of information provided by the person himself/herself,
2. Enhanced assessment of the victim of trafficking person's need for assistance and protection;
3. Provision of instructions and ensuring the trafficked person's access to appropriate and safe assistance,
4. Collection of information and initiation of investigations for the penalization of traffickers.

The formal interview and all actions to determine the status of the person vis-à-vis trafficking shall be conducted at the earliest opportunity upon identification of the person as a potential victim of trafficking in human beings. The formal interview shall be conducted separately from the report of the offence. Even if the person wishes to report the offence, the formal interview shall in no case be interrupted in order to obtain a report of the offence; another time shall be scheduled for that purpose. The formal interview shall be conducted in every case in the premises of the SFAIT, and all necessary arrangements for the formal interview, including the notification of the state social worker, shall be the responsibility of the SFAIT police officer.

What are the specific duties of social workers pursuant to SOPs?

SOPs contain specific duties for social workers in every link of the process of identification, referral and rehabilitating and reintegrating assistance for victims/potential victims of trafficking, whether they are minors or adult, and Albanian or foreign citizens.

Below is a summary table on the main duties of social workers:



Structures where social workers work		Duties of Social Workers		
		Identification &		Assistance for return, rehabilitation, reintegration
		Initial	Formal	
Ministry of Labor, Social Affairs, and Equal Opportunities	Directory of Policies of Social Services			
	Directory of State Social Service			
Regional State Social Service Offices				
Child Protection Units				
Shelters for Victims of Trafficking				
Residential Care Centers				
Day Care Centers or Crisis Centers				
Organizations				

Specific duties of social workers are divided into:

- **DUTIES FOR INITIAL IDENTIFICATION;**
- **DUTIES FOR FORMAL IDENTIFICATION;**
- **DUTIES FOR VOLUNTARY RETURN;**
- **DUTIES FOR REHABILITATION AND REINTEGRATION.**

Duties for Initial Identification

As may be seen in the table above, the SOPs task the following for initial identification:

1. Employees of Child Protection Units;
2. Employees of various institutions/organizations, such as:
 - a. Social Care Centers for persons in need (residential or day care);
 - b. Shelters for Victims of Trafficking;
 - c. Organizations with assistance programs for persons in need.

In order to carry out initial identification that is correct and according to procedures, social workers of these institutions should:

➤ *Use indicators available in the SOP document.*

Primary and secondary indicators available in SOPs for initial identification in the territory

Initial indicators for juveniles:

- The minor states that he/she was misused, abused, threatened, exploited and is happy to have come into contact with persons/authorities that provide assistance and indicates he/she seeks assistance;

- The minor has marks on the body (e.g., bruises) indicating physical or sexual violence against him;
- The begging minor always has an adult around him/her watching over him/her;
- The minor sells or works;
- The minor has no contact with his/her family and has no related person caring for him/her;
- The minor has been brought to the site / city or region by an adult or older person not related to him/her;
- The minor is unregistered, stays with adult persons whom he/she is not related to;
- The minor is in the company of persons who exploit or traffic minors;
- The minor does not have a stable place of residence;
- The minor sleeps on the street.

Secondary indicators for minors:

- The minor goes to places known for illegal activities (distribution of drugs, exercise of prostitution, exchange of stolen goods, etc.);
- The minor was caught stealing;
- The begging minor seems neglected: is malnourished, dressed inappropriately for his/her age or weather conditions;
- The minor has an undesired pregnancy;
- The minor suffers from sexually transmitted diseases;
- There is data or information that the minor has been seen in places known to be used for sexual exploitation of children, begging, forced labor, or other places inappropriate for his/her age;
- The minor has left behind in his/her home / care place clothes that

- are unusual for the minor (inappropriate for the age, borrowed from older persons);
- There is information that the minor receives calls or letters from adults outside the usual circle or usual social contacts;
- There is data that adults behaving or acting suspiciously hang around the minor's place of residence;
- The minor stays out of the residence, alone in late night hours;
- The minor has a much older boyfriend/girlfriend;
- The minor has large unjustifiable amounts of cash;
- The minor has been missing/ absent for a long time but has no information about what happened;
- The minor in a street situation has visible signs of neglect and abandonment;
- The minor has returned after an absence, with a different look, which did not come from the legal custodian or parents.

Primary indicators for adults:

- The person states that he/she was exploited and seeks help;
- The person has come to an exploitation situation through abduction or a promise that resulted fake;
- The person is obliged to remain in a situation of exploitation due to threats and violence against him/her or persons close to him/her;
- The person has no control over his/her life: movement, shelter, use of income are guided and controlled by others;
- The person's transport, shelter, employment, were arranged by persons who are known to be or on whom there is information that they are traffickers or exploiters.



Secondary indicators for adults:

- The conditions in which the person works/worked were harmful to the person's health and life;
- The person's job/ school was arranged by a person who has business relations with the employer;
- The person was not allowed to choose shelter;
- The person pays a large and unjustifiable amount for his/her shelter to his/her employer;
- The person is hiding from authorities due to his/her irregular job status;
- The person has no access to health care;
- The person has/had limited social contacts;
- The person does not have/ hasn't had control over his/her privacy and property;
- The person has not had access to health information or health care;
- The person's right to free time, paid holidays, etc., was not recognized;
- The person's living conditions did not meet his/her basic hygiene needs;
- The person does not know the language and does not know his/her way around in the place he/she is.

Note!

The SOPs draw attention to the fact that all state and non-state institutions responsible for the initial identification of victims of trafficking should not consider these indicators an exhausting list of the appearance of trafficking and its consequences, but rather use their professional judgment and continuously refresh their knowledge about any trends in the appearance of trafficking and its effects on persons in the communities they work in.

- *Act according to SOP steps for initial identification in the territory:*

Steps for adults are:

1. The employee of the agency directly responsible for the initial identification of the in the territory (A/IRII) considers that the minor is a potential victim of trafficking (PVT) by using the list of indicators;

Note!

If the employee and his/her supervisor deem that they are not able to carry out a proper evaluation and intervene immediately and safely to stop the trafficking of the minor and his/her rehabilitation, the agency/institution (A/IRII) immediately notifies the nearest SFAIT police officers and request their intervention to verify the minor's situation and take measures for the protection of the minor (Annex 9.13 of the SOP is used)

2. The A/IRII employee makes an assessment of the needs of the minor with his/her participation and that of his/her parent or custodian (*when deeming that the parent or custodian is not involved in trafficking*) and consults his/her supervisor to take immediate measures that, in their judgment, are necessary and possible to stop the exploitation of the minor and his/her safe rehabilitation;

(Confidentiality agreement, Annex 9.1 on communication with the foreign minor);

3. The A/IRII employee informs the minor and his/her parent or legal custodian (*when deeming that the parent or custodian is not*

involved in trafficking) about the possibility of assistance for victims of trafficking, including the possibilities offered by formal identification;

4. The A/IRII employee offers and applies possible, appropriate assistance, willingly accepted by the minor potential victim of trafficking and his/her legal custodian;
5. The A/IRII employee shall notify immediately verbally and within two days from the verbal notification, his/her A/IRII shall notify in writing the RA on steps undertaken to protect the minor and shall consult with him/her about further intervention steps to protect the minor **(annex 9.12 in SOPs)**;
6. Under guidance from the principal officer, the A/IRII employee shall cooperate with other agencies to fulfill the needs of the minor according to RA instructions;
7. If the minor and his/her custodian wish to be identified formally, the A/IRII shall submit a request for formal identification to the SFAIT to arrange the formal interview/identification at the most appropriate time chosen by the minor and his/her custodian, always within 15 days from the verbal notification of the RA / admission of the minor in the agency / institution's program **(annex 9.15 in SOPs)**;
8. If the minor potential victim/ victim of trafficking leaves the A/IRII assistance program or the A/IRII is informed that the minor has left the assistance programs that the A/IRII referred him/her to for assistance, the A/IRII shall notify the RA immediately **(annex 9.14 in SOPs)**.

Steps for adults are:

1. The employee of the above-mentioned agency/institution as directly responsible for initial identification in the territory (A/IRII) deems that the person is a potential victim of trafficking (PVT);

Note!

