



REPORT

Support Services for Victims of Human Trafficking in Romania and Norway

November 2014

Asociația
PRO REFUGIU.org

ASOCIAȚIA PRO REFUGIU

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- Maritastiftelsen
- Norwegian Directorate of Immigration, Protection (UDI Asylavdelingen)
- Norwegian Directorate of Immigration, Residency (UDI Oppholdsavdelingen)
- International Organization of Migration (IOM)
- Salvation Army, Oslo (Frelsesarmeen)
- Reception Centre for unaccompanied minor asylum seekers (Hvalstad Avlastningsmottak)
- Red Cross, Oslo (Røde Kors)
- EVA Project, Red Cross, Bergen (EVA Røde Kors)
- Norwegian Organization for Asylum Seekers (NOAS)
- Outreach service for young people at risk, Municipality of Bergen (Utekontakten)
- Guardian for unaccompanied minor asylum seekers, the County Governor
- Pro Sentret Oslo

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ACRONYMS

NAATP	NATIONAL AGENCY AGAINST TRAFFICKING IN PERSONS
NACRPA	NATIONAL AUTHORITY FOR CHILD RIGHTS PROTECTION AND ADOPTION
BCOC	BUREAU FOR COMBATING ORGANIZED CRIME
GDSACP	GENERAL DIRECTORATE FOR SOCIAL ASSISTANCE AND CHILD PROTECTION
DIOCT	DIRECTORATE FOR THE INVESTIGATION OF ORGANIZED CRIME AND TERRORISM
GIRP	GENERAL INSPECTORATE OF THE ROMANIAN POLICE
GII	GENERAL INSPECTORATE FOR IMMIGRATION
IOM	INTERNATIONAL ORGANIZATION FOR MIGRATION
NGO	NON-GOVERNMENTAL ORGANIZATION
MJ	MINISTRY OF JUSTICE
MLFSPE	MINISTRY OF LABOUR, FAMILY, SOCIAL PROTECTION AND ELDERLY
VHT	VICTIM OF HUMAN TRAFFICKING
CC	CRIMINAL CODE
CPC	CRIMINAL PROCEDURE CODE
GD	GOVERNMENT DECISION
GO	GOVERNMENT ORDINANCE
GEO	GOVERNMENT EMERGENCY ORDINANCE



INTRODUCTION

Human trafficking is one of the most profitable organized crime. This phenomenon represents a flagrant violation of human rights, affecting annually millions of people worldwide.

Romania is mainly a country of origin and transit for the victims of human trafficking. Annually, the Romanian citizens represent a substantial percentage of the total number of trafficking victims identified in Europe. Among the most common forms of exploitation there is the sexual exploitation, forced labor, forced begging. Over the years among the countries of destination there have been included countries such as Italy, Spain, France, Germany, Great Britain, Greece, but in recent years, the number of Romanian exploited citizens has increased in countries like Norway, Sweden, Denmark.

Norway is presented as a rich country with a population with a strong purchasing power, representing an attractive market for human trafficking. Norway is mainly a country of destination and the most frequent form of exploitation is forced prostitution of women. However, there are cases of forced labor and sometimes Norway is considered by authorities as a transit country, as well. As far as we know, Norway in general is not a country of origin neither for domestic traffic, nor for the external one.

The aim has been to describe the current situation in the two countries of human trafficking and the support system offered victims of human trafficking today. This knowledge will be used as a startingpoint to create best practices in this area.

Considering its sensitive topic, achieving the present Romanian-Norwegian report was not an easy task. The report was written as part of the project *Chance and Challenge – Improve social services provided to victims of human trafficking* financed through the NGO Fund in Romania, EEA Grants.

The study is based on a qualitative and quantitative methodology focused on two components: Desk research - analysis of relevant legislation and documents from Romania and Norway. Data collecting through the questionnaire in relation to authorities, non-governmental organizations that provide assistance to victims in the two countries.

The report consists of 5 chapters: *Chapter I Statistics* provides detailed information on the number of victims of human trafficking, their forms of exploitation in Romania and Norway in 2012-2014. *Chapter II Legislation on protection and assistance of victims of human trafficking* includes information on key legislation in the two countries that contain relevant regulations support services that victims should have the right to, during the rehabilitation/reintegration into society. *Chapter III Support services for the rehabilitation of victims of human trafficking* comprises a detailed analysis of the support services that are provided in practice by the authorities and non-governmental organizations in the two countries. *Chapter IV Case management* in Romania and Norway. *CHAPTER V Recommendations for improving the support services for victims of human trafficking.*

CHAPTER I STATISTICS

I. ROMANIA

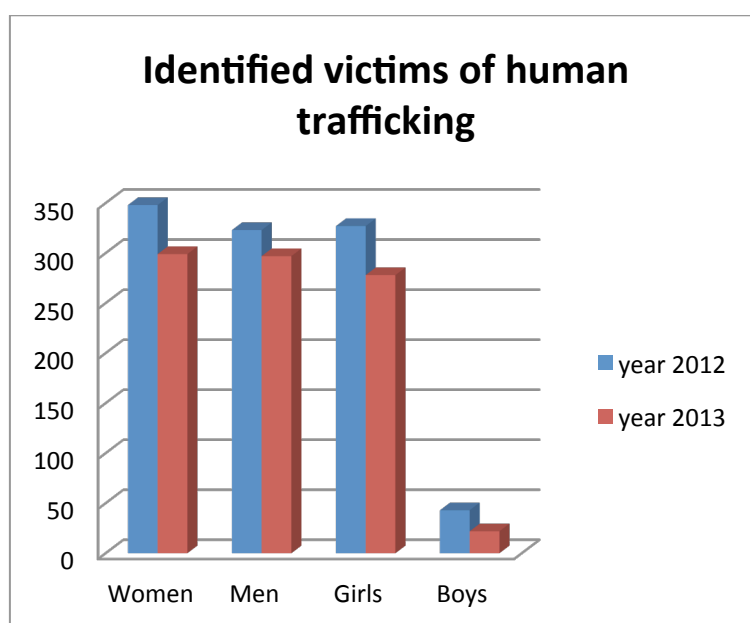
1. Number of annually identified victims

The data were obtained with the support of the National Agency Against Trafficking in Persons (NAATP) and covers the period from 2012 to 2013.

The National Agency Against Trafficking in Persons is the competent authority in Romania which has among its responsibilities the coordination, respectively the monitorization at national level of data and information collection activities on the situation of trafficked persons, support provided to victims of human trafficking and their social reintegration.

Table 1
Number of victims Romanian citizens

YEAR	Women	Men	Girls	Boys	TOTAL
2012	348	323	327	43	1041
2013	299	297	278	22	896

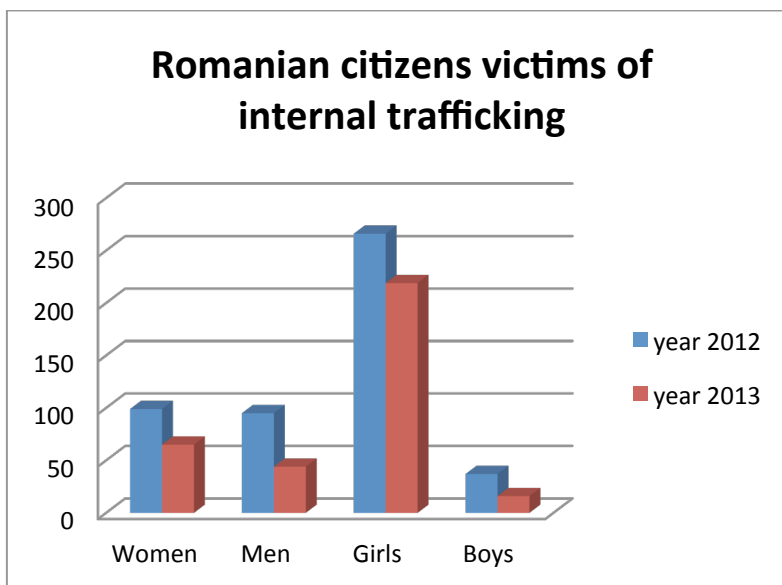


In absolute figures, there has been a slight decrease in the number of cases of victims in 2013 compared to 2012.



Table 2
Number of victims – Romanian citizens – internal trafficking

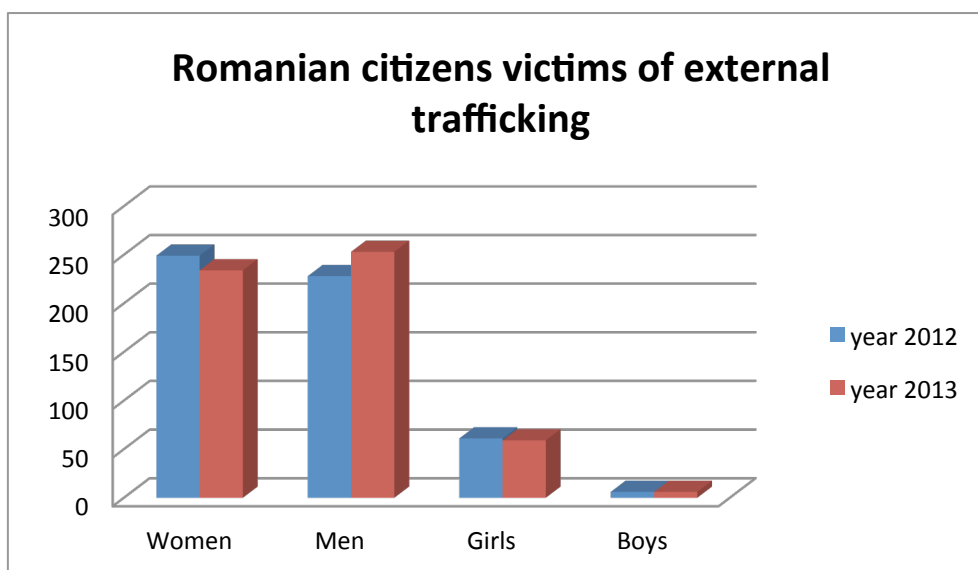
YEAR	Women	Men	Girls	Boys	TOTAL
2012	99	95	266	37	497
2013	65	44	219	16	344



From data analysis, it can be seen that predominate the number of female minors subjected to internal human trafficking in the 2 years of reference.

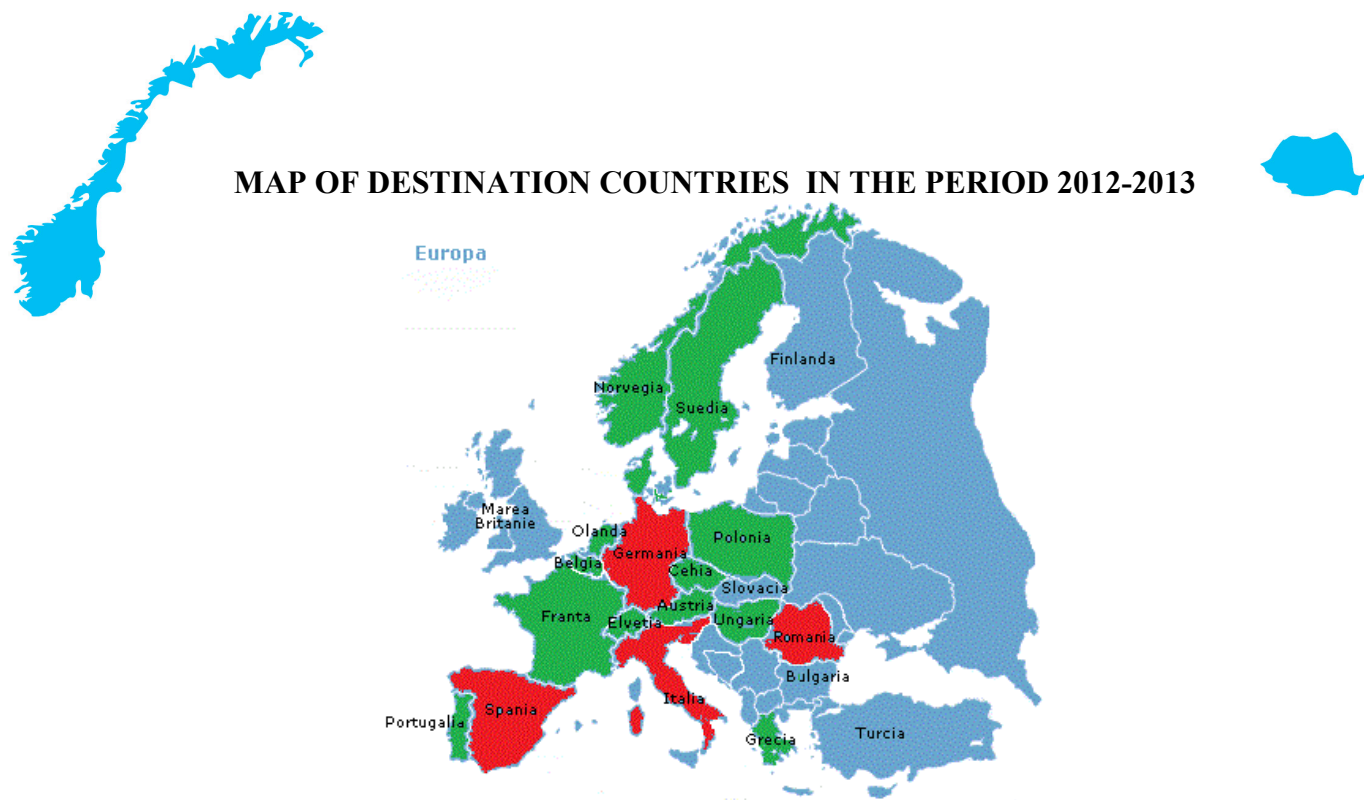
Table 3
Number of victims – Romanian citizens – external trafficking

YEAR	Women	Men	Girls	Boys	TOTAL
2012	249	228	61	6	544
2013	234	253	59	6	552



As concerns the external trafficking, we note that adults, both women and men, are the most trafficked categories of people. We note a small number of male minors.

MAP OF DESTINATION COUNTRIES IN THE PERIOD 2012-2013



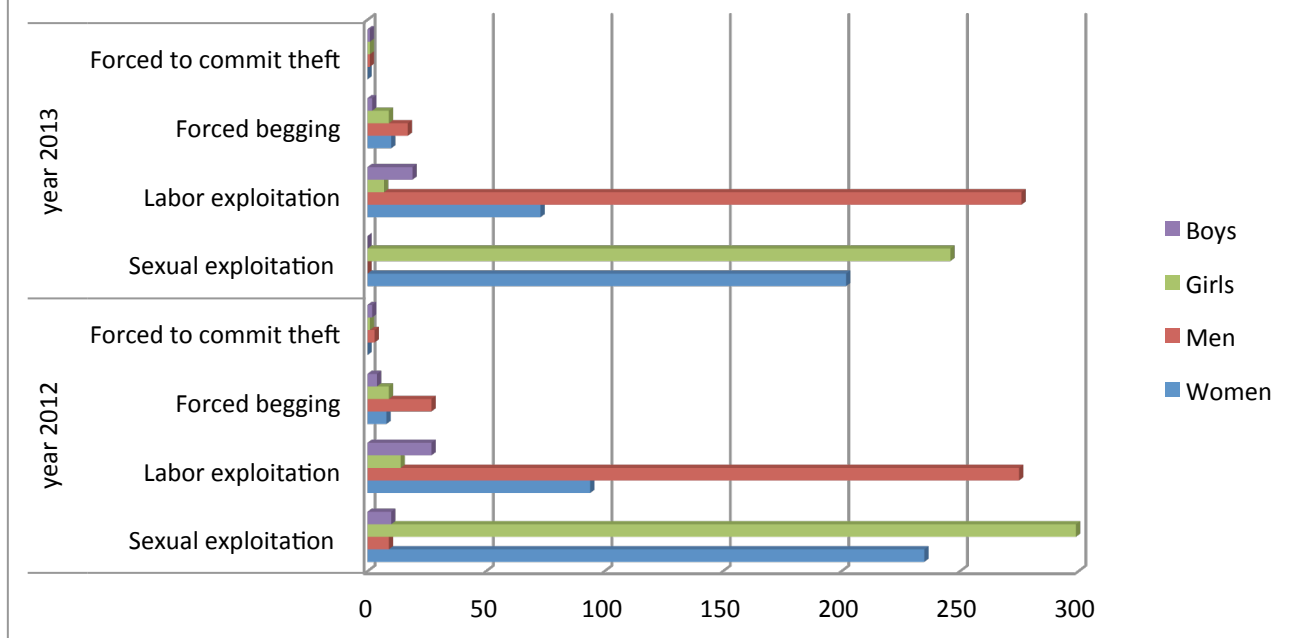
There are marked with red the states where there are officially identified more than 40 Romanian citizens victims every year (Romania, Germany, Spain, Italy)

With green are marked the states where there are officially identified 1-40 Romanian citizens victims every year (Austria, Belgium, The Czech Republic, Denmark, Switzerland, France, Greece, The Netherlands, Poland, Portugal, Norway, Sweden, Hungary).

