

# INTRODUCTION

## Background

Since the end of the dictatorship in Albania in 1987, thousands of children and women have been trafficked from the country for the purposes of sexual and labor exploitation. The main destinations have been Italy and Greece, although many have been trafficked further afield to other countries in western and southeastern Europe, and the United States.

In 1999, the Vatra Psychosocial Center shelter for female victims of trafficking was established in Vlora in response to this phenomenon. It was the first institution in Albania created to provide protection and assistance to girls and women who had been trafficked mainly for purposes of sexual exploitation. This was a difficult and controversial undertaking, since the phenomenon of human trafficking was not yet widely acknowledged by the citizens and government of the country.

In 2001, Albania adopted its first National Strategy for Combating Trafficking in Human Beings, and both government and civil society actors began to assume roles and responsibilities with regard to the “three Ps” – prevention, protection and prosecution. Law enforcement agencies were assigned the vast majority of the responsibilities and burdens. In many ways, combating human trafficking was perceived as the purview of law enforcement and prosecutors. Yet, intergovernmental organizations and their civil society partners were implementing the vast majority of the activities concerning awareness raising about the trafficking phenomenon, provision of assistance and reintegration services for victims, and prevention efforts.

In 2003, USAID convened a consultative workshop of government and civil society anti-trafficking actors to ask what USAID could do to support them in improving and expanding their counter-trafficking efforts and mechanisms. Out of this conference, the idea for the Albanian Initiative: Coordinated Action Against Human Trafficking (CAAHT) program was born.

In September 2003, Creative Associates International, Inc. of Washington, D.C., was awarded a three-year contract to create the CAAHT program. CAAHT's impact proved to be so successful that the contract's value was increased and its duration extended to September 2009. The CAAHT program's goal is to reduce the vulnerability of women and children to trafficking by bolstering the capacity of civil society and local government entities to counter the phenomenon. Three interconnected components of the program were designed to meet this goal:

- **Coordination** throughout Albania (on national, district and local levels) among GOA, civil society and international stakeholders to improve programs that discourage trafficking, and provide services that assist and reintegrate the victims and reduce their vulnerability to re-trafficking.

- Strengthening the quality and geographic spread of prevention programs and victim assistance and reintegration services through the provision of **grants**.
- Coordinating and consolidating **data collection and analysis** to improve programs to decrease trafficking and to improve services that assist and reintegrate the victims and reduce their vulnerability to re-trafficking.

CAAHT mechanisms of coordination, grant and information activities have provided a supportive structure in which CAAHT stakeholders have increased their personal and organizational capacities to combat trafficking effectively.

Through USAID/CAAHT support, as of July 2009,

- 740 suspected and known victims of trafficking received protection and assistance.
- Over 100 suspected and known victims have been able to reintegrate into normal life.
- More than 2,800 vulnerable women and children received prevention services that decreased their risk of becoming trafficked.
- Close to 60,000 women, men and children participated in anti-trafficking awareness raising activities.
- 400 representatives from civil society and 500 central and local government employees participated in one or more CAAHT coordination events.
- Over 2,100 government employees and 210 civil society representatives received training in anti-trafficking and management skills.

This Toolkit presents the techniques and methodologies used to achieve these outcomes. These good practices are the results of the combined wisdom and experience of the extensive “anti-trafficking community” in Albania that developed under the auspices of the CAAHT program. The techniques were drawn from many sources, including numerous training programs that were implemented in Albania prior to the beginning of the CAAHT program. Organizations such as the International Organization for Migration, the Organization for Security and Cooperation in Europe, Unicef, the International Center for Migration Policy Development, Save the Children, Terre des Hommes, and others are to be commended for significant contributions to the development of anti-trafficking work in Albania.

The CAAHT program built on this strong foundation to enable Albania’s governmental and civil society anti-trafficking actors countrywide to learn about each other’s good practices and develop new ones together, by utilizing the CAAHT consultative process. At conferences and working groups, anti-trafficking actors generously shared their knowledge and insights with one another, and encouraged those who were new to

anti-trafficking to learn from their successes – and mistakes. This Toolkit documents the good practices developed by Albania's "anti-trafficking community" so that they may be replicated and expanded upon not only in Albania, but also across the globe.