If the employee and his/her supervisor deem that they are not able to make an appropriate assessment and intervene immediately and safely to stop the trafficking of the person, the agency/institution (A/IRII) shall immediately notify the nearest SFAIT police officer, requesting his/her intervention to verify the situation and protect the person. (Annex 9.13 of SOPs is used)

2. The A/IRII employee shall inform the potential victim of trafficking about possibilities for assistance for victims of trafficking, including the possibilities offered by formal identification;
3. If the person agrees, the A/IRII employee shall make an assessment of the person's needs with his/her and his/her custodian's participation if the adult person has a custodian;

(Confidentiality agreement, Annex 9.1 of SOPs);

4. The A/IRII employee shall notify immediately verbally and within two days from the verbal notification, in writing the RA on steps undertaken for the person's protection and consult with it on further intervention steps for the person's protection;
5. The A/IRII offers and applies possible, appropriate assistance and protection, willingly accepted by the potential victim of trafficking and his/her legal custodian;
6. Under guidance from the A/IRII head, the A/IRII employee shall cooperate with other agencies to meet the needs of the person according to RA instructions;
7. If the person wishes to be formally interviewed, the A/IRII

shall submit the request for formal identification to the SFAIT to organize a formal interview/ identification at the most appropriate time chosen by the person, but always seeking that it take place within a 15-day deadline from the day of the verbal notification of the RA/ admission of the person into the agency/institution's program (**annex 9.15 of the SOP**);

8. If the victim/ potential victim of trafficking leaves the A/IRII assistance program or A/IRII is informed that the person has left the assistance programs, which A/IRII has referred him/her to, A/IRII shall notify the RA immediately (**annex 9.14 of the SOPs**).

- *Document the initial identification process in the territory:*

In order to make sure that initial identification and referral were done correctly, social workers should use the formats provided in the SOPs. (**annex 9.3 for minors, annex 9.11 for adults**) **Statement of Confidentiality: (annex 9.1 in SOPs)** SOPs require that for any every communication with foreign victims or potential victims of trafficking, an agreement or statement be signed before hand with a licensed interpreter, assuring that information will not be shared with third parties.

Initial written notification for the Responsible Authority (RA): (annex 9.12 in SOPs) SOPs require that anytime an institution or organization identifies a potential victim of trafficking, it should immediately notify verbally (by telephone) the Responsible Authority, and within two days from verbal notification, it should notify the RA in writing.

Request for immediate intervention of SFAIT (police, sector of the fight against illegal trafficking): (**annex 9.12 in SOPs**) SOPs require that anytime an institution or agency that conducts initial identification identifies a potential victim, but does

not have the possibility to intervene in order to save the person and help him/her, it should immediately request verbally and in writing the intervention of SFAIT police. The verbal request should contain at least the information requested in the written format.

Notification format for the departure of the beneficiary victim or potential victim of trafficking from the program: (annex 9.14 in SOPs) SOPs require that any time a victim or potential victim of trafficking leaves the center, residence, or assistance program, the Responsible Authority should be notified immediately verbally and in writing. Information provided verbally should contain at least what the format contains. The purpose of the notification is for RA to take measures that the person is not being re-victimized again.

Duties of Formal Identification

As maybe seen in the table above, there are three kinds of duties/roles for formal identification:

- a. primary,
- b. supporting, and
- c. monitoring.

SOPs oblige employees of the Regional State Social Service Offices to play the primary role in formal identification

Employees of the Child Protection Units, employees of various institutions and organizations, Social Care Institutions for persons in need (residential or day care), employees of organizations that have assistance programs for persons in need, have a supporting role in formal identification. SSS and MOLSAEO employees have a supporting monitoring role. Below are specifications for primary and supporting roles.

For the Primary Role: Social Workers of the RSSSO

In order to conduct correct formal identification that is in accordance with procedures, social workers of the Regional State Social Services Offices (RSSSO), as part of the Group/Structure Responsible for Formal Identification (G/SFI) have the duties to:

- ***Respond at any time to the call of SFAIT police officers to participate in a formal interview and cooperate with them.***

They should receive the call to participate in an interview from the State Police officer of the Section for the Fight Against Illegal Trafficking (SFAIT) of the region they work in.

According to SOPs, the sole location where the formal interview may be conducted is the SFAIT police premises. For that reason, RSSSO social workers should familiarize themselves with the SFAIT premises, its distance from their residence and office, and continuously update contacts with SFAIT.

- ***Respect the purpose of the formal interview/ formal identification.***

According to SOPs, the formal interview should be conducted by a social worker and a police officer. The social worker should take care to ensure the achievement of all elements of the purpose of the interview, including the collection of information on the penal offence, taking care that any collected piece of information is in the proper quantity and serves the achievement of this goal in a balanced manner.

As communication experts, social workers of the regional social services offices should ensure that the rapport and communication

with the interview person is ***EMPATHETIC***.

Empathy is the ability and desire of a person to put himself/herself in another person's shoes, in thoughts and feelings, based on understanding and outside observation.

Empathy consists of three basic skills:

1. approach another person's feelings humanely,
2. display, in action, expression, and body posture, that you understand his/her feelings,
3. help the other person articulate his/her feelings.

Establishing an emphatic rapport has to do with creating an environment, in which the interviewee starts to have confidence in the professional. Gaining trust is important as trust is an important condition for people to be able to discuss and disclose problems and difficulties, successes or failures, strengths or weaknesses in order to build a realistic assistance plan.

In order to build an empathetic relation and communication, we should:

- ***Communicate the desire to listen.***

This means maintaining a relaxed posture, making appropriate gestures, turning toward the client/interviewee, bend toward him/her at an appropriate distance.

- ***Communicate interest and alleviate the person's telling of the story.***

This means nodding in understanding, demonstrating through facial expression that we're interested, avoid interruptions, make open questions, and not ask too many questions

at once, paraphrase the person/ repeat what the person said in order for him/her to be able to correct and ensure we've understood correctly.

- *Communicate respect for the person's values, abilities, and integrity.*
- *Respect initial identification and collected information.*

According to SOPs, the formal interview should only be conducted for those adults or minors who have been identified as potential victims of trafficking and have expressed the will to be formally identified, whether directly to SFAIT police officers or indirectly in front of SFAIT police officers through Agencies/Institutions Responsible for Initial Identification (A/IRII).

There are cases when the A/IRII has requested immediate intervention by the SFAIT and the person has not expressed the will to be identified. Nevertheless, in all such cases, the person has been identified as a potential victim by institutions and organizations that have been entrusted and are obliged to conduct the identification of potential victims of trafficking. Although state social workers, in their activity, may have information or come into contact with potential victims identified by the A/IRII, they should in no case discuss the A/IRII determination and should in no case request information directly from the potential victims they come into contact with, outside the framework of the formal interview.

- *Care that the formal interview/ formal identification does not re-traumatize the victim and is not a drawn out process.*

The formal interview shall be conducted only once and uninterrupted. If it is postponed because the conditions do not exist to start it or is interrupted because the person wishes so, all parties

the person and the custodian if a minor, the police officer, you and the A/IRII employee if he/she is there) should decide on another date for the conduct or continuation of the interview.

If at the end of the formal interview, the G/SRFI, you, and the police officer have not been able to determine that the person is a victim of trafficking, or have different views from those present on the determination of the person's status as a victim of trafficking, the person should be given the option to choose the actions that may be conducted for a speedy and final and accurate determination of his/her situation.

- *Respect ethical and safety principles.*
- *Correctly follow initial identification steps according to SOPs.*

SOPs contain specific steps for formal identification by the Police Sector Against Illegal Trafficking, considered a member of the Group/Structure Responsible for Formal Identification (G/SRFI) for two main situations:

a. When the person has been identified as a potential victim by Border & Migration Police officers

Specific steps shall be as follows (initially for minors and then for adults, Albanian or foreign).

Note!

*Formal identification shall be conducted only through interviewing the potential victim of trafficking with his/her expressed will and only when the conditions exist for a formal interview.*¹⁵

¹⁵ See below on conditions for a formal interview.

STEPS FOR MINORS

1. The SFAIT police officer shall present himself/herself immediately at the Border Crossing Point (BCC) upon notification by the Border and Migration Police officer for the identification of a minor potential victim of trafficking;
2. The SFAIT police officer shall take protective measures for the minor, taking him/her to the SFAIT police interview premises;
3. The SFAIT police officer shall summon the other member of the group/structure for formal identification (G/SRFI), the Regional Social Service social worker of the area where the interview is to take place.

If the minor is foreign, the SFAIT police officer shall request an interpreter (the same as the one used at the border) and sign with him/her a Confidentiality Agreement (*Annex 9.1 in SOPs*);

4. The SFAIT police officer shall notify the parent or custodian of the minor to present himself/herself unless the parent or custodian had not been present already;
5. The SFAIT police officer and the RSSSO social worker (G/SRFI) shall explain to the minor PVT and his/her parent/custodian the purpose of the formal interview, the difference of the interview from a criminal report, and the ways in which the information obtained during the formal interview shall be used, and request permission for a formal interview. (**annex 9.2 in SOPs**);

If the minor and his/her parent or legal custodian do not agree to conduct a formal interview, or if the SFAIT police officer and the social worker (G/SRFI) deem that the interview should be postponed for various reasons, they shall continue to consider the minor PVT according to the determination of the BMP officer, and proceed with steps 8 and beyond according to consultations with the RA and the decision of the minor and his/her parent/legal custodian.

