



Tool 8.10 Promising examples of integrated services

Overview

This tool showcases some examples of comprehensive and integrated services for victims. Assistance measures which are not part of a comprehensive package of responses will not break the trafficking cycle effectively. The sustainable reintegration of a person who has been trafficked requires a holistic approach to meeting their wide range of needs. For related examples concerning child victims, see Tool 7.10.

A most critical factor with respect to assistance and support programmes for victims of trafficking is to ensure that the services they provide are comprehensive and integrated. Assistance in regard to medical, psychological and legal services, accommodation, and education and training will not function satisfactorily in isolation. Services must work closely together in coordinated and participative ways, in the best interests of the victims they are assisting. Wherever possible, victims should be able to access a “one-stop shop”. This is particularly important for child victims. Strong partnerships between Governments and non-governmental organizations and among non-governmental organizations provide the most effective means of offering coordinated services. The following are examples of promising practice in offering services in a holistic manner to address various needs of individuals.

Promising practice

Caritas Migrants and Refugees Centre, Beirut

Two projects are currently being implemented by Caritas in Lebanon at its Migrants and Refugees Centre, aimed at preventing trafficking in persons.

The first project is for the protection of the human rights of migrant workers in Lebanon. It includes social counselling, legal aid, public awareness-raising and promotion of behavioural change, and orientation sessions to help migrant workers to protect themselves from abuse and offer each other mutual support.

The second project is aimed at creating a more favourable environment that will reduce the incidence of abuse and exploitation and may generally reduce situations of trafficking. The project is greatly reinforcing capacities for protecting and assisting women so they can escape abusive and exploitative situations and find dignified and durable solutions.

These projects allow migrants to protect themselves from abuse, exploitation and detention by helping them to understand and use the legal process and rely on social networks. Migrant workers benefit from orientation seminars that explain their rights and responsibilities in Lebanon and offer them the opportunity to practise skills that will help them avoid abuse, exploitation and detention. Through these orientation seminars and other communication channels, migrants are informed of legal and social services available to them in Lebanon in cases where they believe that their rights are being violated.

Prevention is exercised through negotiation with concerned embassies, security agencies and recruiting agents to gain access to newly arrived migrant workers for orientation sessions. These seminars are also being publicized at gathering points for migrants and by word of mouth.

International Organization for Migration, Skopje

IOM has supported the authorities in the former Yugoslav Republic of Macedonia to equip a Government-run urgent reception and transit shelter for trafficked women and stranded immigrants in distress. Prior to the establishment of this shelter, victims were held in police stations prior to deportation. The facility is kept under police protection and IOM Skopje provides victims with direct medical assistance and psychological counselling before they return to their State of origin.

Little Rose Shelter, Ho Chi Minh City, Viet Nam

The Little Rose Shelter seeks to contribute to the development of an effective and sustainable model for the rehabilitation and reintegration of trafficked girls who have returned to Viet Nam from Cambodia. The shelter provides the girls with vocational training to enable them to find a job after a four-month rehabilitation period. If the girls need a longer rehabilitation period, this can be provided.

Besides vocational training, the girls in the shelter are provided with courses about life skills, child rights training, literacy classes, health-care services and counselling. Each group of returned victims from Cambodia consists of 15 girls. They have several opportunities to exchange information about their experiences, which is a good method to help them deal with their trauma. All girls who complete the four-month residency at the shelter receive a reintegration grant. The Women's Union, the main counterpart of IOM in this project, coordinates the reintegration of the children into their communities in cooperation with a local committee for population, family and children.

Rescue and Restore Victims of Human Trafficking campaign, United States

In the United States, under the Trafficking Victims Protection Act of 2000, the United States Department of Health and Human Services is designated as the agency responsible for helping victims of human trafficking to become eligible to receive benefits and services so they may rebuild their lives safely in the United States. As part of this effort, the Department has initiated the Rescue and Restore Victims of Human Trafficking campaign to help identify and assist victims of human trafficking in the United States.

The intent of the campaign is to increase the number of identified trafficking victims and to help those victims receive the benefits and services needed to live safely in the United States. The first phase of the campaign focuses on outreach to those individuals who are most likely to encounter victims on a daily basis, but may not recognize them as victims of human trafficking. By initially educating health-care providers, social service organizations and the law enforcement community about the issue of human trafficking, it is hoped to encourage such intermediaries to look beneath the surface by recognizing clues and asking the right questions, because they may be the only outsiders with the chance to reach out and help victims.



Source: United States Department of Health and Human Services, at: www.acf.hhs.gov/trafficking/rescue_restore/index.html

Servizio Migranti Caritas, Italy

The Turin-based group Servizio Migranti Caritas, financed by the Department of Equal Opportunities of Italy, operates a rehabilitation programme that specializes in assisting victims to become independent through work. Victims are given Italian lessons and other assistance to enable them to obtain legal employment. The vocational training given includes training for work in the hospitality industry, local manufacturing and the mechanical engineering industry, domestic service and care for the elderly. Victims are sheltered temporarily before being given lodging in independent flats.