## Who should read this Toolkit?

This Toolkit is designed for anti-trafficking practitioners in government offices, not-for-profit organizations (NPOs), and community leadership roles. It focuses on the social services and educational elements of counter-trafficking work. It adds to the wealth of good practices reports that focus more at the national and international policy and program level.

This Toolkit supplements and enhances the anti-trafficking work of law enforcement. Law enforcement and prosecution are essential components of anti-trafficking work, focused on the investigation and prosecution of the perpetrators of crimes of human trafficking. However, the threat and consequences of human trafficking echo throughout Albanian society, and can only be effectively addressed through comprehensive and coordinated efforts that encompass sectors such as social services, education, vocational training, employment offices, health, etc.

These are the sectors addressed in this Toolkit. The techniques and methodologies are applicable to local implementation situations. These techniques can be used by local government and civil society actors throughout Albania. Recognizing the current reality of turnover of government employees due to changes in political leadership in Albania, this Toolkit is being made available to a breadth of government offices, with the hope that it will be retained and viewed as a resource even when there is a change in staff positions.

For the same reason, the CAAHT program is also delivering this Toolkit to all the government and NPO partners who have cooperated with the program at various points throughout its six years of implementation. Many of these partners have moved on to different jobs, but their interest and commitment to anti-trafficking need not diminish. They are provided this Toolkit in order to encourage them to continue to find ways to contribute to their community's efforts to combat human trafficking.

Albania has many models that may prove to be useful in other countries and local community contexts. Anti-trafficking practitioners for other countries are welcome to contact the individuals listed throughout this manual for further information. . You are encouraged to also introduce them to your own good practices and experiences combating trafficking. This cross-fertilization will enhance anti-trafficking efforts everywhere.

For those who are not familiar with the situation of trafficking in persons in Albania, please refer to the series of CAAHT reports titled *The State of Efforts in Albania to Combat Trafficking in Persons*, included on the Toolkit Resources CD. The 2008-09 report will be published in

September 2009 and will be available on the CAAHT website [www.caaht.com](http://www.caaht.com).

## Roadmap for using the Toolkit

The Toolkit describes five areas of program activities and methodology that apply specifically to counter-trafficking, although many of these tools may also easily be modified for other types of education and social services programs.

- *Awareness raising* techniques for the general public and vulnerable populations.
- *Prevention services* techniques for vulnerable children and women.
- *Coordination* mechanisms to support development of policies, standards, and programming for prevention of human trafficking and reintegration assistance for its victims.
- *Management information systems* and *Appreciative Inquiry* methodologies to enhance all of the activities described; and
- *Capacity building* techniques to improve the ability of people and organizations to contribute to the fight against human trafficking in Albania.

Each chapter begins with a general overview of the topic by considering these topics:

- *What is (title of chapter)?* in which the nature and purpose of the chapter topic is explained;
- *(Title of chapter) tools* briefly outlines the specific tools to be described in the later sections of the chapter;
- *What key factors contribute to effective (Title of chapter)?* which highlights key factors that enhance successful programming; and
- *Defining success and measuring impact* reflects on the opportunities and challenges of assessing impact of activities.

It is important to recognize that assistance and reintegration services are a central component of a comprehensive anti-trafficking strategy and set of services. The residential service providers that comprise the Albanian National Anti-trafficking Coalition have a solid expertise in this area. Work with victims of trafficking should be conducted by well-trained professionals who work with stable, sustainable institutions that are able to provide continuity and breadth of services to each reintegrating child and women for as long a period of time as s/he needs support. This may range from weeks to years. There is a growing role for organizations that provide community-based services to partner with residential service providers in order to support the victim when s/he is ready to live outside the residential facility. However, this area is in the early stages of development in Albania.