6. The G/SRFI shall conduct the formal interview of the minor (with assistance from an interpreter if the minor is foreign) and the parent or custodian if the information obtained initially does not indicate the involvement of the parent or custodian in trafficking or abuse. (**Format of formal interview with minors, annex 9.3 of SOPs**);
7. G/SRFI shall conduct the interview analysis by concluding on the status of the minor in relation to trafficking and his/her needs for safety and care (**annex 9.4 in SOPs**);
8. The RSSSO social worker (member of G/SRFI) informs the RA member from the MOLSAEO on the situation of the minor and consults with him/her about the minor's placement in a location appropriate for his/her needs;
9. The G/SRFI informs the minor and the parent or custodian about the assistance they may be provided and helps them take an informed decision about the assistance;
10. G/SRFI helps the minor and his/her parent or custodian to declare in writing their informed decision about the assistance: (**annex 9.6 in SOPs**).

Based on the decision, work proceeds with steps 11 and further

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
11.	G/SRFI contacts the employee of the RA-suggested/determined social care institution and accepted by the minor and the custodian or parent and arranges the minor's safe transportation to the institution;	G/SRFI hand over the minor to the family (annex 9.7 in SOPs);
12.	G/SRFI introduces the minor to the employee of the social care center for victims of trafficking or the social care residential center for minors; authorized and assigned by the RA;	G/SRFI gives the minor and family members information about where to turn to for help in case of immediate danger in the community they live in:
13.	G/SRFI delivers to the employee of the care center for victims of trafficking or the residential social care center for minors a copy of the minor's assessment of needs for care and protection and agree on communication and further steps for his/her assistance and protection;	G/SRFI informs the minor on the situation that their situation will be made known to the RSSSO in the community they live in and the Regional Committee for the Fight Against Trafficking in Human Beings (RATC) of the County where the returned family is to ensure further care;

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
14.	G/SRFI hands over the minor to the employee of the center where the minor is going (annex 9.8 in SOPs);	SFAIT police officer and the social worker inform the minor and his/her family about the duties of the RSSSO and the Regional Committee for the Fight Against Trafficking in Human Beings on the provision and mediation of assistance for PVT and VTs in their place of residence;
15.	The SFAIT police officer (G/SRFI member) arranges the minor's accompaniment to the accommodation place if deemed that the minor and the would be in danger during travel;	Upon conclusion of the interview and departure of the minor, the G/SRFI drafts a report on the process and sends it to the Responsible Authority (annex 9.9 in SOPs);
16.	Upon departure of the minor, G/SRFI drafts a report on the process and sends it to the Responsible Authority (annex 9.9 in SOPs); (If the minor or custodian did not agree to conduct a formal interview or conditions did not permit a formal interview G/SRFI (annex 9.10 in SOPs);	The SFAIT police officer conducts necessary actions to initiate the penal case against the trafficker/-s;
17.	SFAIT police officer begins actions to follow the case according to procedures.	



STEPS FOR ADULTS

1. The SFAIT police officer appears immediately at the BCP upon notification of the Border and Migration Police officer for the identification of an adult potential victim of trafficking;
2. The SFAIT police officer sends the adult identified as a potential victim (PV) at the border to the SFAIT police interview premises;
3. The SFAIT police officer summons the other member of the group/structure responsible for formal identification (G/SRFI), the regional social service social worker to the location where the interview will be conducted;

If the adult is foreign, the SFAIT police officer requests an interpreter (the same used at the border) and signs with him a Confidentiality Agreement (Annex 9.1 in SOPs).

4. The SFAIT police officer and the social worker explain to the PVT the purpose of the formal interview, and the way information obtained during the interview will be used, and obtain permission for a formal interview (**annex 9.2 in SOPs**);
5. G/SRFI conducts the formal interview with the person with an interpreter's help (**Formal adult interview annex 9.11 in SOPs**);

If the person does not agree to conduct the formal interview, or if the SFAIT police officer and social worker (G/SPIF) consider that the interview may not be conducted for different reasons, they continue to consider the person a PVT as defined by the BMP and proceed with steps 7 and beyond according

consultations with the RA and the person's decision.

6. G/SRFI conducts an analysis of the interview and concludes on the person's status vis-à-vis trafficking, and his/her needs for safety and care (**annex 9.4 in SOPs**);
7. The social worker shall inform the RA member from the MOLSAEO about the person's situation and consults with him/her about the person's accommodation in a location appropriate for his/her needs;
8. The SFAIT police officer and the social worker inform the person about the assistance he/she may be given and help him/her take a decision regarding assistance (**annex 9.6 in SOPs**).

Accordingly, work continues with steps 9 and beyond

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
9.	G/SRFI contacts the social care institution offered by the RA for assistance and accepted by the potential victim (PVT) or victim of trafficking (VT) and arrange for transport to the institution;	G/SRFI gives the PVT or VT information about where to turn to in case of danger in the community he/she will live in;
10.	G/SRFI introduce the victim of trafficking (VT) or (PVT) to the care center's employee for victims of trafficking;	G/SRFI informs the person that the RSSO will be notified about him/her and RSSO's duties for provision and mediation of assistance for PVT and VT in their location.

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
11.	G/SRFI delivers to the employee of the care center for victims of trafficking a copy of the person's needs for care and safety and agree with him/her about communication and further steps for his/her protection;	
12.	The SFAIT police officer arranges the person's (PVT) or (VT) to the accommodation place if deemed that the person and those caring for him are at risk during transportation.	

B. When the person has been identified as a potential victim by employees of agencies responsible for initial identification in the territory

STEPS FOR MINORS



The formal interview of the minor receiving assistance at a residential center or assistance program shall be conducted in the presence of the parent or custodian who is not involved in trafficking and of an employee of the agency that identified and is helping the minor.

1. Upon receipt of the request for formal identification by the agency/institution that identified the minor as a potential victim of trafficking, the SFAIT police officer shall create the conditions for formal interview/identification at the most appropriate time

determined by the minor and his/her parent/legal custodian and convey that to the structure that requested the formal identification and the other member of the Group/Structure Responsible for Formal Identification (G/SRFI), the regional state social service office (RSSSO) social worker of the area where the interview will be conducted/ region where the potential victim is currently located;

2. The SFAIT police officer shall notify the parent or custodian of the minor to appear before police;

If the minor is foreign, the SFAIT police officer shall request an interpreter and sign with him/her a Confidentiality Agreement (Annex 9.1 in SOPs).

3. The SFAIT police officer shall arrange the transportation of the minor potential victim of trafficking and the case manager if there is one, in the SFAIT premises;
4. G/SRFI: The SFAIT police officer and the RSSSO social worker shall request information from the case manager (if one is present) for an evaluation of the situation of the minor, the assistance and protection he/she is currently receiving, and any concern or preliminary advice the case manager has to give regarding the minor's formal interview in order to avoid obtaining repeated and redundant information;

If the conditions do not permit for a formal interview or if the minor and his/her legal custodian do not wish to be interviewed, G/SRFI proceeds with steps 8 and beyond.

5. G/SRFI explains to the minor and his/her parent/custodian (if preliminarily obtained information indicates no involvement of the parent or custodian in trafficking or abuse) the purpose of the formal interview, the difference between the interview from filing a criminal report, and the ways in which information obtained during the formal interview is to be used, as well as obtain permission for the interview (**annex 9.2 in SOPs**);

6. The SFAIT police officer and the social worker (G/SRFI) conduct the formal interview of the minor (with the assistance of an interpreter if the minor is foreign) in the presence of the parent or custodian, if information obtained preliminarily does not indicate the involvement of the parent or custodian in trafficking or abuse and the case manager if there is one (**annex 9.3 in SOPs**);
7. With help from the parent/custodian and the case manager (if there was one such present during the interview) G/SRFI conducts an analysis of the interview concluding on the status of the minor vis-à-vis trafficking, his/her needs for safety and care and the ways to meet these needs (**annex 9.4 in SOPs**);
8. The RSSSO social worker informs the RA member from the MOLSAEO on the situation of the minor and consults with him/her about the accommodation of the minor in a location appropriate for his/her needs (resettlement if resettlement is deemed necessary for the minor);
9. The SFAIT police officer and the social worker help the minor and his/her parent or custodian to take a decision and declare their decision in writing to inform about the assistance, change in accommodation/settlement (**annex 9.6 in SOPs**).