Table 4
Number of victims – Romanian citizens – identified according to the forms of exploitation

YEAR	EXPLOITATION FORMS	Women	Men	Girls	Boys	TOTAL
2012	Sexual exploitation	235	9	299	10	553
	Labor exploitation	94	275	14	27	410
	Forced begging	8	27	9	4	48
	Forced to commit theft	0	3	1	2	6
2013	Sexual exploitation	202	0	246	0	448
	Labor exploitation	73	276	7	19	375
	Forced begging	10	17	9	2	38
	Forced to commit theft	0	1	1	1	3

Victims - Romanian citizens- identified according to the form of exploitation



From the data analysis, it can be seen that women and girls are most often subjected to sexual exploitation, while men predominate in labor exploitation. Forced begging, forced into committing theft or other illegal acts that have a significantly lower number of cases.

Table 5
Victims - foreign citizens - identified in Romania

YEAR	Number of adults	Number of minors	Forms of exploitation
2012	4	0	Sexual exploitation
2013	2	0	Sexual exploitation

The data provided by NAATP show that a total of 6 persons, foreign citizens, have been identified as victims of trafficking in Romania. All victims were female adults, subjected to sexual exploitation.

2. Victims of human trafficking receiving support services from the General Directorate of Social Assistance and Child Protection

There has been used data obtained from a total of 31 General Directions of Social Assistance and Child Protection (GDSACPs corresponding to as many counties) as follows: Alba, Arad, Argeş, Botoşani, Braşov, Bistriţa, Bihor, Buzău, Bacău, Călăraşi, Constanţa, Cluj, Covasna, Dambovita, Dolj, Gorj, Galaţi, Giurgiu, Harghita, Iaşi, Mehedinţi, Iaşi, Neamţ, Mureş, Prahova, Sibiu, Satu Mare, Suceava, Timiş, Vâlcea, Sălaj. For 2014, the data were extrapolated by multiplying by 2.



Figure 1 The GDSACPs by surveyed counties



According to the centralized data, the situation of trafficked persons assisted through the services offered by GDSACPs for 2012 and 2013 is the following:

Table 6
Victims – Romanian citizens – assisted by the General Directorates for Social Assistance and Child Protection

YEAR	Women – internal and external trafficking	Men – internal and external trafficking	Girls – internal and external trafficking	Boys – internal and external trafficking	TOTAL
2012	38	12	82	17	149
2013	38	8	107	13	166

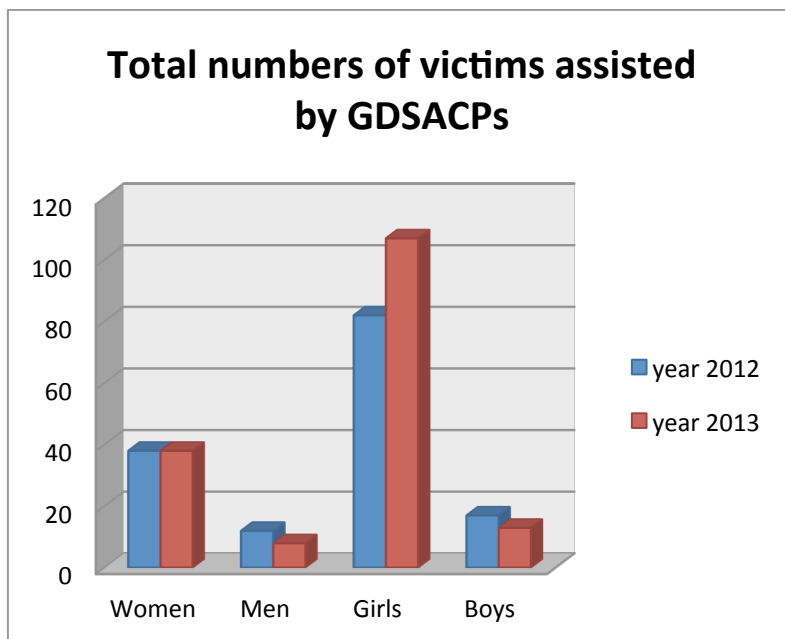


Table 7

Victims - Romanian citizens - internally trafficked, assisted by the General Directorates for Social Assistance and Child Protection

YEAR	Women	Men	Girls	Boys	Total
2012	9	5	68	17	99
2013	15	1	93	9	118

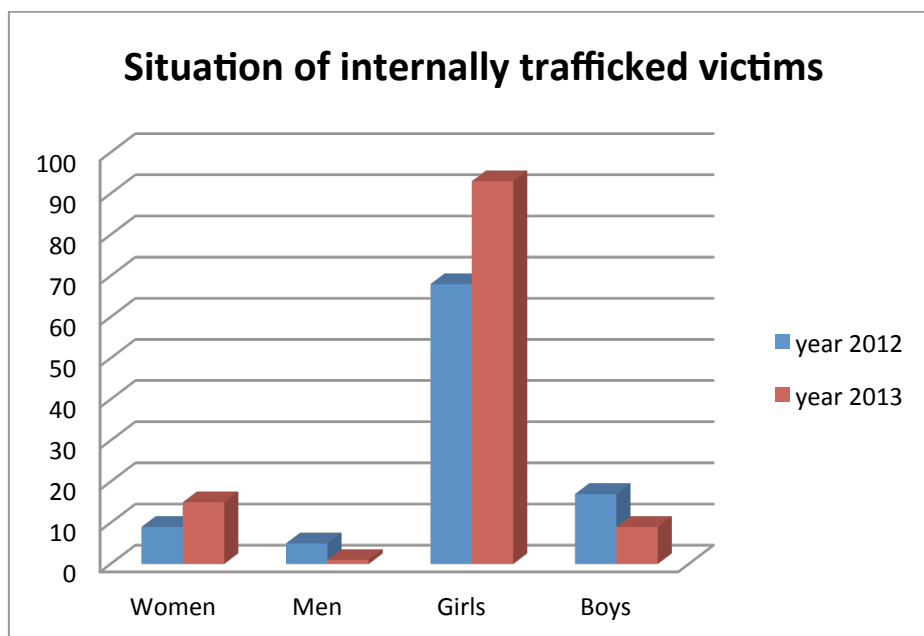
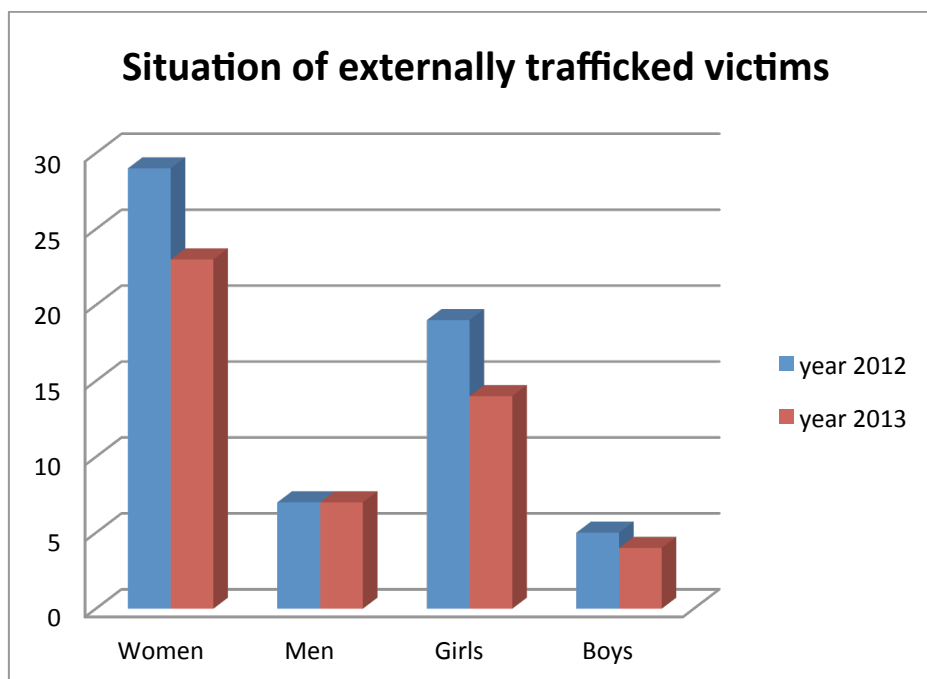




Table 8
Victims - Romanian citizens - externally trafficked, assisted by the General Directorates for Social Assistance and Child Protection

YEAR	Women	Men	Girls	Boys	Total
2012	29	7	19	5	60
2013	23	7	14	4	48

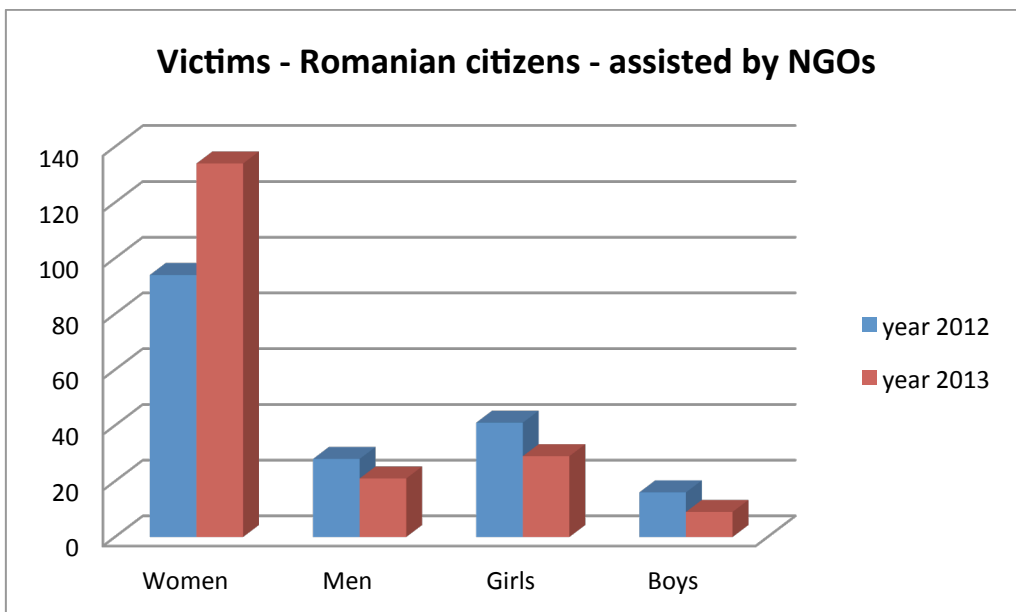
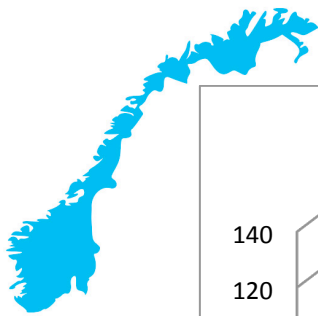


3. Victims of human trafficking receiving support services from non-governmental organizations

The non-governmental organizations participating in this study are: the Pro Refugiu Association (Bucharest), the People to People Foundation (Oradea), the Global Help Association (Craiova), the East European Institute for Reproductive Health (Târgu Mureş), the Association for the Development of Alternative Practices for Reintegration and Education (Bucharest), the Romanian Association Against AIDS - Braşov Branch, Generație Tânără Association (Timișoara). These organizations offer services of counseling, social assistance, psychological, legal, vocational counseling, vocational guidance, family counseling, and also and education and prevention services to fight against human trafficking.

Table 9
Victims - Romanian citizens - assisted by NGOs from Romania

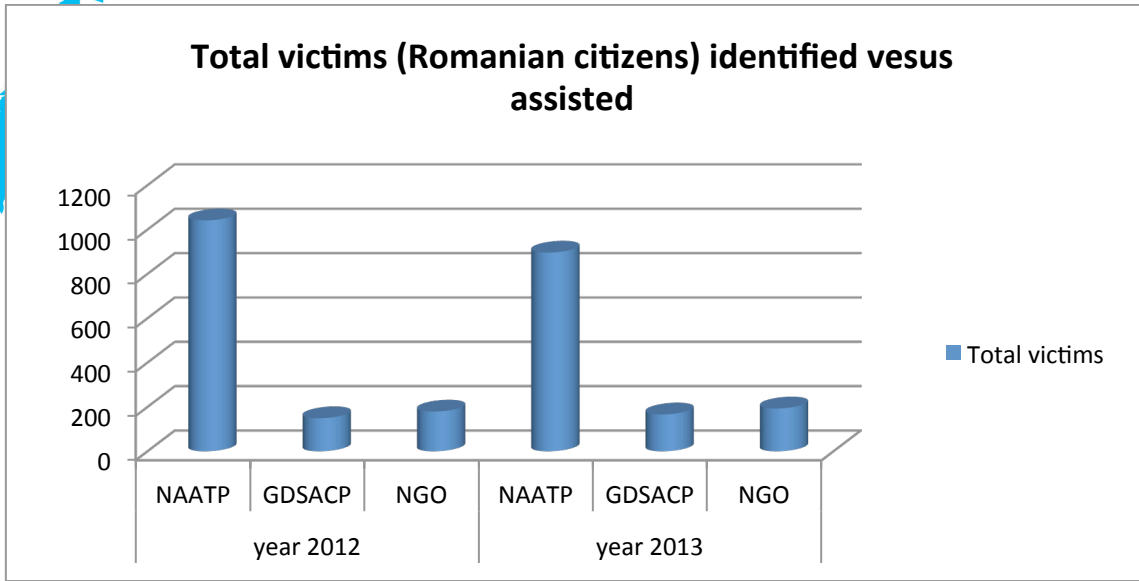
YEAR	Women	Men	Girls	Boys	TOTAL
2012	94	28	41	16	179
2013	134	21	29	9	193



The centralized data provided by the NGOs in the 2-year report, shows that the largest assisted group are women, followed by minor females.