It is beyond the scope of this Toolkit to describe sufficiently all the elements involved in assistance and reintegration for victims of trafficking. The reader is encouraged to refer to the manual consolidated by the Albanian Institute of Social and Psychological Studies titled *Skills in the Practice of Work with Victims of Trafficking* for an introduction to the principles and skills of social work with vulnerable populations, including victims of trafficking. It may be found on the Toolkit Resources CD in the folder on Capacity Building. For a more in-depth understanding of the work, please contact the member organizations of the National Anti-trafficking Shelter Coalition: Different & Equal in Tirana, Another Vision in Elbasan, Vatra Psychosocial Center in Vlora and the National Reception Center of the Ministry of Labor, Social Affairs and Equal Opportunity, located near Tirana.

Each "tool" chapter presents specific tools that may be used to address the area of concern for the chapter. Each tool section is structured as follows:

- *Description* that provides an overview of the tool.
- *Objectives* lists the intermediate outcomes that the tool aims to accomplish.
- *Outcome or impact* describes the ultimate outcome that is accomplished through achievement of the stated objectives. This presents a macro level view of the impact of implementing this tool.
- *Implementation* describes in detail how the tool can be used in the CAAHT program. In some cases, one particular activity is described, and in other cases, a set of activities related to the tool are described.
- *Cost considerations, time and complexity* is intended to provide an assessment of the resource implications associated with the tool.
- *Complementary activities* lists other activities that may be coupled with the tool in order to maximize its impact.
- *Programmatic prerequisites* describes the conditions or characteristics that need to be in place before the activity can take place. Not all tools and activities are viable in every situation. Local organizations should consider the questions posed here before beginning an activity.
- *Questions to ask before beginning this activity* provides a set of practical questions for program managers to investigate as they consider undertaking the activity.
- *Lessons learned* highlights the important ideas that the CAAHT program and its stakeholders have garnered from their implementation experience.
- *For more information, please contact* offers names and email addresses for organizations and individuals who have specific experience and knowledge about implementation of the tool described.

Several of the chapters include *success stories* that describe the work of specific implementing organizations.

The Toolkit contains two CDs. The *Toolkit Resources CD* is organized to correspond to each of the tool chapters of the manual. It contains instruments and manuals that can be used in the design and implementation of the activities described in each chapter. The *CAAHT Reports CD* includes major reports issued by the CAAHT program between 2005 and 2008. These include the annual reports on the *State of Efforts in Albania to Combat Trafficking in Persons* that offer year-by-year analyses of trends in human trafficking and assess the state of institutional efforts to combat the phenomenon. *CAAHT conference reports* capture the proceedings of each annual conference, with summaries of presentations by many local actors, both government and nongovernmental. *Impact assessment reports* show results of the mid-term assessments on awareness raising and coordination activities conducted under the auspices of the CAAHT program.

The *CAAHT Videos DVD* provides video documentation of the successes of the CAAHT program and seven of its implementing NPO partners.

## FALEMINDERIT / THANK YOU

This Toolkit was compiled by Alketa Gaxha, CAAHT Grants Manager, and Sarah Stephens, CAAHT Chief of Party with support from the Creative Associates office in Washington, D.C. It is extracted from numerous manuals and reports from, and conversations with, technical experts, implementing partners and other program stakeholders throughout the life of the program.

The CAAHT program has functioned as a fully bi-lingual program. Hundreds of hours of translation have been needed to enable full access to CAAHT material and proceedings for both Albanian and English speakers. Our thanks to Ilir Baçi, Adelina Albrahimi, and Lindita Bajraktari for their careful translations of the material in this Toolkit.

Ms. Iva Zajmi, the Deputy Minister of Interior and National Anti-Trafficking Coordinator, and Ms. Irena Taga, Director of Anti-trafficking at the ONAC, along with their dedicated colleagues, have provided significant leadership in promoting coordinated anti-trafficking efforts throughout Albania. We are grateful for their partnership and the opportunities they offered the CAAHT program to assist them in their efforts.

The tools described in this Toolkit are all drawn from the implementing experiences of the CAAHT government civil society partners. Our thanks to the over 300 stakeholders listed in the CAAHT stakeholder database found on the Toolkit Resources CD for your cooperation with the CAAHT program. We hope you recognize your contributions reflected in this report, and that you will use this Toolkit to further your important contributions to anti-trafficking efforts in Albania.