Depending on the decision taken, work proceeds with steps 10 and beyond

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
10.	G/SRFI contacts the employee of the social care institution offered by the RA and accepted by the minor or and custodian or parent and arranges the minor’s safe transport to the institution;	G/SRFI hand over the minor to the family (annex 9.7 in SOPs);
11.	G/SRFI introduces the minor to the employee of the care center for victims of trafficking, or the residential social care center for minors authorized and sent by the RA;	G/SRFI gives the minor and the parent/ legal custodian information about where to turn to in case of risk in the community they live in;
12.	G/SRFI delivers to the employee of the care center for victims of trafficking or the residential social care center for minors a copy of the interview conclusions and agrees with him/her about communication and further steps for assistance to and protection for the minor;	G/SRFI informs the minor and the parent/legal custodian about that the RSSSO in their community will be notified about the minor’s situation;
13.	G/SRFI hands over the minor to the employee of the center the minor is going to (annex 9.8 in SOPs);	G/SRFI informs the minor and the parent/ legal custodian about RSSSO duties on providing and mediating assistance for PVT and VT in the location they live;

No.	For temporary accommodation in a licensed social care state or non-state institution	For return to the family
14.	SFAIT police officer (of the G/SRFI) arranges the minor’s accompaniment to the accommodation location if it is considered that the minor and persons caring for him/her are at risk during transportation;	Upon departure of the interviewed minor, the G/ SPIF drafts a report on the process and submits it to the RA (annex 9.9 in SOPs);
15.	Upon conclusion of the interview and the interviewed minor’s departure, G/SRFI drafts a report for the RA (annex 9.9 in SOPs);	The SFAIT police officer takes necessary actions to start penal case against the trafficker/ traffickers.
16.	The SFAIT police officer initiates actions to follow the case according to procedures.	

STEPS FOR ADULTS



The formal interview of the adult receiving assistance in a residential center or an assistance program is conducted in the presence of an employee of the agency that identified and is helping the person.¹⁶

1. Upon receipt of the request for formal identification by the agency/ institution that identified the person as a potential victim of trafficking, the SFAIT police officer creates the conditions for formal interviewing/identification at the most appropriate time, determined by the person, and communicates that to the structure that requested the formal identification and the other member of

¹⁶ It is usually a social worker that is considered a case worker

of the Group/ Structure Responsible for Formal Identification (G/SRFI), the social worker of the regional state social service office (RSSSO) of the location where the interview will take place/ region where the potential victim is currently located;

2. The SFAIT police officer arranges the transportation of the potential victim of trafficking (PVT) and the case manager if there is one, in the SFAIT premises;

If the minor is foreign, the SFAIT police officer requests an interpreter and signs with him/her the Confidentiality Agreement (Annex 9.1 in SOPs).

3. G/SRFI: The SFAIT police officer and the RSSSO social worker request information from the case manager (if one is present) on the evaluation of the person’s situation, the assistance and protection he/she is receiving, and any concern or preliminary advice the case manager has to give regarding the formal interview in order to avoid obtaining repeated and redundant information;
4. G/SRFI explains to the person the purpose of the formal interview, the difference between the interview and the penal report, the way information provided during the interview will be used, and obtain permission for the interview (**annex 9.2 SOPs**);

If there are no conditions for a formal interview, or if the person does not wish to be interviewed, G/SRFI proceeds with steps 7 and beyond.

5. The SFAIT police officer and the social worker conduct the formal interview of the person with assistance from the interpreter , in the presence of the case manager if there is one such (**annex 9.3 SOPs**);
6. The SFAIT police officer and the RSSSO employee, with assistance from the case manager (if one such was present during the interview) conduct an analysis of the interview and conclude on the status of the

person vis-à-vis trafficking, his/her needs for safety and care and the ways to meet these needs (**annex 9.4 in SOPs**);

7. The RSSSO social worker shall inform the RA member from the MOLSAEO on the person’s situation and shall consult with him/her about the person’s resettlement in an environment appropriate for his/her needs if resettlement is deemed necessary;
8. The SFAIT police officer and the social worker (G/SRFI) help the person make a decision and declare in writing his/her informed decision about assistance, including resettlement/ change of accommodation (**annex 9.6 in SOPs**);

Based on the decision, work proceeds with steps 9 and beyond

No.	Decision on temporary accommodation in a licensed state or non-state social care institution	Decision on return to the family or independent living
9.	G/SRFI contacts the employee of the social care institution offered by the RA for assistance and accepted by the person and arranges the person’s safe transport to the institution.	G/SRFI gives the person information about where to turn to in case of danger in the community.
10.	G/SRFI introduces the person to the employee of the care center for victims of trafficking, or the social care residential center suggested by the RA.	G/SRFI informs the person that the RSSSO in the community he/she lives in shall be notified about his/her situation.
11.	G/SRFI delivers to the employee of the care center for victims of trafficking or the social care residential center a copy of interview conclusions and agree with him/her about communication and further steps for assistance for and protection of the person.	G/SRFI informs the person about RSSSO duties to provide and mediate assistance for PVT and VT in the location he/she will live in (including assistance to return to the place of origin in the case of foreign PVT or VT).

No.	Decision on temporary accommodation in a licensed state or non-state social care institution	Decision on return to the family or independent life
12.	The SFAIT police officer arranges the person’s accompaniment to the accommodation site if deemed that the person and custodians are at risk during transportation.	Upon departure of the person, G/SRFI drafts a report on the process and submits it to the RA (annex 9.9 in SOPs).
13.	Upon conclusion of the interview and the person’s departure, G/SRFI drafts report for the RA (annex 9.9 in SOPs).	The SFAIT police officer takes necessary actions for criminal case against the trafficker/traffickers...
14.	The SFAIT police officer initiates actions to follow the case according to procedures.	

- *Conduct interview according to SOPs.*

SOPs make available formats of the formal interview for the G/SRFI and addressing all required issues are an obligation for police officers against illegal trafficking and for the RSSSO social worker.

- *Consult and cooperate with the SSS on possibilities for assistance and accommodation of the victim or potential victim of trafficking.*

In spite of whether there is a formal interview, the RSSSO social worker should contact the SSS (as a RA member) and find with him/her an accommodation or assistance solution.



This is an exclusive duty of the RSSSO social worker and not of the SFAIT.

- *Care to make documentation of actions according to SOPs:*¹⁷

The main documents to be filled out to document the process and ensure that the minor or adult has been identified and referred correctly are:

- **Confidentiality Statement: (annex 9.1 in SOPs).** SOPs require that for every communication with foreign victims or potential victims of trafficking an agreement or statement be signed before hand with a licensed interpreter who ensures that the information will not be shared with third parties.
- **Informed permission for a formal interview: (annex 9.2 in SOPs).** Before the start of every interview, the social worker and the police officer should inform the potential victim about the purposes of the interview and obtain his/her permission for the interview.
- **Format of the formal interview for adults, (annex 9.3 in SOPs).** This is the structure of the interview for the minor potential victim of trafficking, both when identified at the border or when identified in the territory.
- **Format of concluding the formal interview: (annex 9.4 in SOPs).** This format is completed by the G/SRFI upon conclusion of the formal interview and is sent to the RA, with a copy to the care institution the person chooses.
- **Format of concluding without a formal interview: (annex 9.5 in SOPs).** This format is completed by the G/SRFI when, due to various reasons, no formal interview has been conducted and it is sent to the RA, with a copy to the care institution chosen by

person.

- **Statement of the informed decision for assistance: (annex 9.6 in SOPs).** This is the statement to be signed by the interviewed or un-interviewed person after the G/SRFI has offered assistance; the person may choose to go home or to a care center.
- **Statement of (the family) taking over the minor in custody: (annex 9.7 in SOPs).** This is to document that the family took the minor in custody and has received information about further action/assistance.
- **Statement of (care institutions) taking over the minor in custody: (annex 9.8 in SOPs).** This is to document that an institution took the minor in custody and has received information about further action/assistance.
- **Format of report to Responsible Authority about the formal interview: (annex 9.9 in SOPs).** This is to inform the RA about the formal interview, the conditions it was conducted in, definitions made, etc., and where the person was referred to, placed, and assisted so the RA may take measures to ensure continued assistance.
- **Report to Responsible Authority and the DSSP about referral without a formal interview: (annex 9.10 in SOPs).** This is to inform the RA and the Directory of State Social Services Policies at the MOLSAEO about the reasons that a formal interview was not conducted and where the person was referred to, placed, and is being assisted in order for the RA to take measures to ensure continued assistance.
- **Format of formal interview for adults: (annex 9.11 in SOPs).** This is the structure of the interview for adult potential victims of trafficking, whether identified at the border or when identified in the territory.
- **Minimal conditions for formal interview (annex 9.24 in SOPs).** Not completed. This is a reference/guidance list for the ethical and safe conduct of the interview.