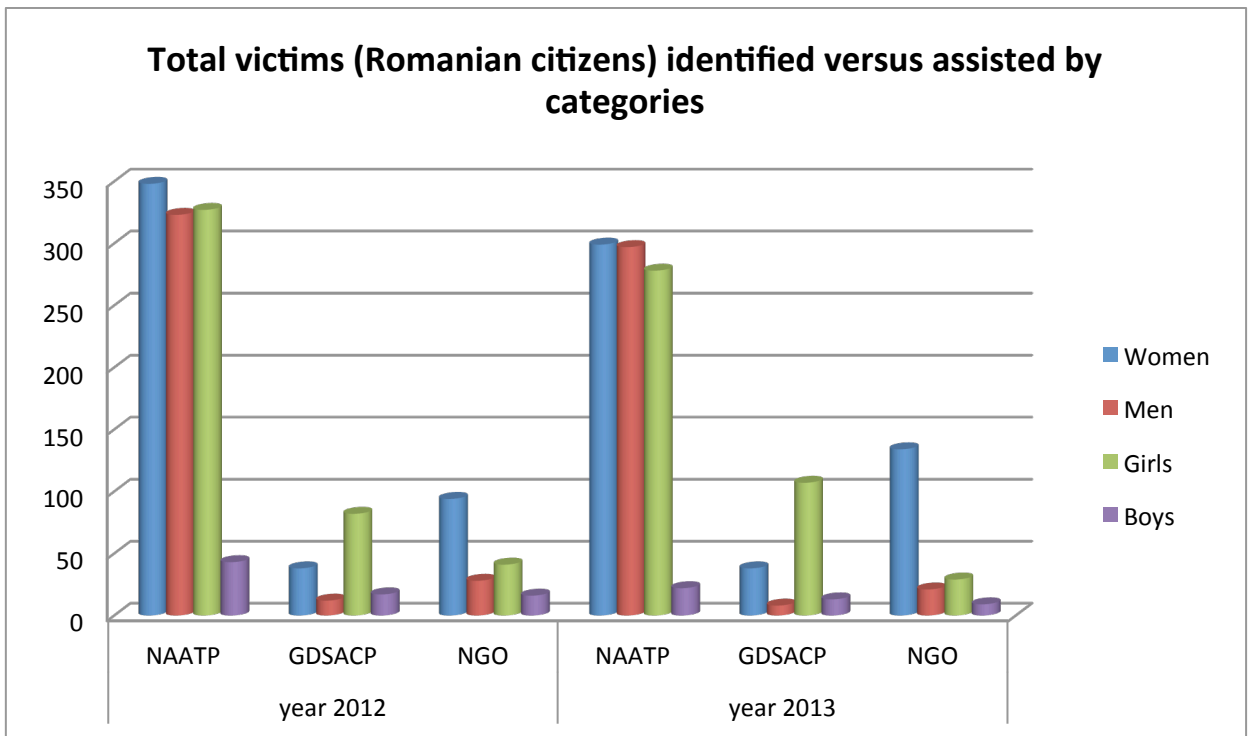
Table 10. Comparative table – the support provided to victims by various institutions / NGOs

YEAR	Institutions /NGOs	Women	Men	Girls	Boys	TOTAL
2012	NAATP	348	323	327	43	1041
	GDSACP	38	12	82	17	149
	NGO	94	28	41	16	179
2013	NAATP	299	297	278	22	896
	GDSACP	38	8	107	13	166
	NGO	134	21	29	9	193



It is noted the large discrepancy between the number of identified victims and those assisted by GDSACPs and NGOs, which in our view indicate weaknesses of the referral system on providing support services that victims generally needed.

In the analysis on categories of victims we notice, as well, a big difference; it seems that through all the analyzed years, the non-governmental sector has assisted women victims in a greater measure than the General Directorates for Social Assistance and Child Protection.



II NORWAY

Norway, as a rich country with a population with strong purchasing power, is an attractive market for human trafficking. Norway is mainly a destination country and as such mainly for the purpose of exploiting women in prostitution. However, there have been cases exposed where victims were exploited in forced labour and cases where the police assumed Norway has been a transit country. As far as we know Norway is not a country of origin, neither for internal trafficking nor for trafficking abroad.

In Norway, we make a distinction between identification of possible victims of trafficking and verification of victims. A person who is identified as a possible victim of human trafficking may be verified as a victim by the police and prosecution authorities, the immigration authorities or the child protection service if the person is a minor. Verification occurs through the agencies' performance of their ordinary duties and there is no requirement that they all come to the same conclusion.

No government agency or organization in Norway has an overview of the total number of possible victims of human trafficking, as there is no national system for systematic identification and registration of victims. At the beginning of each year the Coordinating Unit for Victims of Human Trafficking (KOM) in the Police Directorate encourage every organization and authority that might come across possible victims of human trafficking in their line of work to report to them. They will then add it all up and present the statistics in their annual report. This statistic however does not differentiate between possible victims and verified victims. As far as we know there is no statistic that differentiates between the two categories. The number presented in the following are taken from KOM's annual reports.

We do have reasons to believe that the numbers are on the low end of the total amount of trafficked persons in Norway. Some people are identified as victims of trafficking but don't want any assistance and are therefore not in this statistics, and some are not identified at all. As the situation is today, it is impossible to present an estimate of the actual number.

When reading the statistic it is also important to remember that the numbers represents the total amount of victims of human trafficking who received assistance that year independent of which year they were identified. This means that a possible victim of human trafficking identified in 2011 and who in 2012 and 2013 continued to receive assistance will appear in both annual statistics.

During 2012 the total number of persons who received assistance as victims of human trafficking, was 349, out of whom 136 were identified during that year.

YEAR	Adults				Minors			
	Women		Men		Girls		Boys	
	Internal trafficking	External trafficking	Internal trafficking	External trafficking	Internal trafficking	External trafficking	Internal trafficking	External trafficking
2012	0	225	0	24	0	33	0	37

The forms of exploitation

There are no national victims of human trafficking identified in Norway. Hence, the numbers all represent victims of human trafficking who are foreign citizens. Moreover, the figures represent the victims who received assistance in that year and not only those who were identified in 2012.

YEAR	Forms of exploitation	Adults		Minors	
		Women	Men	Girls	Boys
2012	Prostitution and other forms of sexual exploitation	218	5	14	2
	Forced labor and services	20	16	7	26
	Combination of prostitution and forced labor	11	1	2	1
	Organ harvesting	0	0	0	0
	Service in war	1	0	1	8
	Other forms of exploitation	5	2	9	0

As shown above, the 349 victims of human trafficking received assistance in 2012. These victims came from 50 different countries. The 10 countries with the most victims are shown in the table below.

Country of origin	Number of victims
Nigeria	163
Romania	46
Philippines	13
Somalia	10
Uganda	9
Afghanistan	7
Bulgaria	7
Algeria	6
Lithuania	6
Ghana	5

The total number of persons receiving assistance as possible victims of human trafficking in 2013 was 300, of whom 124 were identified that year.

YEAR	Adults				Minors			
	Women		Men		Girls		Boys	
	Internal trafficking	External trafficking	Internal trafficking	External trafficking	Internal trafficking	External trafficking	Internal trafficking	External trafficking
2013	0	231	0	35	0	16	0	18

Forms of exploitation

Even this year there were no. national victims of human trafficking identified in Norway. Therefore, the data represent victims of human trafficking who are foreign citizens. The data in the table below represent the number of victims who received assistance in 2013 and not just the number of persons identified in the course of 2013.

YEAR 2013	Forms of exploitation	Adults		Minors	
		Women	Men	Girls	Boys
	Prostitution and other forms of sexual exploitation	193	4	4	0
	Forced labor and services	28	29	8	14
	Combination of prostitution and forced labor	5	1	1	2
	Organ harvesting	0	0	0	0
	Service in war	0	0	0	0
	Other forms of exploitation	11	1	3	2

As shown above 300 victims of human trafficking received assistance as such in 2013. These victims originated from 47 different countries. The 10 countries with the most victims are shown in the table below.

Country of origin	Number of victims
Nigeria	138
Romania	25
Philippines	16
Somalia	10
Ethiopia	10
Bulgaria	6
Pakistan	6
Somalia	6
Guinea	6
India	5
Uganda	5

As of yet, there is no data on the number of possible victims of human trafficking who have received assistance in the period January to June 2014.



CHAPTER II

LEGISLATION ON PROTECTION AND ASSISTANCE OF VICTIMS OF HUMAN TRAFFICKING



1. THE NATIONAL LEGISLATION

Both Romania and Norway have ratified over time a number of international acts on the fight against human trafficking.

1.1. ROMANIA

- The United Nations Convention against Transnational Organized Crime, adopted in New York on the 15th of November 2000, ratified by Law no. 565/2002.

On the 14th of December 2000, there was signed in Palermo, the United Nations Convention against Transnational Organized Crime and its two Protocols adopted at New York on the 15th of November 2000:

- The Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, additional to the United Nations Convention against Transnational Organized Crime.

- The Protocol against the Smuggling of Migrants by Land, Sea and Air, additional to the United Nations Convention against Transnational Organized Crime.

- The Council of Europe Convention on Action against Trafficking in Human Beings - ratified by Law no. 300/2006.

- Convention on the Rights of the Child, adopted by the UN General Assembly on the 20th of November 1989, entered into force in 1990 and was ratified by Romania through the Law No. 18/1990.

- The International Labor Organization's Convention No. 182/1999 on the prohibition of the worst forms of child labor and Immediate Action for the Elimination adopted at the 87th session of the General Conference of the ILO in Geneva (1999), ratified by Law 203/2000 and the Optional Protocol to the Convention on the rights of the child, the sale of children, child prostitution and child pornography (2001).

- The European Council Convention against Trafficking in Human Beings (Warsaw, 2005), ratified by Law no. 300/2006.

- The Directive 36/2011/EU of the European Parliament and of the Council of the 5th of April 2011 on preventing and combating trafficking in human beings and protecting its victims.

1.2. NORWAY

- The Protocol from Palermo to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime.

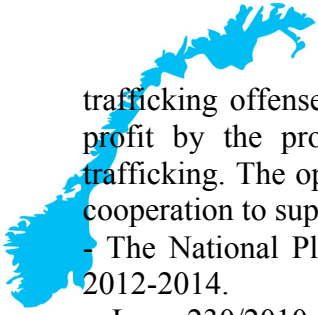
- The Council of Europe Convention on Action against Trafficking in Human Beings.

2 THE NATIONAL LEGISLATION

2.1. ROMANIA

The main national laws that contain provisions relevant to human trafficking and victim assistance are:

- The National Strategy against human trafficking for the period 2012-2016, with the general objective: accelerating the prevention works and the participation of the civil society in their implementation. Improving the quality of protection and assistance provided to victims of trafficking for social reintegration. Improving the institutional capacity to investigate human



trafficking offenses, especially the trafficking cases of minors and also the pursuit of criminal profit by the prosecution. Increasing the capacity to collect and analyze data on human trafficking. The optimization and expansion of the process of interinstitutional and international cooperation to support the implementation of the national strategy against human trafficking.

- The National Plan on the implementation of the national strategy against human trafficking 2012-2014.

- Law 230/2010 amending and supplementing Law no. 678/2001 to prevent and combat trafficking in persons.

- Law No. 678/2001 to prevent and combat trafficking in persons, as amended and supplemented.

- Order No. 335/2008 approving the national identification and referral mechanism for victims of human trafficking.

- The Government Decision no. 1238/2007 approving the national standards for specialized services to assist victims of trafficking.

- Law No. 211/2004 on certain measures to protect victims of crime.

- Law 682/2002 on witness protection.

- Law No. 39/2003 on preventing and combating organized crime.

- Law No. 272/2004 on the protection and promotion of children's rights.

- Government Decision no. 1443/2004 with regard to the methodology for repatriation of unaccompanied Romanian children outside the country and measures to ensure their special protection.

- Government Emergency Ordinance no. 194/2002 on foreigners in Romania.

- Law No. 157/2011 amending and supplementing certain acts concerning foreigners in Romania.

- Law No. 292/2011 on social assistance.

- Law No. 116/2002 on preventing and combating social exclusion.

- Law No. 95/2006 on healthcare reform.

- Law No. 161/2003, art. 51, on child pornography through computer systems.

- The New Criminal Code, in force since the 1st of February 2014, Title I - Crimes against the person, Chapter VII - Trafficking and exploitation of vulnerable persons, Article 209 - "Slavery", Article 210 - "Trafficking in persons", Article 211 - "Trafficking in minors", Article 212 - "Submission to forced or compulsory labor", Article 213 - "Pimping", Article 214 - "Exploitation of begging", Article 215 - "Use of a minor in begging", Article 216 - "Using the services of an exploited person", Article 217 - "Punishment of attempts".

- The New Criminal Procedure Code, in force since the 1st of February 2014

The Romanian legislation provides generous access to assistance and protection, but in practice the number of beneficiaries is low compared to the annual number of identified victims. The reasons for this phenomenon are generally the lack of an adequate collaboration between institutions or non-governmental organizations active in the provision of services both in Romania and between our country and the countries of destination, the low number of specialists in the field, limited funds, the lack of detailed information provided to victims on their rights under the law and procedures to go through.

In the following, we present a number of legal provisions comprising information on the right of victims to assistance services during the proceedings for rehabilitation and reintegration into society.

Law. No. 678/2001 to prevent and combat trafficking in persons, as amended and supplemented:

Article 26, paragraph 1 "Persons aggrieved by the offenses provided for in this Law and other victims of these crimes are given special protection and physical, legal and social assistance".

If the victims of human trafficking provide to the prosecution or to the court data and information with determining character to identify and bring the offenders to criminal liability, then they may be included in the witness protection program under the law.

Article 27 index 1 “Health care for victims of human trafficking shall be ensured in accordance with the regulations governing the health insurance field”.

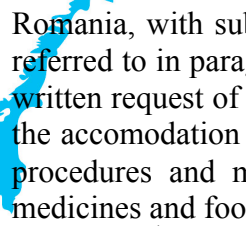
Article 32 (1) Victims of human trafficking can be temporary accommodated on request in centres for support and protection of trafficked persons, hereinafter referred to as “centres” or in protected homes for victims of trafficking, established by the present Law, hereinafter referred to as “protected dwellings”. (2) The centres operate under the County Councils of Arad, Botosani, Galati, Giurgiu, Iasi, Ilfov, Mehedinti, Satu Mare and Timis. (3) The protected dwelling represents a social settlement, without legal personality, established in order to provide a family accommodation system to victims of trafficking for their protection and assistance with a view to social reintegration. (4) The protected dwellings are organized and function under the general directorates for social assistance and child protection. (5) The duration of accommodation in centres or in protected dwellings is determined by the decision of the county council for no more than 90 days. (6) The duration of accommodation in centres or in the protected dwellings may be extended by the decision of the county council, at the request of the judicial authorities, with no more than 6 months or, where appropriate, upon the end of the trial. (7) The centres and the protected dwellings are furnished and equipped to provide accommodation and provide civilized conditions for living, personal hygiene, food, psychological and medical assistance. (8) Within the general directorates for social assistance and child protection there are established support services for adult victims of human trafficking. (9) The financing of the current and capital expenditures for the centres referred to in paragraph (2) and also for the protected dwellings mentioned in paragraph (4) is provided from the local budgets of the counties within their administrative-territorial range. (10) Costs related to accommodation, assistance and protection of trafficked persons and also their transportation - between the administrative-territorial units where they have been identified and those of the centre or of the protected dwellings where are to be accommodated / assisted – shall be covered by the local budget of the county in whose administrative-territorial range operate the respective centre or protected dwelling. (11) According to the developments of human trafficking in Romania, the Bucharest General Council or the county councils, other than those referred to in paragraph (2) may establish centres respecting the conditions stipulated in paragraph (7), (9) and (10).

Article 33 “The social workers from the local council unit – where the the information and counselling centres activate – provide victims of human trafficking who are temporarily accommodated information and advice in order to benefit from the facilities provided to by law on marginalized persons”.

Article 35 paragraph 1 “The County Agency for Employment organize for free, under the law, special short-term programs for the training of the accommodated victims”. Paragraph 2 “Also, the agencies referred to in paragraph (1) provide victims of human trafficking with priority and for free counseling and mediation of labor services, in order to identify a job”.

Article 37 - Romania facilitates foreigners trafficked persons the return to their country of origin without undue delay and ensures their transportation in safe conditions up to the border of the Romanian state, unless otherwise provided in bilateral agreements.