It has been a privilege to work closely with the Directors, staff, beneficiaries and local partners of the 21 NPOs that implemented CAAHT grants between 2005 and 2009. You are the ones who have been the driving force behind the development and implementation of the tools in this resource manual. Thank you for your dedication, openness, creativity and commitment to ending human trafficking in Albania.

Agritra Vision, Peshkopi  
Albanian Foundation for Conflict Resolution, Tirana and field offices  
Albanian Institute of Social and Psychological Studies  
Albanian National Training and Technical Assistance Resource Center (ANTTARC), Tirana  
Another Vision, Elbasan  
Center of Integrated Legal Services and Practices, Tirana  
Christian Children's Fund  
Different & Equal (D&E), Tirana  
Dorcas Albania  
In Help of Northern Women Puka  
In Protection of Urban and Rural Women's Rights in Berat  
Institute for Gender Applied Policies, Tirana and field coordinators  
Intellectual Women of Pogradec  
International Catholic Migration Commission  
Murialdo Social Center, Fier  
Professional Journalists of Gjirokastra  
Rruga me Pisha  
Vatra Psychosocial Center, Vlore  
Victims of Mines Assistance (VMA), Kukës  
Women with a Development Focus, Kucova  
Women in Development, Shkodra  
Young Women's Christian Association (YWCA) of Albania, Tirana

The following organizations and staff were primary advisors and consultants for the CAAHT program:

#### **USAID Albania Mission**

Kelly Cronen, Anti-trafficking Advisor and CAAHT Cognizant Technical Officer, July 2006 to July 2009  
Arian Giantris, Anti-trafficking Advisor and CAAHT Cognizant Technical Officer, May 2004 to June 2006  
Pamela Wyville-Staples, CAAHT Cognizant Technical Officer, September 2003 to April 2004  
Stephanie Pepi, Communications and Outreach Officer  
Blerina Kurti, GIS Specialist

#### **EnCompass<sup>LLC</sup>, Potomac, Maryland**

Tessie Catsambas, President  
Laverne Webb, CEO  
Mary Gutman, Senior Scientist  
Sheila Ramsey, Facilitation Consultant.

### World Learning, Washington, DC

(September 2004 to September 2006)

Elvana Gadeshi, CAAHT Monitoring and Evaluation Specialist  
Jenifer Whatley, Program Manager  
Archer Heinzen, Senior Program Advisor  
Jeffery Saussier, Monitoring and Evaluation consultant

### Creative Associates International, Inc., Washington, DC

Sylvia Ellison, Senior Associate, Creative Associates International, Inc.,  
September 2003 to September 2009  
Marta Maldonado, Graphics and Web Manager  
Alexandra Pratt, Communications Associate  
Lazarina Todorova, Communications Associate  
Technical Managers: Katherine Merseth, Marc Bonnenfant, Sarah  
Havekost, Wendy Blandpied

### Creative Associates International, Inc. – Albania (CAAHT)

Sarah Stephens, Chief of Party,  
January 2004 To September 2009  
Alketa Gaxha, Grants Manager,  
April 2004 To September 2009  
Entela Lezo, Finance Manager,  
April 2004 To September 2009  
Klodian Durmishi, Assistant for Administration and Resources  
October 2008 To September 2009,  
Driver/ Logistician August 2004 To September 2008  
Ines Xhelili, Local Program Coordinator,  
September 2008 To September 2009,  
Social Services Specialist, November 2006 To August 2008  
Lindita Bajraktari, Communication & Publication Assistant,  
March 2009 to September 2009  
Arben Tabaku, Research Coordinator,  
December 2007 To March 2009  
Etion Parruca, Assistant for Administration and Resources,  
April 2004 To October 2008  
Dolor Tozaj, Local Program Coordinator,  
November 2005 To August 2008  
Shpresa Spahiu, Social Services Specialist,  
April 2004 To August 2006