¹⁷ At the end of the document in annex 1, a diary of action format has been included.

On the supporting role of formal identification

- **Child Protection Units,**
- **Shelters for Victims of Trafficking,**
- **Residential Care Centers,**
- **Day Care Centers or Crisis Centers,**
- **Organizations.**

As may be seen from the steps of initial and final identification, in order to correctly support formal identification, the following institutions are obliged to:

- Request immediate intervention from SFAIT when they are not able to save and help the potential victim of trafficking;
- Explain to minor and adult potential victims of trafficking they have identified and/or are helping the purposes and benefits of a formal interview;
- If the potential victim of trafficking wishes to submit a request to SFAIT on behalf of the person;
- Make available a social worker/case employee to participate in the victim’s formal interview, both when they have requested immediate intervention by SFAIT, and when they have requested a formal interview of the person, but in every case, only when the person wishes the presence of the employee in the interview;
- Provide to G/SRFI the entire necessary information before the correct conduct of the interview and contribute to the correct conduct of the formal interview;
- Support G/SRFI for actions to help the person after the formal interview;
- Document their actions.

Duties for voluntary return of victims/potential victims

The table below lists detailed duties of each segment of the return:

<i>No.</i>	<i>Situations</i>	<i>Actions</i>	<i>Responsible</i>	<i>Documentation per SOPs</i>
1.	When every state or non-state agency obtains information or a request that a minor or adult victim or potential victim of trafficking of Albanian citizenship wishes to return to Albania.	Forwards the request and the entire information to the Responsible Authority, members from the MFA, taking care to preserve data.	Each of the state or non-state agencies receiving information or a request (MOLSAEO, SSS, Organizations, Centers, Shelters, Child Protection Units).	annex 9.17
2.	When the Responsible Authority, members from MFA request assessment of social and economic and risk situation before the return (request in format 9.18 is sent 9.18)	Evaluation is conducted and is sent to the RA that requested it. Authorization of parent or custodian for the return is obtained, when parent or custodian agree to the return and the assessor considers the return appropriate	OnlyRSSSO social workers!	annex 9.19 annex 9.20

No.	Situations	Actions	Responsible	Documentation per SOPs
3.	When person decides to return and RA has set the return date	Authorization of parent or custodian for travel is obtained	Only RSSSO social workers!	annex 9.21
4.	When person is returned assisted as above and voluntarily	Person received at the border	Only employees authorized by RA	
5.	When sudden risks arise during assessment and return arrangement	RA is notified immediately verbally and in writing	Whoever has suspicions or information about the risk	No format, but all information necessary

Rehabilitation and reintegration duties

Table below gives detailed responsibilities for every situation/location of victims of trafficking:

No.	Situations	Actions	Responsible	Documentation per SOPs
1.	When minor or adult victim or potential victim of trafficking of Albanian or foreign citizenship is in a shelter or residential care center	According to standards of care for victims of trafficking	Employees of centers, residences	SOPs refer to standards and instructions
2.	When minor or adult victim or potential victim of trafficking, of Albanian or foreign citizenship, upon formal identification, has decided to go to a community and the SSS notifies the RSSSO about the return to community	Assessment is conducted and sent to SSS	Only RSSSO social workers!	annex 9.22
3.	When the person is being helped in community	Assistance and progress is monitored and reported to SSS;	Only RSSSO social workers!	
4.	When risks or revictimization are encountered during assistance process	SFAIT notified immediately	Only RSSSO social workers!	Notification format (see above in initial identification)

Sample diary of RSSSO employees about duties according to SOPs:

Date	Given case code	Actions	Documentation	
			File created or added	Sent
17. 11.11	A.B.001	<p><i>*Received phone notification from SFAIT officer at 12..35;</i></p> <p><i>* Presented myself to police RD for formal interview at 14.00;</i></p> <p><i>* Got in contact with case manager/ shelter X employee accompanying AB001;</i></p> <p><i>* Conducted formal interview together with XX of SFAIT in the presence of XXX parent and X case employee;</i></p> <p><i>* Called social service directory employee and consulted him/her about changes in accommodation for A.B 001 upon her request;</i></p> <p><i>* Handed over A.B.001 into parent custody</i></p> <p><i>*Prepared requested documentation and sent to RA</i></p>		
19.11.11	A.L 002	<p><i>* Received RA request for assessment of social economic and safety situation for safe voluntary return of A.L 002</i></p>	*RA request	

Job he/she did or will do:

Work conditions (that have been or will be):

Place of work (has been or will be):

Where do / have gone / will go the money from the child's work?

Who found /will find the job for the child?

Whom does / did / will the child give the money from his/her work to?

How does the child perceive the work and the others' expectations?

Who takes / took / will take care of the child:

Other:

3. Lead conversation toward the child's movements / relocations (within borders, across borders, or both)

To highlight movement / movements for exploitation purposes through border crossing:

Reasons which the child left his/her country:

Persons the child traveled with:

Number of movements involving border crossing:

Itinerary of movements:

Time of entry/entries and exit/exits:

Purposes of the border crossing /crossings:

Manner of border crossing / crossings:

Point of border crossing:

Persons who helped / will help the child to cross the border, their connections with the family of the child:

Documents used / to be used for crossing the border:

Who holds/ held // will hold documents of the child:

Payments made / to be made for crossing the border:

Contacts in Albania and destination of the child:

Treatment of the child during movement:

Current contacts with the person who helped / mediated / would mediate movement:

Contact with the family during movements:

To highlight movement / movements for exploitation purposes inside the borders

Reasons why the child left his/her place of residence

Persons the child traveled with:

Number of movements inside the territory:

Time of movements:

Contacts with and presence of the parent/legal custodian during the movements:

Purpose / purposes of movements:

Transport and payments made for the movement:

Persons who received / sheltered / during movement:

Persons who helped/ will help for the movement:

Living conditions during movements:

Persons accompanying during movement/movements:

Treatment of the child during movements:

Relations with the accompanying person/persons:

Contacts with the family during movements:

4. Lead conversation toward child's plans for the future

What does the child think will happen?

Does the child want to go home? If yes, why? If no, why?

What assistance does the child want and whom does he/she expect it from?

Does the child want to return to his/her place? If he/she goes to his/her place, what will he/she need to feel protected and assisted?

Does the child want the abuser/trafficker to go to prison?

5. Thank and congratulate the child for the interview.

Annex 9.4

FORMAL INTERVIEW CONCLUSION FORMAT

Interviewed person:

Name	
Family name	
Previous family names	
Date of birth	
Place of birth (City, State)	
Citizenship	
Other citizenship	
Ethnic group if self-identified	
Type of identification document	
Issuing institution	
Number of the document	
Date of issue	

Date of expiration	
Last residence	
Permanent residence	

Referral institution in formal interview from organizations:

Name of organization or institution	
Place it operates	
Name of case employee if there is one	
Manner in which request was made	
Protocol no. of the request if any	
Institution address	
Referral status	

Referral individual in formal interview from individuals:

Name, family name of the person that requested the formal interview	
Relation to interviewed person	
Way request was made	
Contacts (telephone, fax, e-mail)	
Referral status	

Interview data:

Date of interview	
Place of interview	
Duration of interview	

Interviewers:

1. From SFATP	Name, family name	
	Structure	
	Contacts	
2. From RSSSO	Name, family name	
	Structure	
	Contacts	

Present:

1. From institutions or organizations	Name, family name of person	
	Profession / capacity in which he/she is present	
	Structure he/she works in	
	Place of activity / functions	
	Relation to interviewee / functions/reasons why present in interview	
	Contacts (telephone, fax, e-mail)	
2. Parents or legal custodians	Name, family name of the person	
	Number and type of identification document	
	Document proving custody of the person	
	Contacts (telephone, fax, e-mail address)	
	Reasons for absence of parent or legal custodian	
3. Interpreters	Name, family name	
	Identification document	
	Interpretation language	
	Relation / acquaintance with interviewee	
	Contacts (telephone, fax, e-mail address)	

Assistance interviewed person is receiving if he/she is being assisted:

1. Residence	Name of institution where sheltered / accommodated and address	
	Institution/organization that referred to the institution and address	
	Date of accommodation in this institution	

2. Assistance in community	Status with which person is being assisted in the institution	
	Services received at the institution	
	Name of institution / programs providing assistance	
	Contacts and address of institution / program providing assistance	
	Who referred him/her to the institution	
	Status with which person is being assisted in the institution	
	Services being received in this institution	

Status at the end of the interview

- a. Victim of trafficking
- b. Presumed victim of trafficking – additional information needed
- c. Person in need of help