Article 38 (1) Foreigners who are victims of human trafficking can be accommodated in special centres arranged according to the Government Emergency Ordinance no. 194/2002 on foreigners in Romania, republished, with subsequent modifications and additions, without holding them in public custody. For this purpose, the administration centres arranged special facilities, separate from those for the accommodation of foreigners in public custody. (2) Foreigners who are victims of human trafficking, applicants for a form of protection in Romania, can be accommodated in special centres arranged according to Law no. 122/2006 on asylum in



Romania, with subsequent modifications and additions. (3) The accommodation of the persons referred to in paragraph (1) is approved by the General Director of the Immigration Office at the written request of the competent authorities. (4) Foreigners victims of trafficking are informed at the accommodation in a language that he/she understands, on the applied legal and administrative procedures and may benefit from psychological, medical and social assistance, as well as medicines and food in the same conditions as a Romanian citizen victim.

Article 39¹ - (1) Foreigners about whom there are serious reasons to believe that they are victims of human trafficking receive a 90-day period of recovery and reflection, in order to recover, to get out of the influence of the offenders and make a decision being informed on the cooperating with the competent authorities; in the meantime, at the request of the prosecutor or of the court, the Romanian Immigration Office ensure a status of tolerated in Romania. During the recovery and reflection period, foreigners enjoy the rights provided for in Art. 38. (2) During or after the period of reflection, foreigners who are victims of human trafficking may be granted, upon request, a temporary residence permit, as provided by the Government Emergency Ordinance no. 194/2002 on the legal status of foreigners, republished, with subsequent modifications and additions.

In practice, there are various obstacles in providing these services to foreigners victims of trafficking. In particular, these difficulties targeting foreigners victims who might be sheltered in the centres of the General Inspectorate for Immigration, according to the GEO No. 194/2002 on the legal status of foreigners, these centres are basically centres of public custody. The centres have a limited staff to provide basic medical and psychological assistance. Access of the NGOs' representatives is limited and should always get special approval from the institution managing these centres.

Article 38 of Law no. 678/2001 refers to foreigners who are victims of human trafficking and applicants for a form of protection. Article 38 Anti-trafficking law provides that Law No. 122/2006 on asylum procedure in Romania applies to foreigners who are victims of human trafficking. The asylum law is consistent with the Geneva Convention on Refugees, which does not provide the grounds for granting a form of protection and the situation of a person who was a victim of trafficking. The absence of any express provisions in the legislation on asylum on the possibility of granting a form of protection (based on the fact that the person was a victim of human trafficking) makes difficult its granting in practice because authorities generally confine to provide protection on specific grounds provided in Article 23 "the refugee status" and Article 26 "subsidiary protection" of Law no. 122/2006 in accordance with the provisions of the Geneva Convention.

Article 38 index 1 covers the cases of victims who are Romanian citizens or citizens of an EU Member State or of the European Economic Area. The Law has no provisions on foreigners from third countries. Therefore, a change of the law is required to be in accordance with international standards and to ensure that the Romanian legislation applies to all foreigners regardless of their state of origin (from a member state of the EU, of the European Economic Area or from third countries).

The Government Decision no. 1238/2007 approving national standards for specialized assistance and protection to victims of human trafficking. This normative act contains a number of provisions on standards to be met in order to ensure intersectoral cooperation, assistance and protection of victims, social rehabilitation of victims, the quality of the support provided to victims, the human resources (the staff of the centres where victims can be accommodated).

Law. No. 211/2004 on certain measures to protect victims of crime:

Article 8 stipulates that victims of crime are provided free psychological counseling to (including trafficking victims) through the services for victims' protection and offenders' social reintegration. Free psychological counseling is granted to victims of crime, whether the crime

was committed in Romania or if the offense was committed outside the Romanian borders and the victim is a Romanian citizen or a legal foreigner living in Romania.

Article 9 Free psychological counseling provided by the services for the protection of victims and social reintegration of offenders are granted for a period not exceeding 3 months, and if victims are below the age of 18, over a period of no more than 6 months.

Article 10 (1) The application for the grant of free psychological counseling is submitted to the victims' protection service and social reintegration of offenders near the court in whose district the victim resides. (2) The application may be submitted only after a previous notification of the prosecution or of the court on the committed crime.

Article 11 The service for the protection of victims and social reintegration of offenders can provide other forms of assistance to victims of crime.

Article 12 The non-governmental organizations can organize independently or in cooperation with public authorities, psychological counseling services for victims of crime and can provide other forms of assistance to victims of crime. For this purpose, under the law, non-governmental organizations may receive grants from the state budget.

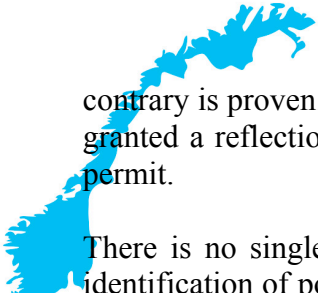
The law provides stipulations on how victims can get access to free legal assistance and also includes provisions regarding the needed procedure to obtain financial compensation for the material and moral damage suffered following the crime.

2.2. NORWAY

Norway has ratified the Palermo Protocol and The Council of Europe's Convention on Action against Trafficking in Human Beings and its Explanatory Report. Moreover, in Norway we have a Human Rights Act of 21.05.1999, which intends to strengthen the role of human rights in Norwegian Law. So far, the following conventions are covered by the Human Rights Act: the European Convention for the Protection of Human Rights and Fundamental Freedoms with Additional Protocols, the International Covenant on Economic, Social, and Cultural Rights, the International Covenant on Civil and Political Rights with additional protocols, the Convention on the Elimination of All Forms of Discrimination Against Women with additional protocols. The conventions mentioned in the Human Rights Act have the same status as national legislation and in case of conflict they prevail national law, except the constitution.

Pursuant to the General Civil Penal Code § 224 trafficking in persons is prohibited in Norway. This provision is based on the Palermo Protocol and covers exploitation for the purpose of prostitution, forced labour, including begging, war service or trade in human organs. The Norwegian Penal Code distinguishes between prostitution, pimping and trafficking in persons. Prostitution is legal in Norway, but the purchase of sexual services, both form adults and minors is prohibited, pursuant to the Penal Code section 202a and 203. Promoting and earning money form the prostitution of others is prohibited and is covered by section 202 of the Penal Code. In practice, it has shown to be difficult to distinguish between victims of human trafficking and other persons engaged in prostitution, as well as between human trafficking and pimping. The police on the one hand, have difficulties building up a case as a trafficking case, and the courts, on the other hand, dismiss trafficking cases and rule for pimping.

Pursuant to the Immigration Act § 38, and associated regulations and instructions a possible victims of trafficking are entitled to a reflection period. A reflection period is a temporary residence permit that is granted for six months. This is a low-threshold offer, where the purpose is to help the victims to make a clean break with the trafficking milieu and assist with the criminal prosecution of the traffickers. The permit cannot be extended and cannot lead to permanent residence in Norway. Everyone identified as a possible victim of trafficking, shall be treated as a victim of trafficking (with the rights and duties following from this status), until the



contrary is proven. If you are identified as a possible victim of trafficking you will most likely be granted a reflection period. Rarely are persons believed to be victims of trafficking denied this permit.

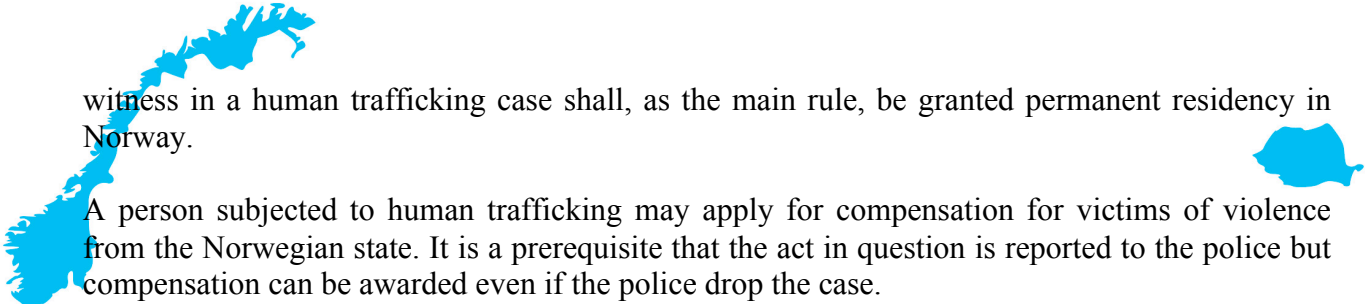
There is no single government agency or organization that has the sole responsibility for the identification of possible victims of trafficking. In principle everyone who finds themselves with grounds for concern that a person may be in a human trafficking situation has a responsibility to identify the person as a possible victim. The advantage of this system is that a broad specter of agencies, organizations and even individuals can identify a person as a possible victim of human trafficking and put him or her in contact with the responsible authorities and assistance programs. In this way you cover a lot of ground. The downside of this system is that it requires continuously training and awareness rising of a broad specter of agencies and organizations, governmental and non-governmental, so that they have the knowledge necessary to be able to identify possible victims.

After the reflection period has expired, the possible victim of human trafficking might apply for a 12 month temporary residence permit. This permit can be extended but cannot lead to permanent residence in Norway. Strict requirements need to be met in order to be granted such a permit. The requirements are enshrined in the instruction RS 2013-014 from the Norwegian Directorate of Immigration and are as follows:

- A complaint against the traffickers must have been filed
- The complaint must have led the police to investigate the case or the prosecution authorities to initiate criminal proceedings against the traffickers
- The police must regard the possible victim's presence in Norway as necessary for the investigation of the criminal case
- The possible victim of human trafficking must have broken off all contact with the traffickers and the milieu into which he or she was trafficked

Very few meet these requirements and not many possible victims of human trafficking have been granted a temporary residence permit. This is no surprise knowing that the police in Oslo dismiss the vast majority of all trafficking cases. The majority of the persons granted a reflection period will therefor apply for asylum when the reflection period has expired. The application will be considered in conformity with international conventions and the Norwegian Immigration Act. If asylum is not granted, the Norwegian authorities will consider if there nevertheless are grounds for granting residence permit for humanitarian or protective reasons. In practice, very few are granted political asylum in Norway and not many are granted a residence permit for other reasons. So the fact is that the majority of the possible victims of human trafficking have to return to their country of origin. Moreover, Norwegian immigration authorities enforce the Dublin Procedure meticulously. If you have a Dublin case, the applicant will normally complete a self-declaration form and go through a short interview, but the Norwegian authorities will not consider the application for asylum. This is a serious problem for the asylum seekers who are possible victims of human trafficking. As mentioned above, Norway is a destination country for human trafficking. Many victims have first arrived and stayed in other European countries before entering Norway. Some of the traffickers are usually based in these countries and instruct the victims to apply for asylum. Due to the Dublin procedure many of the possible victims of human trafficking are returned to the country where their traffickers reside.

If a victim of human trafficking testifies in court in a trafficking case he or she can apply asylum afterwards. Pursuant to Instruction GI-2010-031 from the Ministry of Justice and Police a



witness in a human trafficking case shall, as the main rule, be granted permanent residency in Norway.

A person subjected to human trafficking may apply for compensation for victims of violence from the Norwegian state. It is a prerequisite that the act in question is reported to the police but compensation can be awarded even if the police drop the case.

The National Action Plan

The Norwegian government has a plan of action to combat human trafficking. The plan has run from 2011 and will expire this year. The Norwegian Government's overarching goal is to combat all forms of human trafficking, nationally and internationally, through measures that will:

- Limit recruitment and demand
- Ensure appropriate assistance and protection of victims
- Ensure that child victims of human trafficking receive appropriate follow-up services
- Ensure greater degree of exposure and prosecution of human traffickers
- Ensure more knowledge and stronger interdisciplinary cooperation
- Strengthen the international framework and international cooperation

The national plan works in terms of being just that –a plan. This is not a binding political document.



CHAPTER III SUPPORT SERVICES FOR THE REHABILITATION OF VICTIMS



ROMANIA

1. STATUS OF THE REHABILITATION SERVICES PROVIDED BY THE GENERAL DIRECTORATES FOR CHILD PROTECTION (GDSACPs)

1.1. Special departments for victims of human trafficking (VHT)



Map of the GDSAPCs who hold assistance departments for the VHT

Counties with special assistance departments for VHT.

Counties where the assistance of the VHT is taken by other departments

As you can see, there is a total of 14 counties (marked in green: Argeș, Bacău, Bistrița Năsăud, Brașov, Constanța, Cluj, Dolj, Gorj, Galați, Mehedinți, Neamț, Prahova, Vâlcea, Sibiu) that mention within their GDSACPs the assistance of victims of human trafficking is provided by the “*Intervention Department in Cases of Abuse, Neglect, Trafficking, Migration, Repatriation and Domestic Violence*”.

Special cases are found in the following counties:

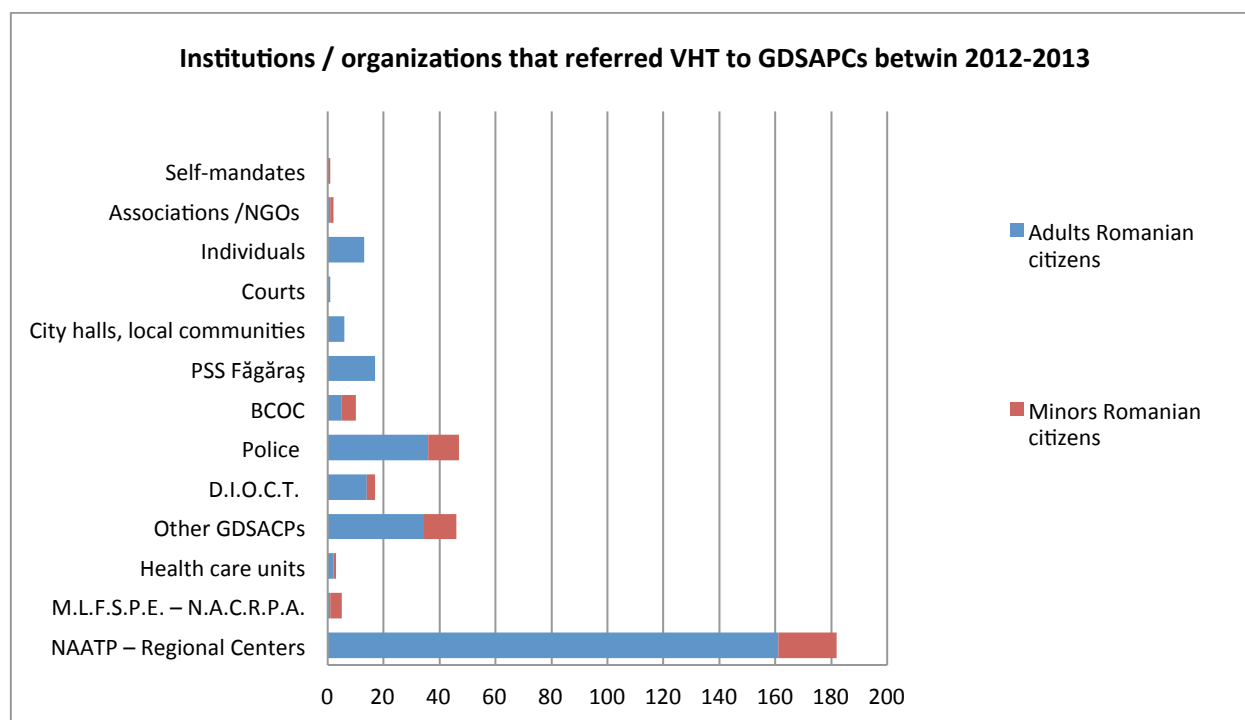
- Bacău - where there is one special department for adult victims, but not even one for minors; these cases are taken over by “*The Counseling Office for Children of Street, Repatriated and Victim of Human Trafficking*”.

