

## The Process of Re-integration and the Perspective of the Service Providers

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### Abstract

*This article aims to demonstrate how important is the process of reintegration in essence. A long and complex process. The focus of this article is to show the highlight efficiency of the policies pursued by providers of social services from our country to improve the living conditions of girls. In the center of this study was located the service providers. The purpose of this study is to analyze the meaning of the reintegration process in general ways and the specific needs of trafficked women who are faced during the process of reintegration in society. The specific objective of this study is: To improve service providers to a successful reintegration of girls, victims of trafficking and to analyze the importance of this process. The methodology used in this study is that qualitative, as an effective method which offers detailed and specific information, also a deep understanding in exploring subjects. Instruments that were used, are focus groups with service providers and existing information that refers to data which has been conducted by relevant institutions, which treat the problems of girls.*

**Keywords:** *trafficked victim, reintegration process, assessment, of true services.*

### 1. Literature Review for the Offering Ways of the Social Model in Assisting of Trafficked Victims

The definition of the reintegration process of trafficked victims are:

*Reintegration refers to the process of recovery and socio-economic inclusion of individuals following a trafficking experience. Reintegration involves the placement in a secure environment, access to a reasonable standard of living, opportunities for personal and economic development, and access to social and emotional support. In many cases, reintegration includes the return of the victim in the real family / community of origin. However, it may also include integration into a new place, depending on the needs and interests of the victim.<sup>1</sup> (Surtees, 2008).*

Services for trafficked victims in Albania are divided into two groups:

- Residential
- And community (non-residential).

### 2. Residential Centers

In these centers, the trafficked victims are should stay for a short time for example the reception centers or even for a long time which are reintegration centers that provide supporting for long-term reintegration. In Albania the residential centers are open or closed, reception centers are closed while the reintegration centers are open or semi-open (closed center)<sup>2</sup> (Reception Centers) means that during the period of accommodation in them, they shouldn't move (to enter, exit).<sup>1</sup> In the meantime centers open and semi-open (re-integration centers)<sup>3</sup> give you the opportunity to pursue a professional course, go to work accompanied by staff of the center or just depending on security problems that may have any individual).

Except centers to non-profit organizations "Te ndryshem & Te barabarte", "Vatra" and "Tjeter Vizion" also offer shelter opportunity and necessary services in apartments which are: semi-independent apartments and apartments with complete independence. The apartments can be rented by the organization which follows the victim or the victim financially supported by the shelter. Reception centers offer the first assistance to the victims and they make

<sup>1</sup> Surtees, Rebecca.2008. *Re/integration of trafficked persons: how can our work must be more effective.* Nexus Institute.

<sup>2</sup> The closed center means that during the period of accommodation we can't move them. (To leave them the premises)

it with basic package of services where address their immediate needs and basic needs such as security. Shelters \ Centre Long reintegrating , these centers offer a long-term reintegration trafficked victim services. Reintegration Centre in Albania are:

- Organizations "Te ndryshem & Te barabarte;" Psychosocial Centre "Vatra "; "Tjetër Vizjon "

These organizations achieve the support of three phases:

Phase I: first assistance (accommodation in a center or other opportunity, non-residential ).

Phase II: medium assistance (semi-independent life for beneficiaries in the apartments).

Phase III: Long-term assistance (independent life for the beneficiaries).

Phase I - The first phase is the initial phase which includes accommodation in a center residential which provides services such as accommodation, shelter, clothes, food, medical assistance, legal assistance, psychological services, preservation and 24 hours physic security , vocational training, communication periodic telephone, family mediation, family meetings, translation for the foreign / beneficiaries , other transport services, referrals alternatives for long-term reintegration. This first phase of assistance is offered by all centers in Albania.

Phase II - The second phase is the medium assistance phase where the life that make the beneficiaries is semi-independent.

Organizations like "Vatra ", "D & E" and "Tjeter Vizion" except the support that make trafficked victims in the centre they support even after they left the shelter by finding another accommodation, and this is done in two ways as housing apartments received rent from the organization this way is applied by "Vatra " and "Tjeter Vizion" and the payment of rent house this way is applied by "Te ndryshem & Te barabarte ".