Reasoning for determination:

Other additional necessary information or actions to determine whether a victim of trafficking :

Information/ action	Person responsible for collection of information / action	Manner of collecting information / action	Deadline for collection of information	Comments

Level of risk to the presumed victim or victim of trafficking

- A. Low
- B. Undefined (additional information to determine risk)
- C. Moderate
- D. High

Reasoning for determining the level of risk:

Instructions for the reasoning:

1. Psychological conditions that may pose risk during travel, reception, or acceptance into a residential center or family/community
2. Physical conditions representing special needs or risk during travel, reception or acceptance into a residential center or family/community
3. Risks related to persons involved in the trafficking process.....
4. Risks related to contact with and/or cooperation with law enforcement agencies

Identified needs and fulfillment of the person's needs:

Person's needs upon return, safe rehabilitation and integration/reintegration	Fulfilled or not (Yes, No)	Fulfilled by: if fulfilled; who will fulfill: if not fulfilled	Deadlines	(Which of the family members should necessary assistance involve)
Before return				
Temporary safe shelter				
Ensuring travel documents				
Arrangement of travel				
Facilitation of visas				
Grant for travel				
Other				
Long-term before return				
Professional training				
Legal counseling or legal representation				
Medical assistance				
Micro – loans				
Residence permit				
Work permit				
Employment				
Shelter				
Residence				
Education				
Inclusion in economic assistance scheme				
Psychological assistance				

For the transfer				
Escort				
Police escort				
Medical escort				
Sleep/ accommodation during travel				
Special security measures				
Escorting of unaccompanied child				
Facilitation of border crossing procedures				
Reception on return				
Facilitation of border crossing procedures				
Medical care				
Transfer to final destination				
Rehabilitation and reintegration				
Medical assistance				
Legal counseling				
Legal representation				
Psychological counseling				
Housing				
Residence				
Professional training				
Assistance for employment				
Inclusion in economic assistance scheme				
Education				
Child care				

Person's will to cooperate for the punishment of traffickers

- A. Has the will to file a report
- B. Does not have the will to file a report

Necessary arrangements for filing a report:

Appropriate time for filing the report

Name, Family name, signature of interviewees

From SFATP **Date**

From RSSSO **Date**

Annex 9.5
CONCLUSION FORMAT WITHOUT A FORMAL INTERVIEW

Person to be interviewed

Name	
Family name	
Previous family names	
Date of birth	
Place of birth (City, Country)	
Citizenship	
Other citizenships	
Ethnic group, if self-identified	
Type of identification document	
Issuing institution	
Number of document	
Date of issue	
Date of expiry	
Last residence	
Permanent residence	

Referring institution in the formal interview from the organizations

Name of organization or institution	
Place where it conducts activity/functions	
Name of case employee if there is one	
Manner in which request was made	
Protocol no. of the request, if any	
Address of the institution	
Status which person was referred with	

Referring individual in a formal interview, from individuals

Name, family name of the person requesting the formal interview	
Relation to interviewed person	
Manner in which request was made	
Contacts (telephone, fax, e-mail)	

Status which person was referred with	
---------------------------------------	--

Data on expected interview:

Expected date of interview	
Expected place of interview	

Interviewers:

1. From SFATP	Name, family name	
	Structure	
	Contacts	
2. From RSSSO	Name, family name	
	Structure	
	Contacts	

Persons introduced to be present in the interview:

1. From institutions or organizations	Name, family name of person	
	Profession/capacity in which person will be present	
	Structure person works in	
	Place where it conducts activity / functions	
	Relation to interviewee in his/her functions, reason for being present in the interview	
	Contacts (telephone, fax, e-mail)	
2. Parents or legal custodians	Name, family name of person	
	Number and type of identification document	
	Document proving custody on person to be interviewed	
	Contacts (telephone, fax, e-mail)	
3. Interpreters whose	Name, family name	

services would have been used for interview	Identification document	
	Language of interpretation	
	Relation / acquaintance with interviewee	
	Contacts (telephone, fax, e-mail)	

Assistance received by person to be interviewed, if receiving assistance:

1. Residence	Name of institution where person is sheltered /accommodated and address	
	Institution /organization that referred person to the institution and address	
	Date of accommodation at institution	
	Status with which person receives assistance at the institution	
	Services received at the institution	
2. For community assistance	Name of institution/ program person is assisted by	
	Contacts and address of institution/ program that the person is assisted by	
	Who referred person to this institution	
	Status with which person receives assistance at institution	
	Services received in the institution	

Actions conducted before the interview takes place:

Refer to procedure steps and actions in the formal interview for children and formal
--

interview for adults

Reasons why interview was not conducted:

E.g. Absence of one of the interviewers – reasons
Person to be interviewed and parent/legal custodian did not wish to be interviewed
Person to be interviewed had emergency needs that had to take priority
Parent or legal custodian of child did not arrive on time

Emergency needs found by the contact, which should be fulfilled by the parent/legal custodian or institution/program that will take the person for care:

Suggestions for the conduct of the formal interview later

Further actions that have been agreed upon:

Potential risks during assistance transport of the person:

E.g.
By family members or relatives: explain;
By persons declared as potential traffickers: explain, give names
By physical or emotional conditions of the presumed victim to be interviewed

By SFATP officer

Signature

Date

By RSSSO social worker

Signature

Date

Annex 9. 6

STATEMENT OF THE INFORMED DECISION FOR ASSISTANCE

I (name, family name), born on (date) in (city and country), declare today, on..... (date), that I have been interviewed by..... (police officer) and..... (RSSSO social worker) in the presence of (parent or legal custodian). I declare that I have been informed by the interviewers about the assessment they have made of my situation and the interviewers have explained to me the protection and assistance possibilities in Albania by various centers or institutions, and I have been given leaflets and brochures that provide details on assistance and contacts for assistance in response to my needs for assistance and protection.

I declare that I fully understand the whole information provided by the aforementioned employees on receiving appropriate assistance and support and I decide on my free will to be placed in:

Institution or residence.....

In the family at the address:.....

I understand and accept that in order to obtain appropriate assistance, a copy of the assessment of my needs for assistance and protection shall be given to the employee of the center where I will be placed or will be sent to the RSSSO in the place where I will be living in.

Name, family name, signature of the person

Name, family name, signature of the parent or legal custodian (if a child)

Name, family name, and signature of the translator of the statement:

Name, family name, and signature of the person present while statement is made:

Annex 9.7

**STATEMENT OF TAKING THE CHILD INTO CARE
By the Family**

I (name, family name), born on (date), in
(city and country), with identification document....., number, parent/legal custodian of the child;
name, family name born on declare today, on (date) that I take him/her to
live with me in the address.....

Name, family name, signature of parent/legal custodian:

Name, family name of the employee giving the child into care

Annex 9.8

**STATEMENT OF TAKING CHILD INTO CARE
By care institutions**

I (name, family name), born on (date), in (city and
country), identification document, employee of the institution with the title.....
declare today, on..... (date) that I take the child named..... date of birth,
place of birth whose parent/ legal custodian is and
....., identification number in the institution

Name, family name, signature.....

Name, family name, signature of child.....

Name, family name, signature of parent/legal custodian allowing the institution to take care of the child

Name, family name, signature of those present

Function

Name, family name, signature of interpreter, if any.....

Annex 9.11

FORMAT OF FORMAL INTERVIEW FOR ADULTS

Actions before interview

- Interviewers clarify purpose of interview;
- Interviewers ensure that the interviewed / person recognizes the position of the interviewers and persons present during the interview;
- Interviewers ensure that the person is ready to start interview;
- Interviewers ensure that the person is comfortable with persons present during interview;
- Interviewers ensure that the person feels safe in interviewing premises;
- Interviewers ensure that the person understands and accepts that upon conclusion of the interview, she/he may be contacted or interviewed again by the interviewers;
- Interpreter is asked outside and the person is asked whether he/she feels comfortable with the interpreter;
- Informed consent for interview is granted.

Conduct of the interview

1. Data obtained from the person:

Name	
Family name	
Previous family names	
Date of birth	
Place of birth (City, Country)	
Citizenship	
Other citizenships	
Ethnic group if self-identified	
Type of identification document	
Issuing institution	
Document number	
Date of issue	
Date of expiry	
Last residence	
Permanent residence	

**2. The person is asked whether he/she thinks he/she has ever been exploited or whether there was ever an intention to exploit him/her?
*If the person responds that he/she thinks that she was exploited or there was an intention to exploit him/her (the person is aware of exploitation),***

2.1 . Guide conversation toward forms in which the person has been exploited or would have been exploited:

- Marriage;
- Sexual services or other services;
- Labor;
- Begging;
- Transplant/removal of organs;
- Military service;
- Other forms

2.2. Guide conversation toward aspects of the **occurred exploitation or intended exploitation:**

- Circumstances that make the person think of marriage, sexual services or other services, labor, begging, removal of organs, military service, and other exploiting situations toward him/her;
- Persons who exploited or would have exploited him/her;
- Time of exploitation;
- Other persons who are exploited or would have been exploited in the same form or in other forms;
- Persons interested in the continuation of the exploitation situation;
- Relations/acquaintance between exploiter/exploiters and those who led to exploitation/mediators/other exploiters;
- Persons who were aware of the exploitation;
- Persons who could have stopped the exploitation but did not due to neglect or their own interests.