- *Constanța* – there is a department for minors, while the adult victims are assisted through the “*Office of Prevention and Social Exclusion*”

1.2. Institutions, organizations that referred victims of human trafficking to the General Directorates for Social Assistance and Child Protection (GDSACP)

Between 2012 - 2014 victims of trafficking were referred to the GDSACPs by the following institutions:

Institutions / Organizations that referred VHT to DGSACP	No. of referred cases between 2012 – 2013		
	Romanian adults	Minors	
		Romanian	Foreigners
The National Agency Against Trafficking in Persons (NAATP) (NAATP) – Regional Centers	161	21	
M.L.F.S.P.E. – N.A.C.R.P.A. (Ministry of Labour, Family, Social Protection and Elderly - National Authority for Child Rights Protection and Adoption)	1	4	
Hospitals / maternities / other health care units	2	1	
Other DGSACPs	34	12	
D.I.O.C.T.	14	3	
Police – different structures	36	11	
BCOC (Brigade for Combating Organized Crime)	5	5	
PSS Făgăraș	17	0	
City halls, local communities	6	0	
Courts	1	0	
Individuals	13	0	
Associations /NGOs	1	1	
Self-mandates	0	1	
TOTAL	291	59	0



It is noted, as expected, that a large number of references were made to the NAATP through the regional centres, followed by police and other GDSACPs.

1.3. Situation of accommodation/assistance centres of victims of human trafficking held by the General Directorates for Social Assistance and Child Protection

GDSACP	Accommodation adults / children	Name of the centre exclusively designed for victims of human trafficking	Period of accommodation	Type of centre
Galati	Adults	<i>Protection centre for trafficked adults</i>	<i>Accommodation according to Law No. 678/2001 for a period of 90 days with the possibility of extending the duration of court proceedings</i>	<i>Semi-closed regime</i>
Mehedinti	Adults	<i>Centre for assistance, social protection and rehabilitation of victims of human trafficking</i>	<i>Accommodation according to Law No. 678/2001 for a period of 90 days with the possibility of extending the duration of court proceedings</i>	<i>Closed regime</i>
Dolj	Adults Children	<i>1 Centre for emergency receiving 2. Centre for emergency receiving / "Katarina" House emergency receiving centre for abused children</i>	<i>Undetermined Undetermined</i>	<i>As needed</i>
Neamt	Adults	<i>1. "Elena Doamna" Centre for Prevention and Counseling on trafficking from Piatra Neamt complex service 2. "Romanita" Assistance Centre for adult victims of trafficking within Roman complex service</i>	<i>In two residential services, one in Piatra Neamt and another one in Roman, there may be provided only services of support / counselling / information and accommodation only exceptionally and for short periods of time.</i>	

According to the data reported by the participating GDSACPs at the study centres, in the above mentioned centres there were accommodated during 2012 - 2014 a total of 9 adults and 6 children as victims. The accommodation period is between 5 days and 12 months.

It is noted the small number of victims who have received shelter / accommodation in these centres during 2012-2014.

Assistance services provided to VHT during their stay in specially designated centres	
Adults	Minors
<ul style="list-style-type: none"> - <i>social assistance</i> - <i>healthcare</i> - <i>psihological counseling</i> - <i>occupational counseling</i> - <i>reintegration into work;</i> 	<ul style="list-style-type: none"> - <i>social counselling;</i> - <i>healthcare;</i> - <i>psihological counseling;</i> - <i>financial assistance;</i> - <i>material assistance;</i> - <i>reintegration into family ;</i> - <i>school reintegration;</i> - <i>professional counselling;</i> - <i>retraining;</i> - <i>legal advice;</i>

In some counties, the GDSACPs can accommodate victims of human trafficking in other assistance centres for vulnerable people (Annex 1). It is noted the existence of closed or semi-closed regime, both among those especially designated for victims and among those designated for other categories of vulnerable persons. Under the law, the victims of human trafficking should not be kept in centres with closed regime. An adult can be kept in a closed centre if he/she has mental health problems that would cause a risk to his/her own integrity or of others. However, in practice there are centres with closed or semi-opened regime. In fact, the state social services promote this institutional approach to certain categories of people. People living here in shelters, have few options for work and cannot go out unless accompanied. There are not many specialized centres and adequately equipped to meet the needs of the victims of trafficking. To approach assistance in a closed or semi-closed shelter is an easier option for the staff to ensure compliance of the beneficiaries with internal regulations and prevention of risk exposure.

In the centres for vulnerable groups there were were hosted in 2012 - 2013 a total of 18 adults, 207 Romanian children and 1 foreign child who received during their stay the following type of support services:

Support services provided to VHT during their stay in these centers	
Adults	Minors
<ul style="list-style-type: none"> - <i>Accommodation and food.</i> - <i>Information</i> <p><i>Assistance:</i></p> <ul style="list-style-type: none"> - <i>Social</i> - <i>Medical</i> - <i>Psychological</i> - <i>Legal</i> - <i>Professional ccounseling</i> - <i>School reintegration</i> 	<p><i>Counseling:</i></p> <ul style="list-style-type: none"> - <i>Social</i> - <i>Medical</i> - <i>Psychological</i> - <i>Legal</i> <p><i>Material financial assistance,</i> <i>School reintegration</i></p> <ul style="list-style-type: none"> - <i>Accommodation, food</i>

1.4. Outreach services provided by the General Directorates for Social Assistance and Child Protection

The data obtained from the GDSACPs participating in this study, it appears that only GDSACP Sibiu and GDSACP Arad offer assistance services to victims in outreach regime.



GDSACP	Outreach services	Year	No. of victims who received outreach assistance		Staff category involved in the outreach services
			Adults (Ro)	Children (Ro)	
Sibiu	YES	2012	0	1	<ul style="list-style-type: none"> - Social adviser - 1 - Psychologist - 2 - Physician - 1
		2013	0	6	
Arad	YES	Mostly prevention activities through meetings with representatives of the local communities.			<ul style="list-style-type: none"> - Consilier social - 2 - Psychologist - 1 - Legal adviser - 1

1.5. Self assessment of access to support services for victims of human trafficking and proper funding of these services.

Service provided to victims	Access is appropriate - response	Reasoning
Counselling/ social assistance	YES – 25 answers	Information and counselling services may be provided in a manner leading to social reintegration
	NO – 4 answers	Currently victims of human trafficking don't receive proper access to services they need; we don't have specialized services.
Psychological counselling	YES – 25 answers	There are psychologists/psychotherapists trained to provide support to victims of human trafficking, exploitation and sexual abuse.
	NO – 4 answers	Psychologists are not trained in this field, and social workers provide counselling and make assessments according to their general skills assessment as social workers with bachelor's degree.
Healthcare	YES – 18 answers	Access to health services is provided through the regional health network only for emergencies even if VHT is not insured.
	NO – 11 answers	Access to health services is difficult due to the lack of funds to cover the costs of the laboratory investigations, specialized interventions and the NGOs to facilitate access to these types of services.
Counselling/ legal assistance	YES – 27 answers	Assistance is provided by the Contentious Legal Service or by the CPI (County Police inspectorate) representatives through police stations from child's /adult VHT's home.
	NO – 2 answers	This service doesn't exist, but minor victims of human trafficking are assisted at the hearing by a lawyer.
Counselling/ retraining	YES – 21 answers	The service is available on the request of the child older than 16 years / adult person through collaboration with the CAE (County Agency for Employment).
	NO – 8 answers	Although the law stipulates, there are no retraining programs / professional reintegration exclusively intended for victims of human trafficking.
Social	YES – 20 answers	Ensuring appropriate confidentiality, the National

reintegration		Education Law allows resuming the education courses either in full-time study mode or distance education through second-chance programs, if education was interrupted for a period of more than 3 years.
	NO – 9 answers	There are difficulties in fulfilling the bureaucratic requirements due to the lack of staff to facilitate access of VHT to various institutions.

Is funding adequate? - response	Reasoning
YES – 6 answers	Given the number of cases handled by GDSACP, our institution had adequate funding for the provision of counselling / assistance according to the needs of the victims. If the number of cases increases, then the budget for these services will be deficient.
NO – 23 answers	<p>(Adults) - Due to the lack of human resources, adults who are victims of human trafficking do not receive counseling and assistance.</p> <p>(Children) - Currently the budget does not cover the needs of children-victims of human trafficking as there are several categories of beneficiaries to be evaluated.</p> <p>We estimate that at this time there is a need for funding to develop services customized according to the needs of these people, specifically oriented to the instruction and training of the staff providing such services, so that it can use all the social and institutional levers to identify the optimal solution for victims of human trafficking.</p> <p>Expenses necessary to the rehabilitation of a victim of human trafficking (direct costs, found in providing accommodation services, providing special medication, especially in cases of STDs, HIV / AIDS, the indirect costs arising from employment of specialized personnel in all fields accompanying social professionalization of the existing one) are very large, on the one hand, and on the other hand they may not be operational, they may not be presumed, no proper diagnosis and prognosis can be made for constructing the budget for a unit of time.</p> <p>Currently, the GDSACPs are underfunded, both in terms of facilities of these centers and from the point of view of the staff; thereby, employed university graduates do not receive even the minimum wage equivalent.</p>

2. STATUS OF THE REHABILITATION SERVICES PROVIDED BY NON-GOVERNMENTAL ORGANIZATIONS

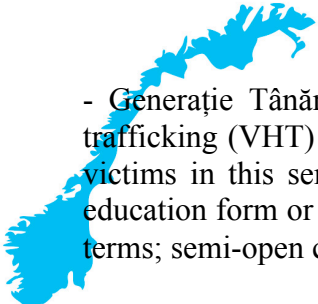
ROMANIA

2.1. Types of counseling/assistance services provided by NGOs

The services provided to VTP for the 6 NGOs participating in this study are summarized as follows:

1. *Residential assistance:*

- Adpare Association - holds a system of protected apartment, as follows: in transit (for 1-2 nights); in crisis (for 1-2 weeks) and for long term;
- Betania Association - has an accommodation space in a small family house, with undetermined period of stay, up to 2 years.



- Generație Tânără Association - Service of assistance and protection of victims of human trafficking (VHT) - protected shelter, accommodation on limited period; the residence period of victims in this service is 3 months, but there are exceptions for those victims who attend an education form or for those who haven't been rehabilitated yet in professional, socio-educational terms; semi-open center.

2. *Material and financial assistance*

-Pro Refugiu Association - providing food, personal care and hygiene; clothing; ensuring financial support for determined period of time in order to cover costs such as travel to court, to work, purchase of medicines.

- Adpare Organization - ensuring personal needs by providing food, care and personal hygiene products, clothing and footwear, activities of managing the personal budget;

- People to People Organization - provides food packages, hygiene products (intimate hygiene products, hygiene, body deodorants, etc.), health products (specific needs) and (house) cleaning products, clothing, footwear, various equipment for beneficiaries (children, their family) and other necessary products. Provides financial support for overcoming emergency situations and for clearly defined periods - going to the court, to school or at work, support in paying the rent, the nursery or the kindergarten for their children, the purchase of drugs;

- Generație Tânără Association

3. *Psychological assistance*

- Pro Refugiu Association psychological assessment, individual and group psychotherapy; psychological support on medium and long term.

- Adpare Association - involving the beneficiaries in activities of individual psychotherapy, family/couple psychotherapy, psychological support groups, art therapy and ergo therapy; mediating the relationship with the family of origin or with the nuclear/extended family; psychological support and preliminary assessment by phone prior to repatriation; psychological support before and after the medical investigations; psychological support in relationship with the authorities;

- People to People Foundation - psychological assessment, individual psychotherapy, group psychotherapy, psychological support for the implementation of various steps of reintegration, couple or family therapy, etc.;

- Generație Tânără Association - once the victim entered the center, there is immediately performed a psychological evaluation in order to identify the emotional and psychological needs of the victim, according to which there shall be established the subsequent psychological sessions, if appropriate;

-The East European Institute for Reproductive Health (EEIRH) - psychological counseling - emotional support, identifying the types of violence and risk factors, processing trauma caused by the events of violence and trafficking, preparing the safety plans, refer the case to other institutions activating in combating trafficking in persons, individual or group psychotherapeutic intervention;

- Betania Association - psychological counseling;

4. *Healthcare*

- Pro Refugiu Association - medical assistance provided in partnership with private medical clinics.

- Adpare Association - performing routine and specialized medical investigations; blood tests; emergency medical interventions, dental treatment and prophylaxis, ophthalmologic investigations in partnership with private clinics;

- People to People Organization - immediate medical evaluation - emergency care, specific treatments and routine; (collaboration with specialists), facilitating enrollment at a family doctor, various interventions, monitoring, etc.
- Generație Tânără Association
- ARAS Brașov - counseling pre and post HIV, HBV, HCV. test
- Betania Association

5. Social Assistance

- Pro Refugiu Association - develop social surveys, analyze the risk of re-victimization, support in obtaining the means of social protection, mediate the relation with the competent social protection authorities.
- Adpare Association - making social surveys, risk assessment to re-victimization; reissuing of identity documents; support for obtaining the means of social protection; covering the transport costs in and outside the city; accompanying victims within reintegration steps; periodic monitoring of beneficiaries; mediate relations with the social protection institutions, with the vocational training providers and with schools.
- People to People Foundation - primary and detailed case assessment, preparing the documentation and the intervention plans, risk assessment for reintegration and re-trafficking, obtaining temporary documents or identity papers, mediation and family reintegration, creation of a support/community support network, mediation with the authorities, with family, with other social services, obtaining rights and facilities, direct steps on behalf of the beneficiary to various institutions for solving certain situations. Primary counseling, information and support throughout the process in court, post intervention monitoring. ;
- Generație Tânără Association
- Betania Association - For integration/reintegration into the community. Support for issuance of civil status and identity. Support for training the independent living skills. Training /Retraining and professional integration;
- The East European Institute for Reproductive Health (EEIRH) - social surveys, support in finding a job or housing, identifying the protective factors and the support network, mediating the relation with other institutions;

6. Educational and professional support

- Adpare Association - steps for completing the studies in the state system; enrolling the beneficiaries in conversion/retraining courses; providing school supplies, textbooks and materials needed; monitoring the educational situation and evolution; activities of vocational guidance and counseling; informal educational activities (literacy, education for a healthy life, PC operation, language learning, support for homeworks, going out to the movies/ theater, one day trips); specific activities of reintegration at work (mediation of relation with the National Agency for Employment (NAE)/County Agency for Employment (CAE), writing a CV, searching a job, preparing for job interviews).
- People to People Foundation - school reintegration, training/retraining, working tools, school supplies, uniforms, textbooks; (In partnership with the School Inspectorate) writing a CV, skills assessment, pre-interview counseling
- Generație Tânără Association
- Betania Association - Vocational Counseling;

7. Legal counseling

- Pro Refugiu Association - providing legal counselling and assistance through the entire criminal and civil procedures, by the legal counsellors and associate lawyers of the NGO.
- Adpare Organization - legal advice on rights of an injured person/witness and representation in court both in criminal cases and in civil cases related to trafficking situations (damages on the

civil side, divorce, child custody, etc.), services provided by an associate lawyer; support in taking the necessary steps for acquiring financial compensation;

- People to People Organization - *legal counseling, support during court process*

- Generație Tânără Association - the trafficked victim who wants to sue traffickers receives legal assistance. When submitting all applications, hearings during the prosecution and during all court hearings the victim is accompanied by an attorney. Before the hearing, the victim is informed on its rights and responsibilities when deciding to collaborate with the police in order to provide confidential information about the trafficking and the traffickers without being a witness in the trial; his/her rights and responsibilities when deciding to testify in the trial; privacy and risk of information disclosure, etc.;

- EEIRH (The East European Institute for Reproductive Health) - Legal counseling - Information on the rights and freedoms of individuals, legal actions, support in legal proceedings;

8. Prevention activities

- People to People Organization

- awareness and information activities (oriented towards the whole community)
- selective awareness and information activities (targeted to individuals and communities at high risk of victimization)
- information and training - for categories of specialists, professionals with responsibilities or in contact with the victims of trafficking.
- information activities aimed to prevent re-trafficking (provided to people who have survived a trafficking situation)

- Generație Tânără Association

According to the NGOs' responses at the survey, the situation of people living in shelters held by them is as follows:

No. of people accommodated in centers belonging to the NGOs during 2012 – 2013

Shelter owned by the NGO	Romanian citizens VHT				Foreign citizens VHT			
	2012		2013		2012		2013	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Adpare	8	0	12	3	0	0	0	0
Betania	15	0	16	0	0	0	0	0
Generație Tânără	22	44	17	22	0	14	0	0
EEIRH	0	0	3	1	0	0	0	0
TOTAL	45	44	48	26	0	14	0	0

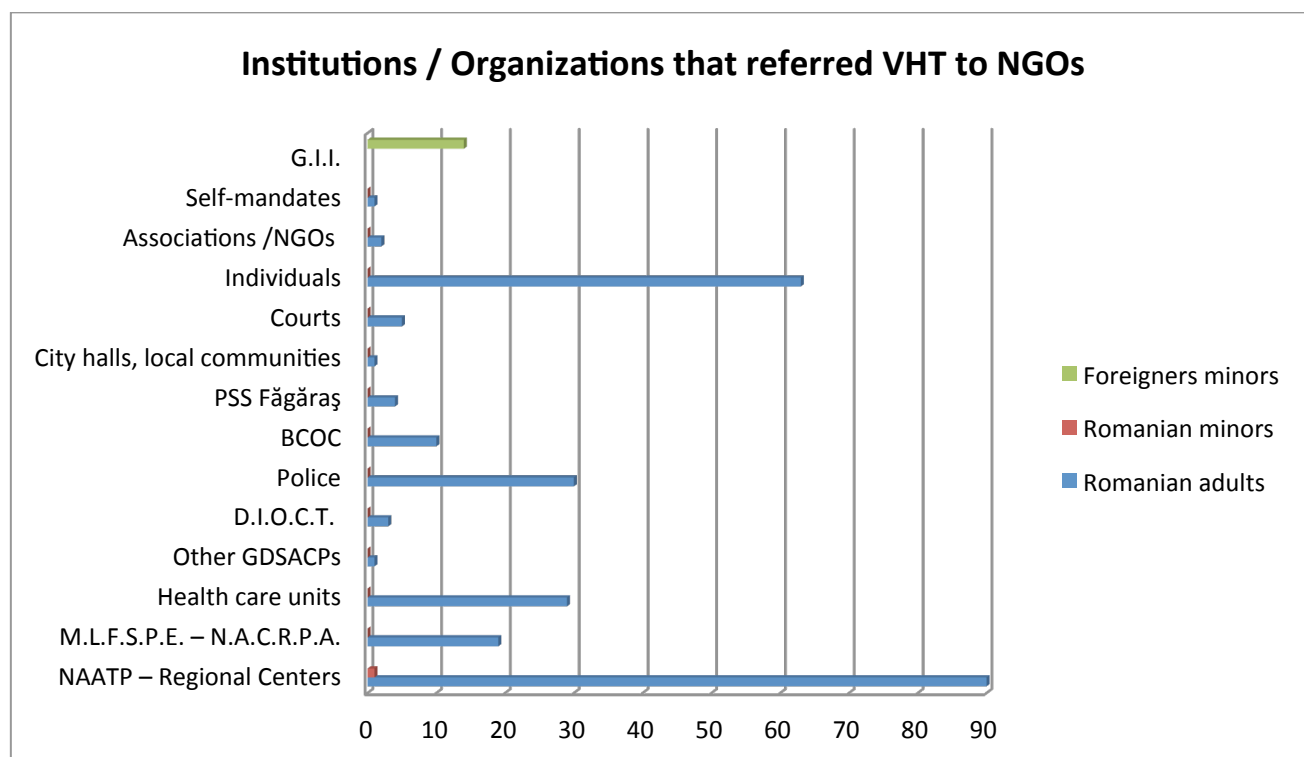
During their stay in these centers for victims of trafficking, they have received:

- Counseling/social assistance;
- Healthcare;
- Counseling/Psychological assistance;
- Financial support;
- Material support;
- Counseling for school reintegration;
- Professional counseling;
- Professional retraining;
- Work reintegration;
- Legal counseling;

2.2 Institutions/Organizations that referred VHT to NGOs

Between 2012 - 2013 victims of human trafficking had been referred by NGOs to the following institutions/organizations:

Institutions/Organizations that referred VHT to NGOs	No. Of cases referred during 2012 – 2013		
	Romanian adults	Minors	
		Romanian	Foreign
The National Agency Against Trafficking in Persons (NAATP) (NAATP) – Regional Centers	90	1	
IOM (The International Organization of Migration)	19	0	
Hospitals / maternities / other health care units	29	0	
DGSACPs	1	0	
D.I.O.C.T.	3	0	
Police – different structures	30	0	
BCOC (Brigade for Combating Organized Crime)	10	0	
City halls, local communities from other countries	4	0	
City halls, local communities from Romania	1	0	
Individuals	5	0	
Romanian Associations /NGOs	63	0	
Foreign Associations /NGOs	2	0	
Self-mandates	1	0	
Consulates	90	1	
G.I.I. – General Inspectorate for Immigrations			14
TOTAL	258	1	14



One can easily notice the large share of the cases referred by NAATP to NGOs, which demonstrates a good collaboration. Also, to be noted the numerous relations that the NGOs have with various organizations, municipalities and local communities in other European countries (e.g. Italy, Spain, France) who sent them VHT identified on the territory of these countries.

2.3. Outreach services provided by the NGOs to victims of human trafficking

NGO	YEAR	Referred Romanian victims who received outreach services for counseling/assistance	Outreach services provided to victims
Adpare	<i>Don't provide outreach services</i>		
ARAS Braşov	<i>Don't provide outreach services</i>		
Betania	2012	15 adults	<i>The activities are carried out together with the multidisciplinary team (the social worker, the psychologist) both within psychotherapy and group activities - personal development.</i>
	2013	16 minors	
PTP	<i>Don't provide outreach services</i>		
EEIRH	<i>Don't provide outreach services</i>		
Generatie Tanara	<i>Don't provide outreach services</i>		

It can be noticed that only Betania provides outreach services for a total of 15 adults and 16 minors.

2.4. Self assessment of appropriate funding of the NGOs

Is funding appropriate? - answer	Reasoning
Don't know/Don't answer -2	
NO – 4 answers	<p>No, we consider the resources, both financial, material and human insufficient compared to the increased number of referred cases each year and in relation to the increased duration of a full support program of reintegration. At national level there are few NGOs with expertise in providing assistance to victims of trafficking (Romanian and foreign citizens).</p> <p>Due to the lack of government funding for these services, the NGOs apply for European or private funds, often launched by international programs and funding amount does not exceed 15,000 Euro while annual number of beneficiaries exceeds 100 (cases in that year + cases from previous years). As such should apply for permanent financing.</p> <p>Many private grants do not offer the possibility of funding administrative costs (salaries, fees, bank charges) and no operation of counseling centers and residential (rental, maintenance costs (electricity, utility bills) purchase of equipment, supplies, products sanitation and protocol. This often leads to quasi-voluntary labor from staff.</p>

NORWAY

The Norwegian support system is somewhat complex. As mentioned above, there is no national system for systematic identification and registration of victims of human trafficking. Everyone who is concerned that a person may be a victim of human trafficking has a responsibility to identify the person as a possible victim and put him or her in contact with the responsible authorities and assistance programs. If the person in question wants help, he or she has the following rights, depending on whether he or she decides to apply for the reflection period or for asylum.

Rights - Reflection period	Rights – Asylum
<ul style="list-style-type: none"> a. A safe place to live b. Health care c. Living expenses d. A work permit e. Free legal aid f. Activities g. Help to a safe return and re- establishment h. Information on available social services in other countries i. Underage victims have the same rights as other Norwegian children, regardless of the residence status. 	<ul style="list-style-type: none"> a. A place to live in a reception center b. Health care and the right to choose a GP c. Living expenses d. A work permit if you have a valid passport e. Free legal aid if you have to appeal f. Help to a safe return and re-establishment g. Unaccompanied minors asylum seekers under the age of 15 are taken care of by the Norwegian Child Protection Service, whilst minors between 15-18 years are the responsibility of the UDI (Norwegian Directorate of Migration)
How it works in practice	How it works in practice
<ul style="list-style-type: none"> a. The safe place offered is usually a place in a crisis center/women shelter and sometimes in an institution or a flat of various standards from the municipality. b. On paper, victims have the right to health care, but what kind of health care and to which price is not defined. c. Persons who are granted a reflection period will receive money from the local municipality to cover living expenses. It is, however, a problem that the amount of money you get will vary depending on where you live in Norway. d. You are entitled to a working permit, but most victims are not in any position to get a 	<ul style="list-style-type: none"> a. Many possible victims of trafficking find it difficult to live in a reception center. b. Asylum seekers have in essence the same rights to health care as anyone else in Norway with the exception of long-term treatment. c. All asylum seekers get the same amount of money to cover their living expenses no matter which reception center they live in. If they for some reason cannot stay in the reception center and decide to move out they lose their right to living expenses. This is difficult for many victims who due to their experiences find it hard to live in a reception center. d. Asylum seekers may work, but to get a working permit it requires that they have a

job in Norway.

e. Free legal aid is given in order to consider making a police complaint or other important legal matters. The hours given, however, are seldom sufficient to give the person adequate legal assistance.

f. The right to activities depends on the local municipality and their willingness to help both with facilitating and paying for activities. There is for instance no right to language classes.

g. Ideally there should be a more differentiated return system, as many victims are reluctant to return with the help of IOM.

h. there is as far as we know no database or any systematic information on social services in other countries. The information given is based on the knowledge of the organization giving it.

i. Minors are in theory protected by the Norwegian Child Protection Service. Lack of awareness, information and knowledge about human trafficking and possible victims, contributes to the fact that minors don't get the assistance they are entitled to.

valid passport which victims seldom do.

e. First when the immigration authorities refuse your application for asylum, an attorney will be appointed. Many victims are in need of legal assistance also during the initial application for asylum.

f. Ideally there should be a more differentiated return system, as many victims are reluctant to return with the help of IOM.

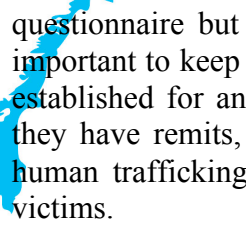
g. Unaccompanied minor asylum seekers up to the age of 15 are in theory protected by the Norwegian Child Protection Service. Lack of awareness, information and knowledge about human trafficking and possible victims, contributes to the fact that minors don't get the assistance they are entitled to. This is also the case for the unaccompanied minor asylum seekers between the age of 15 and 18 in care of the UDI. Moreover, there has been and still is a serious problem with unaccompanied minor asylum seekers disappearing from the reception centers.

Whether the person in question chooses to apply for a reflection period or for asylum is entirely up to him or her, usually with the guidance from a lawyer. It is, however, a problem when one person changes from one residential status to another. Sometimes the possible victim of trafficking has applied for asylum on arrival in Norway as a way for the traffickers to formalize the victim's stay in the country. When they are identified as possible victims they may choose to apply for the reflection period, and then go back to the asylum system when their reflection period expires. This poses a range of problems, especially since persons with the reflection period are the responsibility of the local municipality, while asylum seekers are the government's responsibility. Moreover, their rights and duties are different, which sometimes makes it difficult to give possible victims of human trafficking coordinated and coherent assistance.

Findings from the survey

In the following we will present the findings from the research done in Norway. An Internet based survey tool named Survey Monkey¹ was used to send out a questionnaire to 30 different NGOs, GOs and other organizations that in their line of work might come across victims of human trafficking. Out of the 30 we received 17 answers². Pro Sentret did not answer the

¹ www.surevymonkey.com



questionnaire but we are included in the findings, so in total there are 18 respondents. It is important to keep in mind that all, but three, of the respondents are organizations that have been established for another purpose than giving assistance to victims of human trafficking. Hence they have remits, main objectives and target groups that might not have anything to do with human trafficking as such. Never the less, through their daily work they might come across victims.

Outreach work

In Norway there is no organization established to do outreach work for the sole purpose of identifying possible victims of human trafficking.

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

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

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

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

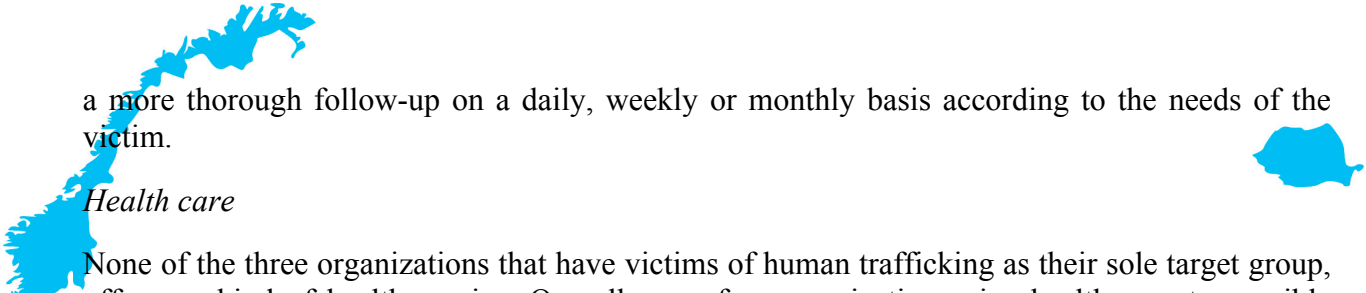
Services

All, but one, of the organizations answering the questionnaire deliver some kind of services to victims of trafficking. What kind of service they deliver will vary according to the remit of the organization. In the following the various services will be described.

Social assistance

11 of the organization give some form of social assistance to victims of trafficking. For about half of these organizations this assistance consist of giving possible victims of human trafficking information about the Norwegian support system and their rights and obligations if they choose to enter into the system. If the victims choose to enter into the support system the organization will refer them to relevant services or authorities such as the ROSA project. If they don't want to enter into the support system the organizations will give them information about their legal status in Norway and the rights that follows.

The rest of the organizations all do case work to some extent with victims of human trafficking that have entered into the Norwegian support system by applying for a reflection period or for asylum. In addition to giving information, advice and guidance in this process, case work entails



a more thorough follow-up on a daily, weekly or monthly basis according to the needs of the victim.

Health care

None of the three organizations that have victims of human trafficking as their sole target group, offer any kind of health service. Overall, very few organizations give health care to possible victims of human trafficking. Out of the 18 respondents taking part in this research only three organizations have health services to their target groups as a remit. One organization offer health services to persons selling sex, one gives health service to unaccompanied minor asylum seekers and there is health clinic in Oslo for people who don't have legal residency in Norway. The first two organizations don't have victims of human trafficking as a target group as such and will only give health services and/or counseling to a person who is also a part of their target group. Being a victim of human trafficking as such is not enough to be entitled to use the services. So it is only the health clinic for people without residency in Norway that unconditionally will give health service to victims of human trafficking.

Some of the organizations have health personnel employed who will give medical advice, but don't offer health services as such. When it comes to psychological assistance the situation is even worse. Only two organizations offer counseling by a psychologist. All organizations and authorities will refer possible victims to some form of health care if necessary. What kinds of health care they are entitled to depend on their legal status in Norway.

Financial assistance

Victims of human trafficking who has either applied for asylum or have received a reflection period are entitled to financial support. Asylum seekers receive financial support on a monthly basis to cover living expenses, if they are residing in a designated reception center. If you don't live in a reception center you don't receive financial assistance. It is the Norwegian Directorate of Migration (UDI) that is responsible for asylum seekers. If the victim has applied for and received a reflection period it is the municipality in which he or her reside that is responsible for giving the victim financial support for living expenses and housing. This support is given by the local labour and welfare administration (NAV). If the victim is a minor this support will be given by the local child protection service.

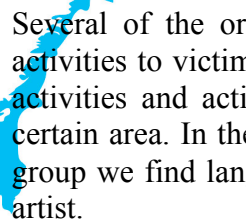
Material assistance

Very few of the organizations taking part in this research offers any form of material assistance to victims of human trafficking, except the local labour and welfare administration and child protection service. Some of the organizations serve food and/or give out clothes; other will help out according to individual needs if they have money to cover the costs.