These organizations are not only the part of the shelter that offer other services such as employment support, familiarity with community resources, counseling, etc, these services empower victims by directing towards an independent life.

Phase III - The third stage is the stage which sends long-term beneficiary to a life independently. This phase is the last stage which is achieved when a case can live independently.

The support that is given to cases that go out of the help program consists of:

- Offering of reintegration assistance through the utilization of family / community.
- Information on services and resources available in the community, the necessary contacts / map services.
- Helping cases to establish and strengthen relationships with community welfare institutions where he lives.
- Monitoring and subsequent prosecution.

### 3. Nonresidential Services

Besides residential services in Albania now there are residential or community services that are more outside the field anti- trafficking but their programs also support of trafficked victims. These services are provided by day care centers that are set up in cities from NGOs and institutions in the state.

Daily and community centers offer several types of services like:

- Services of legal and administrative assistance; Support and continuous monitoring; Psychological services or counseling services; Financial assistance; Vocational training; Support to find a job; Medical assistance; Educational assistance; Information campaigns;
- Reintegration into school; Association during voluntary return <sup>2</sup>

### 4. Methodology

In this chapter is submitted that how is realized the study, followed steps for realizing its constituent elements and how to combine them to obtain the final results. The methodology used in this study is that qualitative, as an effective and offers more detailed information and specific and in-depth understanding in exploring subjects.

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<sup>2</sup>Standard 1: Purpose and types of services in standards "Social care services for trafficked persons or at risk of being trafficked in residential centers" approved by Decision of VKM 195, dt.11.4.2007

#### 4.1 Search Design

Referring to previous studies performed in our country in connection with the trafficking of human beings, it is noted that studies have not focused on the process of reintegration during assisting in shelters and not continuously after leaving the service program.

The study tried to reflect a view to integrate the problems that are faced by trafficked girls in our society such as: problems in finding a job and keeping as long as its not having an interaction with the family of origin, prejudices stereotypes that They exist in society for trafficking victims girls, and the reasons that lead trafficked girls to be recycled again into society. The study is analyzed with detail the situation by focusing and elements that create a clearer picture of the problem of overlap with the social, economic and institutional.

#### 4.2 The method used

The method used for the realization of this study includes the analysis of primary and secondary data. This method is seen as more appropriate to analyze the long experience of the providers of services for victims of trafficking.

The method selected is appropriate also because of the nature highly sensitive and delicate issues that are included in this study, given that there are few studies in this field. During the study is kept in mind that a qualitative element that differs method quantitatively, that is, the money is deductive and the second, qualitative method is inductive. A deduction approach is what passes by a theory or hypothesis in empirical observations to conclusions. Approach Inductive follows the inverse so when observation precedes hypothesis, theory and interpretation<sup>3</sup>

Using qualitative method has helped in creating a theoretical perspective, which led the research study questions, to address the first question somewhat research his current situation.

#### 4.3 Why is used the qualitative methods in this study?

The qualitative methods helps when is studying a delicate matter. Such as, disturbing and witty, is the issue of reintegration of victims in Albania, not only for the institutions at the national, but also international ones, as it is not yet found the key to solving this problem.

- \* To explore a phenomenon that has not been studied before (and that can be developed in quantitative later), as in our case, it is the key the role and importance of service providers in this process long and difficult.
- \* Qualitative methods that are used to deepen the issues that disturb us, because it gives the opportunity to see the problem in different ways: in our case the conclusion of the process of reintegration with the institutions that provide services directly for itself.

#### 4.4 Drafting of research instruments

The progress and the methodology used to collect data was conditioned from the purpose of the study. Without doubt, the method used to collect data in qualitative research is the interview (a question-answer process realized with the person in front interviewer person). Interviews are flexible tools for data collection, used to portray certain events related to a topic in a particular context, presenting the reality in perceptions and attitudes. In this study were used semi-structured interviews. These interviews should be used as information for many people and when we need to learn about their experiences.