2.3 . Guide conversation toward highlighting abusive means of control / **keeping under exploitation:**

- Forms of forcing the person to remain in the exploitation situation;
- Persons that exercise / exercised control;
- Other persons kept under exploitation in the same form of control;

2.4. Guide conversation toward consequences that the occurring exploitation has caused:

- On physical and mental health;
- On the financial situation;
- On family and social relations;
- On relations with law enforcement;

2.5. Guide conversation toward **bringing / taking / mediating exploitation / other exploiters** by highlighting one or several of the activities, such as:

- Recruitment;
- Transport (within the territory or crossing the border);
- Transfer;
- Hiding;
- Receiving and sheltering;

2.6 . Guide conversation toward abusive means of control **by mediators / other exploiters** to highlight one or several forms of behavior during recruitment, transport, transfer, hiding, receiving, and sheltering, such as:

- Threats;
- Deceit;
- Use of force or other forms of coercion;
- Kidnapping;
- Abuse of office;
- Benefiting from social, physical, or psychological condition;
- Giving or taking payments;
- Use of third persons who had control / authority on the exploited person;

2.7. Guide conversation **toward consequences caused by the process of bringing / taking / mediating for exploitation purposes:**

- On physical and mental health;
- On financial situation;
- On family and social relations;
- On relations with the law;

3. The person is told whether the interviewers think that the interviewee is a presumed victim or victim of trafficking ; explanations are given on additional information and actions to determine whether he/she is considered a presumed victim;

4. Guide the conversation toward assessment of risks and the person's needs

4.1 Conduct assessment of risks *related with persons implicated in trafficking and with law enforcement agencies*

A. Risks related to persons implicated in trafficking:

- Manner in which the person left / escaped the trafficker/traffickers;
- Indicators that traffickers know the current residence of the interviewee;
- Indicators that traffickers know that the person is receiving assistance from an institution/organization;
- Contact of the interviewed person with the trafficker/s from the moment the person left/escaped;
- Indicators that the trafficker/s know the location of the family or close persons to the interviewee;
- Contact of persons close to the interviewee with the trafficker/s;
- Close persons implicated in trafficking;
- Location of the implicated persons

B. Risks related to law enforcement agencies:

- Contacts with law enforcement agencies so far;
- Cooperation with law enforcement agencies;

- Known actions of law enforcement agencies to capture / punish trafficker/ traffickers;
- Detained or arrested among suspects implicated until the time of the interview;
- Suspected as implicated at large.

4.2 Interviewers communicate and explain to the interviewee their judgment on the level of risk to him/her (low, moderate, high, undefined risk), as well as information / actions necessary if risk cannot be defined at that time.

- *High Risk:* The person and his/her family appear to be in high risk of revenge or threats by the traffickers or others. Measures are necessary to transfer the beneficiary to a high security shelter (with the consent of the person) and to coordinate with law enforcement agencies on the protection of the beneficiary and his/her family.
- *Moderate Risk:* There is some information that the person may be at risk from traffickers or his/her family, but these risks may be controlled. It is requested that a plan to protect the person against these threats be undertaken.
- *Low Risk:* The person does not appear to have any threat against him/her or his/her family. No action is needed at this time, but continued safety assessments should be undertaken in case there are changes in the condition of the beneficiary.
- *Undefined Risk:* There is some data that the person may be at risk from traffickers or his/her family but data need to be verified at the earliest time possible.

4.3 Guide the conversation toward the person's needs for assistance and protection:

- Before the return to the place of origin
- Long-term assistance before return
- Reception on arrival
- Transfer
- Long-term rehabilitation and reintegration

5. Guide conversation toward **further actions that may be undertaken for risk management and assistance to the person** including:

- Reporting the penal offense – protection as a witness of justice;
- Interruption of relations with involved persons;
- Measures undertaken for the protection of other persons under threat/at risk;
- Assistance for safe return, rehabilitation;
- Change of the person's location;
- Agree on communication, further contact

6. Thank the person for the interview

If the person responds that he/she does not think he/she has been exploited or there was no intention of exploitation (the person is not conscious of exploitation that has occurred or could have occurred),

2.1 Guide the conversation toward **various fields of the person's life and activity** depending on suspicions / judgment of interviewers / or preliminary information on the person to identify whether there was exploitation:

No.	Type of exploitation	Specifications
1.	Work	Type of job/jobs; Employment contract; Recognition of employment; Insurance /pension (life, health, seniority); Work conditions and safety; Working hours; Method of payment; Amount of payment compared against usual payment for the same work; State control on the individual's employment; Legal recognition of employment / profession; Taxes; Debts to employer; Relations with employer; Use of incomes from employment; Not contracted work or extra services; Work permits (residence permit, work permit) Equipping with work documents Person's age at the start of work Persons that are maltreated, abused, exploited at the workplace; Persons exploiting work;
2.	Begging	Begging hours; Incomes from begging; Location of begging; Use of incomes from begging; Other persons who beg and use of incomes by them; Other work, services aside from begging; Compulsory payments; Persons exploiting begging; Persons forcing payments; Debts and clearing debts; Housing and housing payments; Food and payments for food; Persons exploited through begging and relations with them;
3.	Sexual services	Incomes from sexual services; Legal arrangements for sexual services; Use of incomes for sexual services; Persons obtaining incomes from sexual services; Work, other services, other than sexual services; Clients of sexual services;

		<p>Hours of sexual services;</p> <p>Type of location where sexual services are offered;</p> <p>Compulsory payments to ensure sexual services (payments for location, accessories);</p> <p>Persons forcing payments;</p> <p>Debts and clearing debts;</p> <p>Housing;</p> <p>Persons being exploited sexually in the same location;</p> <p>Life, health insurance during provision of sexual services.</p> <p>Opportunity to reject clients</p>
4.	Military service	<p>Persons/agencies who force military service;</p> <p>Location of military service;</p> <p>Reporting military service with legal arrangements for military service;</p> <p>Military service activities;</p> <p>Assistance given in case of need, risk;</p> <p>Incomes from military service;</p> <p>Use of incomes from military service;</p> <p>Persons exploited through military service;</p>
5.	Marriage	<p>Daily routine;</p> <p>Relations with spouse;</p> <p>Domestic violence;</p> <p>Payments made related to marriage;</p> <p>Work assigned for housekeeping, child care, or care for other family members;</p> <p>Other persons related through marriage to the same person;</p> <p>Children of the spouse;</p> <p>Illnesses of the spouse;</p>
6.	Removal of organs or other body parts	<p>Health problems before removal of organs or body parts;</p> <p>Location where surgery was done;</p> <p>Persons conducting the intervention;</p> <p>Payments made for organ/s removal;</p> <p>Knowledge of what happened with removed organs, other body parts.</p> <p>Health care after removal of organs, or body parts;</p> <p>Payments received by the person for organ removal;</p> <p>Persons exploited for removal of organs or body parts in the same location;</p>
7.	Illegal activities	<p>Type of illegal activity;</p> <p>Reasons for involvement in illegal activity;</p> <p>Incomes from illegal activity;</p> <p>Manner of distribution of incomes from illegal activity;</p> <p>Persons leading the illegal activity;</p> <p>Hours;</p> <p>Risk to life and health from illegal activity;</p> <p>Persons exploited by the illegal activity;</p> <p>Persons leading the illegal activity;</p>

		Debts
8.	Other	

2.2 If there is ground for exploitation , guide conversation toward **freedom of the person to leave** the activity to find whether there were forms of forcing / keeping in exploitation situation by those identified as exploiters;

- Cases of violence or threats to the person or other close persons;
- Cases of witnessing / being present / or hearing about negative consequences of persons leaving in similar situations;
- Debts to the person/persons identified as exploiters;
- Partial payments or insignificant increase in rewards to avoid confrontation;
- Minor and insignificant changes of the situation;
- Knowledge of the language and the location;
- Promises and delays in payment deadlines;
- Promises that the situation is temporary;
- Inciting fear from reporting illegal activities or the illegal status of the person to authorities;
- Financial opportunities to afford departure (transport);
- Control over personal identification and travel documents;
- Expected fines for leaving;
- Limitations or conditioning of movement;
- Limitation of social contacts;
- Health conditions;
- Financial conditions;
- Dependence of close persons on the situation of the person;
- Reactions of the exploiter toward the person’s efforts to change the situation or leave;