Legal assistance

Most of the 18 respondents do not give legal assistance, but make sure to refer the person to a lawyer or another form of legal aid if necessary. A possible victim of trafficking is entitled to three hours of free legal aid when considering whether or not to denounce the traffickers and press charges. Three organizations offer legal assistance to their target group, amongst whom victims of trafficking are to be found.

Activities



Several of the organizations and authorities answering the questionnaire offer some sort of activities to victims of human trafficking. The activities can be divided into two groups; leisure activities and activities aiming at enhancing the victims' knowledge and/or competence in a certain area. In the first group we find various sporting activities and social events. In the latter group we find language classes, computer classes, work placement and education as a make-up artist.

Other

One of the organizations taking part in the research also runs a shelter for victims of human trafficking. Another organization offer existential and spiritual guidance in combination with a drop-in café. The legal guardians make sure that victims of human trafficking under the age of 18 are receiving the assistance they need, and complain on behalf of the minor if the assistance they receive is not sufficient.

One organizations remit is to give information about voluntary return and offer guidance and assistance before, during and after the victims return to their home country.

Keeping in mind that most of these organizations have a broader target group than victims of trafficking as such, they will inform the person in question about his or her rights as a possible victim of human trafficking when he or she is identified as such. Mostly the information is given in a one to one conversation with the person at the organizations facilities. Sometime information is also given to a group of people, usually in more general terms about the legislation and the Norwegian support system. Most organization will also answer questions and give information about this topic over the phone and e-mail.

Those organizations that do outreach work also inform people they meet about human trafficking and the Norwegian support system when it is natural to do so. Most organizations also have leaflets or other forms of written material about the Norwegian support system for victims of human trafficking they can hand out.

One organization shows their target group a movie about human trafficking and use this as a starting point for information about the topic. Most organization will use a translator when it is necessary to get the message across.

Who gives the information varies from organization to organization, depending on their remit and their target group. Some organizations use voluntaries, others have qualified personnel and others still have access to lawyers who then again will inform the person in question.



CHAPTER IV CASE MANAGEMENT



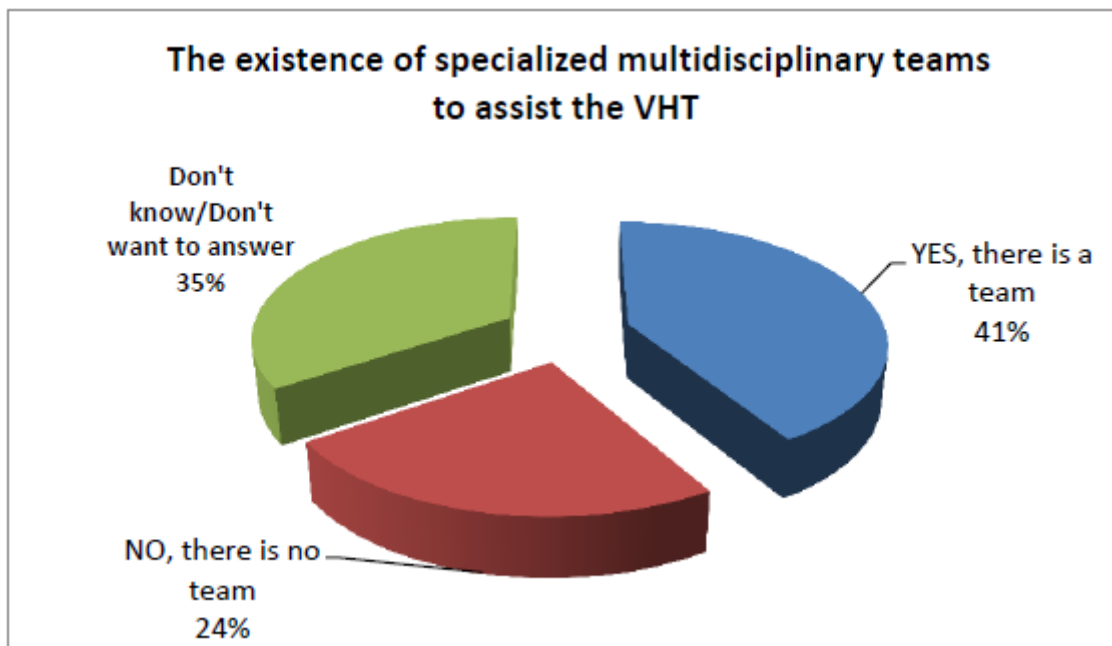
1. Case management of the General Directorates of Social Assistance and Child Protection

Within the GDSACPs there are interinstitutional and multidisciplinary teams to provide as fully and effectively specialized assistance; they are coordinated by a manager/case manager. These teams can intervene both in the evaluation process and in providing specialized services. Although there is no standard formula in terms of team composition, there are several categories of professionals who are generally part of its structure: the social worker (who usually is the manager/case manager), the psychologist (usually from a specialized service of the GDSACP), the physician (usually from a specialized service of the GDSACP). In some cases we also meet inter-institutional teams, most commonly GDSACP-NGO, and the team can increase with lawyers, attorney advisers, police officers or physicians.

As concerns the existence of multidisciplinary teams of professionals specialized in providing assistance to victims of human trafficking within the GDSACPs, the responses were summarized in Table.

Answer	No. of GDSACPs
YES, there is a team	13
NO, there is no team	7
Don't know/Don't want to answer	11
TOTAL	31

Table – Answers provided by GDSACPs on the existence of multidisciplinary teams



As regards the possibility of accessing specialized care services, information of victims is usually done verbally/in writing and through public awareness campaigns. Campaigns are conducted in the form of meetings, conferences, dissemination of written materials (brochures, leaflets, posters, etc.) and involving the media, according to the possibilities of the community.

Also, experts who come first in contact with the victims or their families directly inform during the first meeting on the available services that can be provided and how to access them.

1.1. Responsibilities of the multidisciplinary team members of GDSACP

The case manager - Usually is a social worker appointed by the head unit and its responsibilities are:

- Coordinating of assessment, intervention, monitoring of cases of adult/minor victims of human trafficking;
- Is primarily responsible for implementing the services plan (it coordinates the process of identifying the needs of the victim, selects the service providers in accordance with the identified needs);
- Informs the victim on what services will be provided and the timing of the service plan implementation
- Provide the victim with access to the services established through the customized intervention plan;
- Monitoring/Periodic reassessment of progress, efficiency of decisions and specialized interventions made up to that time;
- Performs the concluding or the final stage in the provision of service and specialized interventions;
- Coordinates the multidisciplinary team assisting the case; encourages and facilitates communication between the specialists; he calls and leads the case conferences.

Responsibilities of the social worker:

- Provides the victim with access to services established in the customized intervention plan;
- Is directly related to any specialist involved in the case;
- Is permanently in direct contact with the victim;
- Mediates the relationship between the victim and reference persons in his/her living environment;
- Is present in crisis situations, when urgent decisions are needed;
- Permanently checks the current needs of the victim and the ongoing monitoring of the situation of the victim;

In cases of child victims of human trafficking:

- Analyzes telephone, written, direct, indirect complaints from which arise cases of exploitation, trafficking, unaccompanied children on the territory of other states, street children, etc., and their families, as well;
- Immediate assessment of the needs of the beneficiaries and the potential risks related to the identified problem;
- Provides social assistance and counseling to overcome the crisis and proper settlement of the reported cases;
- Performs outreach work, as member of specialists team, for psychosocial assessment and intervention on the case;
- Prepares the psychosocial assessment report for children whose life, physical and mental integrity, security are endangered, and also, other existing tools in the work procedures;
- Evaluates the relationship between parents and children, the understanding of parents in terms of bio-psycho-social needs of the child and the ability to meet those needs;
- Provides support to the legal adviser of the Office to obtain information necessary for the child's file submission to the Court/Commission for child protection;
- Is responsible for the final evaluation and closure of the case;

- Monitors the cases in the office's records by maintaining the cooperation with the representatives of local authorities;
- Permanently collaborates with the social assistance services, police and other institutions that are involved in solving the situations that are in the records of the office;
- Contribute to the development of information and promotion activities regarding the services provided in the best interests of children.

Responsibilities of the psychologist:

- Identifies the psychological needs of the victim, encourages and supports for engaging in the therapeutic process to alleviate the symptoms status;
- Organizes and conducts counseling and/or psychotherapy sessions for the victim. For this purpose he/she prepares the counseling/psychotherapy plan, as part of the service plan. The main objectives of the plan are:

Restoring a safety feeling of the victim. It is achieved through a careful risk assessment through emotional rehabilitation of the victim throughout the process by building a relationship of trust between specialist and victim;

Rebuilding and restructuring the event/traumatic events and information - developing trauma, understanding its significance in the context of its occurrence;

- Participate in case conferences organized by the case manager;
- Collaborate with other specialists responsible for implementing the intervention plan;
- Performs counseling before and after HIV testing, to perform specific tests of venereal diseases, pregnancy tests;

In order to provide assistance to minors who are victims of human trafficking, the psychologist is responsible for:

- Assessing the immediate needs of the beneficiaries and the potential risks related to the identified problem;
- Investigating and establishing psycho-diagnosis of mental disorders and other pathological conditions of the child and/or of the family members;
- Providing assistance and psychological counseling to overcome the crisis and proper settlement of the reported cases;
- Performing outreach work, as member of specialists team, for psychosocial assessment and intervention on the case;
- Preparing the psychosocial assessment report for children whose life, physical and mental integrity, security are endangered;
- Evaluating the relationship between parents and children, the understanding of parents in terms of psychological needs of the child and the ability to meet those needs;
- Preparing the psychological report that is presented in front of the court to establish solutions for the child at their request;
- Accompanying the child/young person as victim in front of the court, when he/she is called to testify in the trafficking process or to stand as aggrieved party;
- Collaborating regularly with psychiatrists, to facilitate victims' access to specialized medical services when the child's condition requires;
- Standing as active member of the evaluation of the history of trafficking, and also in the therapeutic process targeted to reduce the symptoms and increase the accommodation status of the victim;
- Mediating the relationship between the victim and others from his/her entourage;
- Collaborating with specialized institutions that can support the victim;
- Monitoring the cases in the records;
- Permanently collaborating with the social care services, police and other institutions that are involved to solve the cases;

The legal adviser - only 6 of the surveyed GDSACPs reported to have a legal adviser in the multidisciplinary team. Most commonly it has responsibilities in cases of minors assistance as follows:

- Provides legal assistance, advice and expert support to all cases in the records, in order to clarify the legal issues;
- Takes the necessary steps to clarify the legal status of the children/adults in the records;
- Provides assistance and legal advice to the child's parents or to the subjects involved in solving the case or its settlement;
- Urgently prepares the disposition to placement of children, respectively, request for urgently establishing the placement by issuing presidential ordinances by the competent court;
- Submits complaints to the courts with respect to the maintenance or replacement of the special protection measure, reintegration of children in natural or extended family, late recording of child's birth, establishing guardianship, termination of parental rights, placing under interdiction, and any other applications that target the GDSACP's activity;
- Draws complaints to relevant institutions at central level on crimes whose victims are minors (sexual corruption, human trafficking, begging exploitation, etc.)
- Prepares the sue petition the exercise of the challenge methods, receives subpoenas, prepares the case file, keeps the register of cases;
- Answers to notices, subpoenas, petitions, requests received from other institutions or individuals to clarify the recorded legal cases;
- Permanently collaborates with the social services, the police and other institutions that are directly involved in resolving trafficking cases;
- Ensures the G.D.S.A.C.P.'s representation in court or other jurisdictional bodies and also in relationship to other individuals or legal persons;
- Informs the staff members on legislative changes and updates in the field of protection of children's rights in the field of social assistance, as well as in other areas that are closely related to their activity.

Other specialists that appear in the responses obtained are:

Physician - usually there is a physical specialized in pediatrics; as appropriate, there are physicians from other specialties: pediatric orthopaedic surgery, gynecology-obstetrics, pediatric neurology, child psychiatry, radiology, etc.

Police officer – According to the case, GDSACP can collaborate with one or more police officers, most commonly from the following structures: criminal investigations, public order (proximity police and police stations), analysis, prevention and research, criminal investigation, organized crime and the police officer who is a designated member within the Child Protection Commission.

1.2. Ways to assess the needs of victims of human trafficking

All surveyed GDSACPs stated that the victim's needs assessment is achieved in two stages:

The initial assessment is meant to identify the immediate needs of the applicant, the type of requested assistance/help, the gravity of the situation and its urgency. In this regard, experts complete the "Initial assessment sheet"; within maximum 3 days upon receipt of the request there shall be prepared an initial assessment report (within minimum 48 hours from the time of registration), under which there is made the decision to continue the case management or the case closure.

The complete assessment considers a thorough knowledge of the issues and resources of the assisted person, necessary to develop the intervention plan. In this respect, according to casuistry request/alert, the case manager calls through written notices starting the social inquiry and the service plan from city hall of the beneficiary's residence.

For an accurate assessment of needs and resources, the case manager must understand how the elements of the social, family and individual affect the assisted person:

- the will of the assisted person to use the support of the specialists to improve its situation;
- the family environment (relations between the family members, family structure and the relationship with relatives, etc.)
- the degree of integration of the assisted family within the community (belonging to social groups, etc.)
- aspects of emotional nature (tendency to withdraw and isolate themselves from others, experiencing feelings of anger, fear, shame, etc.)
- Intellectual aspects (how to use the information for understanding ourselves, our or others' personal problems, etc.)
- Economic aspects (availability of resources, and the ability to manage and allocate the necessary money to the payment of goods and services, etc.)

The complete assessment process seeks aspects that relate to the beneficiary's individual situation.

Based on the analysis of the data collected, the case manager together with the victim of human trafficking, set out the action plan and use of the existing resources (resources that can be used to remedy the situation and remove the risk factors that lead to situations of re-victimization).

The complete assessment report is accomplished by the case manager.

In case of minors, the multidisciplinary team travels to every case of child-victim of human trafficking either at the child's home or at the headquarters of the Prosecutor, Police or other locations where it is identified and is requested the support of the GDSACP's specialists from Bacău.

The assessment of the victim's needs is done directly through discussions with both the beneficiary and his/her legal representative who completes the necessary information.

1.3. Implementation of the customized intervention plan

As a general way of implementation of the personalized intervention plan, most GDSACPs reported: the manager/case manager together with the multidisciplinary team considers and decides on the implemented intervention plan and on the importance given to each area of case evaluation according to the requirements of each case (type of problem, identified needs, the facts, relevant systemic elements) in compliance with the operational procedures and legislation.

For minors there shall be prepared an intervention plan (individualized protection plan) through which is made the planning of services, benefits and special child protection measures, based on the psychosocial assesment of him/her and of and his/her family. They contact all stakeholders who can contribute to the social reintregation of the child victim of human trafficking.

There are taken into account the persons's rights and freedoms as the implementation plan is developed with his/her consent.

In providing assistance and services, there are also considered the specific features of each individual case, taking into account the nationality, religion, age, sex, disability, origin in support and services.

1.4. Methods / Techniques used to monitor the progress made by the victim during the rehabilitation/reintegration process

The analysis of responses of the GDSACPs participating in this study can be summarized as follows:

The case monitoring is the responsibility of the case manager and assumes the following:

- Follow to fulfill those provided in the rehabilitation plan and/or the social reintegration and its adjustment according to the progress or faced difficulties. This also involves adjustment to the contract with the victim/family and the reporting from the responsible professionals mentioned above.
- Risk assessment also contributes to the adaptation of the service plan. In case of a minor, there can be raised the issue of its separation from the family if, despite repeated implementation and adaptation of the plan, the child-victim continues to be at risk.