Questions in focus groups with representatives of organizations were organized to collect information divided into three sections:

1. The first section includes general data, place of work, occupation, time of employment in the shelter;
2. The second section includes data on reintegration services offered to VOT, ex: Is the institution where they are operating involved in the fight against in human beings trafficked? Does the reintegration programs that are offered, come parallel from your Organization with your specific needs? What are the challenges facing the trafficked women during the process of reintegration? etc.
3. The third section includes the measures taken by government for the reintegration of VeT, problem that is

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<sup>3</sup> Jane Ritchie, Jane Lewis, *Qualitative Research Practice: A Guide for Social Science Students and Researchers*, Sage, 2003, pg. 106

found from them.

Separation of questions like this way has helped to clarify the situation, difficulties faced victims of trafficked girls during the process of reintegration in society, the needs that come for changing of policy and institutional efforts in this direction.

#### 4.5 Drafting of the focus group interview

Focus group interviews may encourage more "openness" of the interviewed and provide more free and complex information. Drafting of a guide is a list of essential topics or themes that are discussed and the researcher uses as guides focus group discussions<sup>4</sup>. Through it, the interviewed stimulate each other with ideas and opinions. Focus group offers various data, because the participants encourage communication encourage ideas about how to think and talk. Through this instrument reached collected qualitative data.

Each focus group had up to 5 person participants, because the group with this composition generates more ideas<sup>6</sup>. Center employees were participate in focus groups. In realization of the focus groups, the applicant took into consideration what Wells<sup>7</sup> says about the ideal size of the group, and how the participants sit down, style and personality of the facilitator of the meeting in respect of the participants.

#### 4.6 Collection and data analysis

That long experience in the anti-trafficking has become the service providers of VET, that are able to identify the factors for a successful reintegration of VeT. For identification of these determining factors to VeT in Albania have played professionals anti-trafficking actors who have determined that in Albania for a successful reintegration of VeT should have these key factors:

Reintegration services (full package of service according to the needs of VeT) Cooperation between actors Supporting from the family, community, education, vocational training and employment.

- Legal Protection of VeT
- Stability in financing aid organizations that offers direct assistance to VeT.

### 5. Data Analysis

One part of the study was focus groups with service providers who operate directly to VET. The focus group consisted of social workers who had a long experience working with VeT. This experience in the anti-trafficking has made the service providers of VeT to be capable to identify the factors for a successful reintegration of VeT. Also with them they were identified by meeting the challenges they face in the process VeT. These challenges include:

#### ➤ The absence of support from origin family

According to service providers shows that family environment has a fundamental role in the successful reintegration. The experience has shown that VeT is supported by the family and they have managed this process, thereby enhancing VeT in other difficulty, has this process.

*"We noticed when victims have support from their families, they are very successful in reintegration that girls who do not have support from their families of origin," says social worker of the headquarters 'Vatra' Vlore*

According to service providers there were cases where the family may have been the direct or indirect cause of traffic. This usually happens in families that have severe social-economic.

#### ➤ Education, professional formation, employment.

Most of trafficked girls have a few years education, a fact which makes it more difficult to find and keep a job. This fact create a necessity for more professional training opportunities and greater employment opportunities. Service providers which evidence professional backgrounds have benefited during assisting NGOs have been successful finding a job during the reintegration process. Most cases are employed through the support of assistance from NGOs private businesses, while the role of the state remains at low levels and not contributing to this process. Albanian NGO workers

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<sup>4</sup>Richard A. Krueger, D. L., Morgan, *The focus Group Kit*. Thousand Oaks, Sage, California, 1998, fq. 51

say:

*"Until today the state has only provided professional courses free training but though that are pursued employment policies to this target group, the result wasn't positive because the victims don't want to be identified as such in the Employment Centers ... says the social worker of the headquarters D & E, Tirana  
"The state should develop social policies and to find the resources to implement them ...." Says psychologist of the Centre "Another Vision", Elbasan*

➤ *The absence of support from the state in the process of reintegration*

In terms of technical part of the reintegration programs offered by shelters, professionals agree that the package of services provided is complete, but some services are highly dependent on factors which are not in control of shelters. Despite that services are provided in full by state shelters does not provide support to enable a more qualitative reintegration process in the long term because when the girls did not receive complete service they face with the problem of recycling. Shelter social workers think:

*"As the shelters provide first services, the state should continue its support in other ways during different phases of the reintegration .... says the coordinator of the center "D & E", Tirana.*

It is important to strengthen and lays the foundations the welfare state in Albania.