Corporate Apprenticeship Programme, Philippines

The UNODC project “Support for victims/witnesses of trafficking in human beings in the Philippines” was aimed at strengthening and expanding the capacity of selected rehabilitation centres throughout the Philippines to restore the physical and mental well-being of trafficked victims. In addition, the project supported vocational skills training internships for victims and their families. The private sector in the Philippines also joined this initiative, through a corporate apprenticeship programme in which victims of trafficking are placed in various companies to learn skills (such as canning and making cookies). The project supported apprentices with food and transportation allowances.

Acting for Women in Distressing Situations, Cambodia

Acting for Women in Distressing Situations (AFESIP) is a non-governmental organization that cares for victims of trafficking and sexual slavery in Cambodia, with the long-term goal of successfully reintegrating them as financially independent members of their communities. As part of its reintegration efforts, AFESIP provides general education and vocational training to residents of various shelters. Basic education entails Khmer literacy, basic mathematics and personal hygiene and health. Vocational training in hairdressing is offered to residents of shelters in Phnom Penh and Siem Reap, who are also given basic training in business. Agricultural training is given to some younger shelter residents.



More information about AFESIP can be found at: www.afesip.org

International Organization for Migration, Kyiv

The IOM office in Kyiv opened a rehabilitation centre and a shelter to provide protection and support to returned victims of trafficking. Working with the Ukrainian health authorities, IOM provides social and psychological counselling, psychiatric care, gynaecological and medical examinations and treatment for the victims in a sensitive and confidential manner. IOM works with a network of some 15 Ukrainian non-governmental organizations to provide assistance to victims, and with the authorities to facilitate their reintegration. After victims leave the IOM shelter, regular contact is maintained to monitor their reintegration and to determine whether they or their families have been threatened or harassed.

International Organization for Migration, Russian Federation

As part of a project funded by the European Union with co-financing support from the Governments of Switzerland and the United States, IOM is implementing an anti-trafficking project in the Russian Federation, with the aim of (i) providing policy advice to the Government on how it can improve its legislative response to trafficking; (ii) preventing trafficking by strengthening the capacity of law enforcement agencies to combat it and by raising awareness of the problem; and (iii) building the capacity of national authorities and local non-governmental organization networks to protect and reintegrate victims of trafficking. The project activities with respect to assisting victims are:

- Establishing a mechanism for the referral of victims of trafficking to an appropriate agency/organization for assistance in the pilot regions, on the basis of inter-agency operational networks involving governmental authorities, non-governmental organizations and international organizations
- Assistance to victims of trafficking at the Rehabilitation Centre for Victims of Trafficking in Moscow
- Organization of specialized training and seminars for Rehabilitation Centre personnel (on medical assistance and psychological support for victims)
- Enhancing the non-governmental organization networks and capacity-building and training activities to enhance the non-governmental organizations' ability to provide effective rehabilitation and reintegration services to victims.



More information about this project can be found at:
<http://no2slavery.ru/eng/project/>

Baan Kredtrakarn, Thailand

A Government shelter in Bangkok, Baan Kredtrakarn provides protection and assistance to women and children. The shelter can accommodate around 500 girls and women, and a significant number of its population are victims of trafficking. The shelter offers counselling, prepares residents for testifying in court and provides vocational training with the intention of reintegrating victims back into society. Baan Kredtrakarn provides services to trafficking victims while they are staying at the shelter and also assists in the repatriation, reintegration

and follow-up of non-Thai nationals. Social workers or caregivers affiliated with the centre accompany victims to their country of origin to ensure their safe return, and cooperate with local governmental and non-governmental agencies for the continued provision of assistance to them.

Rescue home on the Indo-Nepalese border and support to victims of trafficking, India

Manav Seva Sansthan works to intercept and rescue victims of trafficking along the Indo-Nepalese border of Uttar Pradesh. It has established vigilance centres on the border in order to facilitate informed and safe mobility and the rescue of victims. The aim of the project is to:

- Counsel victims of trafficking and those intercepted during trafficking
- Provide a safe and comfortable environment for the victims to stay in during the process of reintegration/repatriation
- Provide legal and medical assistance for victims of trafficking
- Enhance self-confidence among victims and bring them back into the mainstream of development

With support from a global UNODC project entitled “Building non-governmental support structures for victims of violent crime, including victims of trafficking in persons”, Manav Seva Sansthan established a short-stay rescue home at Nautanwa, adjacent to the border-crossing point of Sanauli—the first such home on the Indo-Nepalese border. The organization also works with law enforcement agencies and other non-governmental organizations to counsel and repatriate victims of trafficking.



For more information about this and other UNODC-assisted victim support projects, visit:

www.unodc.org/india/trafficking_human_beings.html