- Organizing case conferences for the re-assessment of the case. It is recommended to organize at least one at the mid implementation of the plan, if there are not reported problems involving its adjustment and whenever is needed a major plan readjustment. This requires changing more than half of the plan or the need for a protection measure.
- Documenting the case.

1.5. Ways to make the final assessment and post-intervention monitoring

In most cases, GDSACPs state:

Closure/Completion of the case is made when goals of the customized service plan are achieved, when the risk factors that lead to victimization through trafficking are significantly reduced or ceased to exist and the victim is socially reintegrated and the relations with the family of origin and/or with the legal representative respond to the needs of the victim (where possible). The head of service decides to close the case on the recommendation of the manager/ case manager, which shall prepare a report on the case closure that will include all data, all taken steps, evolution and conclusions with appropriate proposals.

In cases of trafficking in adults, closing a case should be followed by post-intervention monitoring. Therefore, closing a case can be made only after a long monitoring of the case and only after the specialists who managed the case have sufficient evidence to prove the victim may face the risk situations that may arise. The case manager shall collaborate with the local social services to monitor the evolution of the victim and, after termination of the specialized assistance the monitoring period will be from 3 to 6 months, according to the specific case.

The case of a minor victim of human trafficking shall be closed when the set targets of the intervention plan have been met and there is a significant improvement on all levels. Post-intervention monitoring shall be performed on a period of minimum 3 months.

2. Case Management of non-governmental organizations

4 out of the 7 surveyed NGOs have a multidisciplinary team specialized in assistance of victims of human trafficking. In these teams there are: the case manager, the social worker, the psychologist/psychotherapist, the lawyer/legal advisor, the social worker, volunteers. In order to inform victims on the services that can be provided, the NGOs use partnerships with different public institutions that come in contact with them (e.g. the NAATP through its regional centers, local police inspectorates, school inspectorates, hospitals); through the referral system, information is transmitted in both verbal and written form.

2.1. Responsibilities of the multidisciplinary team members of the NGOs

The case manager is often the social worker and has the following responsibilities:

- Coordinate/monitor/supervise the support team;
- Prepare the initial assessment of risk and needs assistance;
- Develop a customized plan of care with the victim's consent;
- Make intermediate and final assessments of the beneficiaries;
- Maintaining contact with the funders of the assistance activities.

The social worker has the following responsibilities:

- Assists and informs the beneficiaries of the social assistance in specific activities;
- Mediation of the beneficiaries' relationship with their family members, representatives of public institutions and authorities;
- Initial assessment and monitoring of progress in different phases of assistance.

The psychologist has the following responsibilities:

- Assists the victims in all terms of overcoming trauma due to trafficking;

- Makes a psychological evaluation to identify the psychological needs of the victim, according to which there is established the program and the form of counseling/psychotherapy (individual, family, group);
- Provides psychological support, mediation and accompanying to hearings, consultation or medical interventions and to other potentially stressful situations;
- Provides school and vocational counseling.

The legal adviser/associate lawyer:

- Accompanies the victim to submission of all applications, hearings during prosecution and all court hearings.
- Before the hearing, the victim is informed on: the rights and duties if he/she decides to cooperate with the police in order to provide confidential information about the trafficking and traffickers without being a witness in the trial; their rights and responsibilities when deciding to testify in the trial; privacy and risk of disclosure of information, etc;
- Representation in the court in civil and criminal cases.

In addition, the Betania Association included in the multidisciplinary team a **social worker** - with responsibilities in assisting victims to develop independent living skills.

The People to People Foundation included in the multidisciplinary team a **nurse** who is responsible for monitoring the health and providing mediation through different programs.

2.2. How is implemented the customized intervention plan

The support services provided for victims of human trafficking by the surveyed organizations are permanent. Organizations that permanently provide support conduct their activities in collaboration with institutions, non-governmental organizations and relevant international organizations in the field. The support services are provided in a flexible manner, customized to the needs of the beneficiaries, and the method of work is the case management, so that the focus is on the resources of the beneficiaries, the motivation for change and their initiatives in order to increase the level of adaptation of the individual to the demands of an independent life. The support program may take on average between 1 and 3 years. The structure of an assistance program has four stages, each with indicators of the beneficiaries' progress level:

The initial stage - between 0-6 months, for intervention in crisis; in this case, the support services are consecutively implemented for the identification of the presumed victim for physical and psychological stabilization after the traumatic event;

The intermediate stage – between 7-12 months; the support services are implemented according to the customized plan of reintegration. The beneficiary's progress during the implementation of the intervention plan is regularly assessed through internal reports, targeting the redefinition of the traumatic event and increasing the personal autonomy of the victim;

The reintegration stage - between 13-24 months, implies the existence of standing and independent living skills, which allow the victim to follow a trail of social reintegration.

Gradually, the support services end with the beneficiary's agreement, but he/she can still require implementation of certain types of assistance;

The monitoring stage - covers a period of 6 months upon termination of the support program; it aims monitoring the person's adaptation to the requirements of an independent life and offering support to resolve potential difficulties.



NORWAY

Almost every organization and authority has their own specific way to conduct case work. This is closely related to the fact, as mentioned before, that all but three of the organizations and authorities have been established for another purpose than giving assistance to victims of human trafficking. Hence they have remits, main objectives and target groups that might not have anything to do with human trafficking as such. Obviously this is reflected on how they conduct their case work. Instead of trying to find a common denominator we will in the following cite how four different organizations describe their case work. We asked: Describe a typical course of action when you give assistance to a possible victim of human trafficking.

A

“If the person is underage we will contact the child protection service for them to take the case. If the person is an adult we will ensure that the person is offered protection if needed and we will cover basic needs such as access to accommodation, food and necessary medical care. Parallel the person will be offered legal advice related to residency and the process of pressing charges against the traffickers. In a more long-term perspective we offer social assistance according to the persons own needs. Often this is about rights and obligations in Norway, mental and physical health, residency, going through a court case and establishing a network”.

B

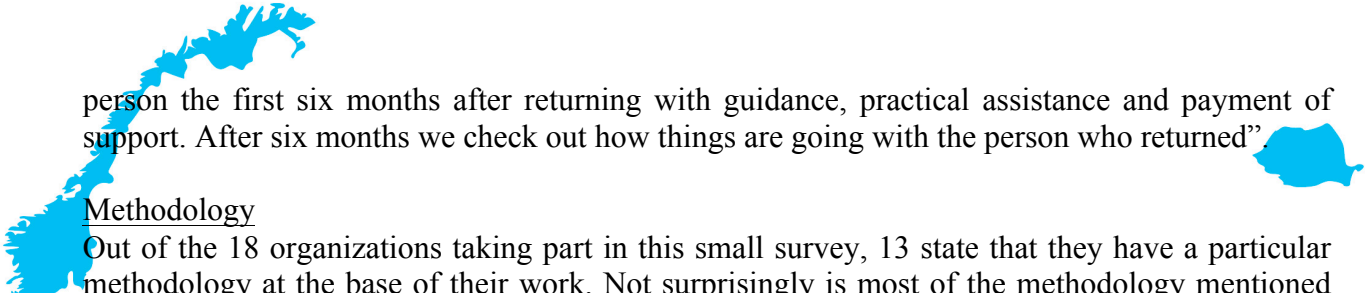
“We get a call from the reception center because they suspect that one of the residents they are about to transfer to us may be a victim of human trafficking. We then organize a telephone interpreter in the appropriate language and have a small conversation with the resident. If there is reason to suspect that the person is a victim of human trafficking we report this to the UDI and the resident’s representative. We inform the UDI that we keep the person at the reception center while we’re working on the case. If there is a worry about the person safety in Norway we notify the lawyer, the police and the child protection services. Rarely is the threat to the child so imminent that a placement at a secret address is necessary. Sometimes the UDI allow the asylum process to go faster than usual and we cooperate to find the best reception center for the person. Then we talk to the new reception center before the person arrives there”.

C

“Women come to us by themselves or are referred to us by others. We have an emergency room at the shelter where they can stay if they need it while we look into the case. When the woman arrives we contact a lawyer who provides legal guidance and they have a talk quite quickly. If the woman is in our target group, she is offered a place to stay. It is voluntary to receive assistance from us. The shelter where she lives provides social care and assist the woman in relation to health services, activities, education etc. We give the woman assistance in relation to immigration issues and any police matter”.

D

“One of our partners contact us on behalf of a possible victim of human trafficking who are considering voluntary return. We then organize an informal chat about voluntary return with the victim. Often one of our partners is present (the victim’s contact person or someone he / she trust) If the person decides to seek voluntary return we will send the case to the UDI who decides whether or not the person may receive additional support. We then start the process of obtaining travel documents, guides them about how they want to use the reintegration support upon return, as well as organizing the trip. We give assistance during the trip and many travel with escort all the way back to their own countries. The local office in the victim’s home country assists the



person the first six months after returning with guidance, practical assistance and payment of support. After six months we check out how things are going with the person who returned”

Methodology

Out of the 18 organizations taking part in this small survey, 13 state that they have a particular methodology at the base of their work. Not surprisingly is most of the methodology mentioned related to social work. For the majority it is all about establishing healthy relations, gain trust, conversation and motivational interviewing with a focus on change and empowerment. Some of the organizations use activities and social events to establish relations and gain trust, others offer various forms of low threshold drop-in services and not to mention outreach work. One authority has developed guidelines for interviewing asylum seekers and utilizes a specific methodology for conducting the interview in combination with the person telling their story freely.

Evaluation

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

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



CHAPTER V

RECOMMENDATIONS FOR IMPROVING THE SUPPORT SERVICES FOR VICTIMS OF HUMAN TRAFFICKING



1. Programs of continuing education for social and legal counselors, psychologists, members of the multidisciplinary teams within institutions and non-governmental organizations, on ways to provide counseling/assistance to Romanian and foreign victims of trafficking in full accordance with international standards.
2. Creating of a sustainable collaboration between the Romanian institutions and non-governmental organizations (mainly the country of origin/transit) and the European destination countries where trafficked victims are subjected to exploitation.
3. Improving access to information provided by the authorities to trafficked persons, in respect of the rights they have under the law and procedures for accessing these rights; verbal and written information.
4. Informing the presumed victims of the right for a recovery and reflection period and its actual provision by the authorities.
5. Ensuring access to assistance and protection whenever the trafficked person agrees or not to cooperate in criminal proceedings.
6. Improvement of the state shelters for Romanian and foreign trafficked victims in order to provide them long-term assistance.
7. Ensuring that victims of trafficking are not held in detention centers, or in centers with closed regime.
8. Harmonization of the Romanian legislation on foreigners with the anti-trafficking law, particularly the provisions relating to the status of tolerated if the presence of foreign victim is required for the investigation/proceedings. Legislation on foreigners must expressly provide the grant of stay also during other procedures as the civil ones; also, it shall provide request for financial compensation for the damages suffered as a result of the human trafficking offense.
9. Allowing the possibility to effectively apply and obtain permanent residence for victims of foreign citizens to the extent that they cannot return to their home countries on grounds of safety and the re-trafficking risk.
10. Amending the legislation on asylum in Romania, that shall expressly provide that a foreign citizen as trafficked victim can seek asylum.
11. Amending the Law no. 678/2001, Article 38, index 1 so as to consider not only the victims of trafficking from the EU member states or from the European Economic Area, but also the foreign citizens who are victims originating from third countries.
12. Improving the identification procedures for trafficked victims.
13. Improving the institutional framework and procedures for repatriation, return, referral of victims of human trafficking (Romanian or foreign citizens).

ANNEXES

ANNEX 1. The accommodation centers for victims of human trafficking within the GDSACP

GDSACP	Accommodation for adults/children	Name of the centre exclusively designed for victims of human trafficking	Period of accommodation	Type of centre
Bacău	<i>Adults</i>	<i>Specialized Intervention Center in Family Protection</i>	<i>180 days with possibility of extension</i>	<i>Open regime</i>
	<i>Minors</i>	<ol style="list-style-type: none"> 1. <i>Bacău Centre for Emergency Receiving</i> 2. <i>“Morcoveață” Day and Night Shelter for Street Children.</i> 	<i>The Center and the Shelter are intended for transit. Minors who receive residential services are hosted until identifying by viable solutions for integration/reintegration or establishment of protective measures.</i>	<ol style="list-style-type: none"> 1. <i>Semi-open regime</i> 2. <i>Open regime</i>
Mureș	<i>Adults</i>	<i>Tg. Mureș East European Institute for Reproductive Health</i>	<i>Undetermined</i>	<i>Semi-open regime</i>
	<i>Minors</i>	<i>Emergency Intervention Service for Abuse, Neglect, Trafficking, Migration, Child Helpline</i>		<i>Semi-open regime</i>
Sibiu	<i>Minors</i>	<i>Sibiu Centre for Emergency Receiving</i>		<i>Closed regime</i>
Iași	<i>Adults</i>	<i>Complex of Alternative Services for Adults - Assistance Center for Protection of Trafficked Victims</i>	<i>Limited duration of 3-6 months</i>	<i>Semi-open regime</i>
Galați	<i>Minors</i>	<i>“Irene & Stuart” Centre for Emergency Receiving of Minors</i>	<i>Undetermined</i>	<i>Open regime</i>
Satu Mare	<i>Minors</i>	<i>“Andrei” Center for Assistance and Intervention for Victims of Trafficking, Abuse, Neglect and Exploitation from Satu Mare</i>	<i>Accommodation according to Law No. 678/2001 for a period of 90 days with the possibility of extending the duration of court proceedings</i>	<i>Closed regime</i>
Argeș	<i>Minors</i>	1. <i>Pitești</i>	<i>Limited duration - Throughout</i>	<i>Closed</i>

		<p><i>Assessment and Emergency Reception Center</i></p> <p>2. <i>Câmpulung Community Service Complex (includes a Maternal Centre)</i></p> <p>3. <i>Residential centers subordinated to the GDSACPs</i></p>	<p><i>the emergency placement or until the court decision (family reintegration / transformation of the emergency reception centre for placement in a residential center subordinated to the GDSACPs)</i></p>	<p><i>regime</i></p>
Vâlcea	Minors	<p><i>Day and night shelter for street children</i></p>	<p><i>Undetermined period of accommodation</i></p>	<p><i>Semi-open regime</i></p>
Alba	Minors	<p><i>“Pinocchio” Emergency Receipt Centre from Alba Iulia</i></p>	<p><i>Undetermined period of accommodation</i></p>	
Botoşani		<p><i>Centre for assistance, social protection and rehabilitation of victims of human trafficking within the Care and Assistance Centre in Leorda village, Botoşani County</i></p>	<p><i>Limited period of accommodation according to the law.</i></p>	<p><i>Semi-open regime</i></p>
Braşov		<p>1. <i>Center for Prevention and Control of Domestic Violence</i></p> <p>2. <i>“Domino” Emergency Reception Center</i></p>	<p><i>Maximum 60 days</i></p> <p><i>Undetermined period</i></p>	<p><i>Semi-open regime</i></p> <p><i>Closed regime</i></p>
Cluj	Adults Minors	<p><i>Specialized centers for assistance of victims of domestic violence</i></p>	<p><i>Upon termination of process or until the psychosocial full reintegration in safe conditions</i></p>	<p><i>Closed regime</i></p>
Covasna	Adults	<p><i>Haghig Nursing Home</i></p> <p><i>Tg. Secuiesc Integration Center through Occupational</i></p>	<p><i>Short period, depending on the available space and the specifics of the case, observing the receipt conditions</i></p>	<p><i>Open regime</i></p>

	<i>Minors</i>	<i>Therapy</i> <i>“Print ̄ și Cerșetor”</i> <i>Emergency Reception Center from Sf. Gheorghe</i> <i>Other residential centers</i>	<i>Undetermined period</i>	<i>Open regime</i>
Harghita	<i>Minors</i>	<i>Emergency Intervention Service for Abuse, Neglect, Trafficking, Migration, Child and Adult Helpline</i>	<i>The center receives only minors who are victims of trafficking for a fixed period of time.</i>	<i>Semi-open regime</i>