➤ *"It should be the state institutions by themselves, to receive over the provision of services for ranging from medical assistance, professional formation, employment, housing, legal protection ...." Says the coordinator of social center "Vatra" in Vlora*

Compatibility of services offered with the needs of trafficked victim

The question of whether the services provided are insufficient for victims of trafficking, service providers have responded positively but seeing in different ways. According to them providing of residential services for trafficked victim are very positive but it should not be only offered after and state institution should contribute more to meeting the needs of his country. Service providers say:

*"When cases are in low risk are deemed as sufficient services while in high-risk cases could not attain the needs of victims ...." says social worker of the center "D & E", Tirana.  
As psychologist and social center "Another Vision" Elbasan regarding this issue says: "... services should provide more employment opportunities, safety, and access to the legal system the best lawyers in the market ..."*

➤ *Legal protection for trafficked victim*

A problem that was identified by service providers was mainly related to the legal protection of VeT. The biggest obstacles to girls when they directed VeT confronting the justice system for help are: lack of information on their rights and cooperation with NGOs working in this field. Service providers about this issue express their opinions that are different.

*"Most of the institutions and structures have no idea what their responsibilities are to identify and protect victims of trafficked victim, without including the Interior Ministry, many of them try to dispose of them by directing fingers other actors . Security issues precisely with this issue .... "Said the social worker of the center" Tjeter Vizion ", Elbasan.*

Lawyers employed by the shelters must be collaborators in the fight against trafficking in human beings and to fight more vigorously to protect the rights of the victims during court room where the hearing to tutor. Service providers say that:

*"Our lawyers for one reason or another never defend the victim, trafficker lawyer is always more" aggressive "in the courtroom ...." says social worker of the center "Vatra" in Vlora.*

It should consider that issues and decisions related to the judicial system in Albania have never been fair, and independent. One of the major problems of the judicial system remains passive corruption and external pressures that may have the judges in making the right decision in favor of the victim.

## 6. Conclusions and Recommendations

The integration process is a long process. In Albania shelters are in service of trafficked victims that offer completed packages, quality services and long-term reintegration. The package of services offered to the VeT in Albania includes the following services: (accommodation, food, medical assistance, psycho-social services, etc.).

These services have a particular importance in the process of reintegration. Professional education depends on the level of education they have and the will and desire of everyone to move on because there are cases where the victim doesn't want to fight for a better life, feels exhausted and devastated by life in these cases the results of the reintegration process will be minimal.

Family support affects in the performance of process and performance of the victim's life. A good relationship with the family is the motivation and boost despite the fact that how was their relationship before the trafficking process, only in cases where the family has been involved in the trafficking process, then in this case are the victims themselves who do not want reinstatement relationships with them. If the victims have decided reliable social relations then the opportunity to become part of reinsertion in the process of traffic are rare.

## 7. Recommendations

For a more successful process and nearer trafficked victim have a lot of work, but despite this some recommendations are needed also as:

- \* Development of social policy to come to VeT assistance in connection with their employment in state institutions.
- \* Collaboration is essential between the state and NGOs to improve Legislation, enforcement mechanisms, financial resources and services offered.

The growing of public awareness on all forms of trafficking in persons (trafficking for sexual exploitation, labor exploitation, begging children, etc.).

- \* Central and local government must help the victims in the provision of social housing.
- \* For more information, the reintegration process will greatly facilitate the victims could be reimbursed financially for the damage caused in order for them they could start a normal life. (confiscation of property of the trafficker).

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