For both cases, when deemed that there was exploitation and when there was no exploitation

2.3. Guide conversation to highlight **bringing / sending/ mediating for other exploiters** and used forms of coercion / forcing or distortion of will;

No.	Elements of trafficking	Specifications
1.	Recruitment	If there were promises / offers for work, marriage, arrangement of sexual services, military service, etc.:
		Initiators of contact for activity with the interviewed person;
		Persons / agency that offered the activity in which the interviewee was exploited (work, sexual services, marriage, begging, military service, criminal activity, etc.)
		Social, physical or mental condition of the interviewee at the moment of the offer of the activity;

		Location of the interviewee at the moment of the offer; Introduction of the activity by the offering persons/agency; Expectations of the interviewee for profits from the activity; Time from the offer of the activity to the start of the activity in which the interviewee was exploited Report of introduction / offering of actual activity; Form, resources, and calendar of rewards/payments made to those making offers; Relations of activity providers with exploiters; Actions of activity providers to ensure that the person would start the activity; Third persons who had authority on the person and used their authority to convince the person to start the activity; Payments / monetary exchanges made during the promise; If there was abduction of the person: Persons that abducted him/her; Actions of the abductors;	
2.	Transportation / Movement (inside the country's territory or through border crossing)	If there was transport: Necessary transport to the place of the activity in which the person was exploited; Type of transport Persons who conducted the transport; Agreement made on the payment of transport; Itinerary / itineraries of transportation; Payments made for transport; Debts for transport and manner of payment; Documentation used for transport; Means used for transport; Connections / acquaintances / contact of transporter/-s with others recruiter / exploiter/ abductor; Control of transporter on interviewee;	
3.	Hiding	If the person was hiding: Persons who hid him/her; Agreement made for hiding; Reasons for hiding; Payments made for hiding; Length of hiding; Relations of the hider with the exploiter, recruiter, receiver;	
4.	Receiving and housing	If the person was received and housed: Persons who received and sheltered him/her; Payments made for housing; Agreement made for housing; Connection of receiver / those who sheltered with exploiter, recruiter, transporter;	

3. The person is told whether the interviewers think the interviewee is a presumed victim or victim of trafficking and is made aware of additional information on actions to be undertaken for a final definition.

4. Guide conversation toward assessment of risk and needs of the person for assistance and protection

4.1 Guide conversation toward risks for the person:

A. Risks related to persons implicated in trafficking:

- Way in which the person left / escaped from trafficker/traffickers;
- Indicators that traffickers know the current residence of the interviewee;
- Indicators that traffickers know that the person is being assisted by an institution/organization;
- Contacts of the interviewed person with the trafficker/traffickers from the moment the person left / escaped;
- Indicators that the trafficker / traffickers know the location of the family or persons close to the interviewee;
- Contacts of persons close to the interviewee with the trafficker/-s
- Close persons implicated in trafficking;
- Location of persons implicated in trafficking.

B. Risks related to law enforcement agencies:

- Contacts with law enforcement agencies so far;
- Collaboration with law enforcement agencies;
- Known actions of law enforcement agencies for seizing and punishing the trafficker / traffickers;
- Persons detained or arrested from those suspected as implicated until the time of the interview
- Suspected as implicated at large.

4.2 The interviewers explain to the interviewee the judgment of interviewers on the level of risk to him/her (low, high, moderate, undefined risk), and information/actions necessary if the risk may not be defined at this time. (see above on the definition of levels of risk).

4.3 Guide conversation toward needs of the person for assistance and protection

5. Guide the conversation toward **further action that may be undertaken for risk management and assistance to the person**, including:

- Reporting the penal offence – protection as a witness of justice;
- Interrupt connections with involved persons;
- Measures that should be taken for the protection of other persons under threat / risk;
- Assistance for safe return, rehabilitation;
- Change of the person's location;

6. Agree on further communication, contacts.

7. Thank the person for the interview

Annex 9.13

REQUEST FOR IMMEDIATE INTERVENTION BY THE SFATP

Date:

Subject of request:

1. Name and job description of the agency/institution making the request:
2. Description of the circumstances in which the agency came into contact or established contact with the presumed victim of trafficking:
3. Data available to the agency on the person deemed a presumed victim:

Name, Family Name:

Age:

Residence:

Location:

If a child, names of parents:

If a child, name of the legal custodian if it is not the parent:

4. Description of the circumstances that led the agency to think the person is a presumed victim of trafficking:
5. Description of efforts made by the agency/institution to save or assist the presumed victim:
6. Recommendations issued by the agency/institution on the SFATP police intervention:
7. Name, family name, and contact information for the employee of the agency/institution, which may be contacted by SFATP police officers for further information:

Annex 9.19

REPORT ON THE FAMILY SITUATION AND RISK ASSESSMENT BEFORE THE ASSISTED VOLUNTARY RETURN

To: Responsible Authority/RA Member who filed the request

CC: Head of the State Social Service

Date:

Location:

Protocol No.:

Name, family name of the RSSSO social worker that conducted the evaluation:

Structure he/she works under:

Contact (tel, fax, e-mail):

Official address:

Date of RA request for the evaluation:

Name, family name of the person on whom the evaluation was done:

Date of birth:

Address where the person wishes to return to:

Persons contacted for the evaluation, dates, and places of contact:

1. From the family:
2. From the police (SFATP, area inspector):
3. Assistance organizations:
4. Other:

Family set up:

Family income and source of income:

Family's living conditions:

Family's housing conditions:

Circumstances of leaving the family/family's version:

Family contact and relations with the person upon departure:

Problems during the person's absence:

Does the family agree for the person to return to the family:

What could the family offer to the person if he/she returned:

Family's assistance needs to support the person in the family:

Community possibilities to support the person upon his/her return:

Potential risks to the safety of the person and family if the person returns / what the community thinks (family, law enforcement agencies) about the trafficker/traffickers' location and threat:

To what extent the person's needs and desires will be met upon his/her return to the family:

Sources of assistance the person can turn to for assistance upon his/her return:

Conclusions of the evaluation on the safety and viability of the return:

1. Premises where the person wishes to return to are safe and appropriate/ can meet the person's needs for safety and protection
2. Premises where the person wishes to return are unsafe and/or inappropriate/ can meet the person's needs for safety and protection

Suggestions of the evaluator on the arrangement of the return, rehabilitation, and reintegration of the person.

Attached documents: authorization by the parent/legal custodian for the assisted return of the child

Name, family name, and signature of the RSSSO evaluator:

Name, family name, and signature of the RSSSO head:

Annex 9.21

AUTHORIZATION BY THE PARENTS/LEGAL CUSTODIAN FOR THE TRAVEL OF THE CHILD

The undersigned,

Name, family name:

Citizenship:

Passport no.:

Date of issue:

Issued by:

Valid until:

Address and phone no.:

The undersigned

Name, family name:

Citizenship:

Passport no.:

Date of issue:

Issued by:

Valid until:

Address and phone no.:

Authorize that our child

Full name of the child:

Born on:

City/Country:

Passport no.:

Date of issue:

Issued by:

Valid until:

Currently located in:

Travels from.....to....., accompanied by....., identification document no.

....., who is (title)..... on date / / . The child will be received by on (date)

....., at, at (time).....

Authorization signed on the date / / 2010 at by

Signature

Signature

Name, family name, and signature of the translator of the authorization, if any

Rehabilitation and reintegration duties

All agencies listed in the table of duties, i.e. agencies or institutions with social workers, have duties regarding rehabilitation and reintegration of victims or potential victims of trafficking in Albania. The table below provides the detailed responsibilities for each situation/ location of victims of trafficking.

Situations	Actions	Responsibilities	Documentation per SOPs
When minor or adult victim or potential victim of trafficking, Albanian or foreign, is in a social care center or residence;	Per care standards for victims of trafficking;	Employees of shelters, residences;	SOPs refer to standards and instructions
When minor or adult victim or potential victim of trafficking, Albanian or foreign, upon formal identification, has decided to go to the community and SSS notifies the RSSSO for the return to the community;	1. Conduct and send assessment to SSS;	Only RSSSO social workers!	annex 9.22
When person is helped in the community;	Assistance and progress are monitored and report is sent to SSS;	Only RSSSO social workers!	
When risk or revictimization are encountered during assistance process	SFAIT notified immediately	Only RSSSO social workers!	Notification format (see above in initial identification)

