

***THE MODEL OF ASSISTANCE FOR WOMEN VICTIMS
OF HUMAN TRAFFICKING IN LITHUANIA***

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I. INTRODUCTION

Trafficking in human beings is nowadays a serious social problem both at national and international level. There are no proper solutions for the problem, since there is no sustainable approach in society towards the victims of trafficking; there are gaps in legislation; existing laws are not being implemented properly; there is no clear social-legal system of assistance; some of the specialists offering assistance lack motivation and/or qualifications and lastly, nationally adopted social policy for the solution of the problem of trafficking in human beings fails to implement adopted decisions properly.

Since 2002 the Government of the Republic of Lithuania has been working to prevent and control trafficking in human beings through the programme for the policy of prevention and control for trafficking in human beings (2005 – 2008). The core aim of the programme is to ensure proper assistance for the victims of trafficking; to create an effective system of prevention and means of intervention; to tackle organised crime that force women into prostitution and trafficking in human beings, and ultimately to eliminate the conditions for the trafficking in women. Still in many cases, when there is a need to provide assistance to victims of trafficking in human beings, the responsibility for this is being transferred to non-governmental organisations (NGOs), which usually are not able to deal with this responsibility on their own.

The model of assistance for women victims of human trafficking in Lithuania specifically concerns women victims of trafficking for sexual exploitation (VOTs). It includes support and services provided for victims of trafficking with holistic, professional and multi-disciplinary approach towards the matter. The model gives priority to the interests of the victims and it is victim-centred in all its dimensions, guaranteeing confidentiality for VOTs and carrying out the assistance with non-judgemental attitudes. This approach is in line with the principles of the Nordic Baltic network organisations working on the trafficking issues for support and assistance to women victims of trafficking for sexual exploitation, created in a framework of the Nordic Baltic Pilot Project for the safe and planned return and re-integration of victims of trafficking in human beings for sexual purposes, coordinated by the European Women's Lobby. The Nordic Baltic Pilot Project aims to act as a starting point for long-term cooperation, developing victim-centred and sustainable models for support and reintegration of women victims of trafficking for sexual exploitation in and between the Nordic and Baltic countries.

The overarching principles, agreed by the Network, states that protection of the rights and safety of VOTs as first and foremost priority; the use of a human-rights approach; the use of a gender perspective in all its work; stressing that trafficking for sexual exploitation and other forms of sexual exploitation constitute forms of violence against women. In assistance and support to women VOT, the Network works with a reasonable belief approach in the identification process, in line with the *United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention Against Transnational Organized Crime*. All VOTs, regardless of their legal status and willingness to cooperate with law enforcement authorities, must be entitled to assistance and protection. Women VOTs have the right to access a full range of victim-centred services and support measures.

The model was prepared in the framework of the Nordic Baltic Pilot Project and was prepared by the members of the Lithuanian coordination team.

II. DEFINITION OF VICTIMS OF HUMAN TRAFFICKING

This model and the manual are primarily aimed for service providers and other stakeholders for use in their work with women victims of trafficking for sexual exploitation. The definition and identification of VOTs is of utter importance for the legal status of the VOT, her rights and how she will be treated by authorities and other organisations in the host country. It is common, for example in the Nordic-Baltic region, that access to support, residence permits etc. depends on being identified as VOT.

According to the definition of the European Council actions against trafficking in humans and United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention Against Transnational Organized Crime, a victim is a person:

- Recruited to provide sexual services
- Transported by using threat, force or other forms of violence
- Abused through trafficking, cheating, deceiving, abusing one's power or being taken advantage due to the victim's situation, or receiving payment or other benefits through attempts to control and exploitation (*JTO Protokolas dėl prekybos žmonėmis, ypač moterimis ir vaikais, prevencijos, sustabdymo bei baudimo už vertimąsi* ja. 3 str., 2000).

NGOs working in the field of human trafficking consider women exploited for sexual services in strip clubs, apartments, streets and etc. to be also VOTs. On the grounds of the practise of NGOs, working in Lithuania providing assistance for the women victims of trafficking in human beings for the purposes of sexual exploitation, women engaged in prostitution also include:

- Strip dancers
- Women who are paid for socialising with men (consummation services)
- Women who work in the sex industry on the streets, in apartments, harbour territories, ships and other places
- Women who are exploited for sexual services via phone calls, in massage saloons, etc.
- Women providing escort services, involved in sex tourism, sex via the phone and internet
- Women involved in pornography

Target group for assistance and support

- Women who have been victims of trafficking for sexual exploitation and who are returning to Lithuania.
- Women who have been trafficked for sexual exploitation within Lithuania.
- Foreign women who have been trafficked to Lithuania.

1. Victims' characteristics

There are certain characteristics of VOTs that are common when dealing with victims of trafficking for sexual exploitation. These can be used in the process of recognising and identifying VOTs. Below we refer to these characteristics, and the identification model that we have developed will be explained later in the document.

On the basis of the experiences of NGOs assisting the victims, the following characteristics of VOTs could be defined.

Victims' physical characteristics

- Physical and psychological signs of sexual abuse;
- Scratches, breaking of bones, bruises and other signs of injuries;
- Physical exhaustion, dehydration, poor hygienic conditions;
- Sexually transmitted diseases;
- Critical conditions of various diseases (diabetes, cancer, heart diseases).

Victims' social and psychological characteristics

- Distrust in other people, social isolation;
- Low self-esteem, feelings of shame, guilt, anger, feeling depressed, anxious, fearful
- Hatred toward one's own body, self-inflicted injury;
- Alcohol and drug abuse;
- Sleeping and eating disorders;
- Post-traumatic experiences (usual signs: constant remembering of stressful events, dreams or nightmares, low sensitivity to external circumstances, avoiding of such actions and situations which reminds of the trauma effects. Often followed by high irritation, fearful reactions, insomnia, anxiety, depression, and quite often – suicidal thoughts) (Solomon, 2003).
- Depression, suicidal thoughts or attempts;
- Incapability to keep open and true relationships with family members (to experience joy and share pain with family members);
- Avoiding thoughts and feelings related to trauma;
- Thinking that they would not be understood by persons who don't share the same experiences;
- Feeling that no communication with social, medical workers, psychologists will help them to forget the traumatic experiences.

Theoretical reference to the victim's characteristics

The following text can serve as a theoretical reference to the shown characteristics, since these symptoms correspond to the Stockholm syndrome theory.

The characteristics of *Stockholm syndrome* confirm the common indicators of female sexual exploitation and female victims of trafficking.

Stockholm syndrome is a psychological response, in which the victim shows signs of loyalty, sympathy to the exploiter, regardless of the danger (or at least risk) in which the victim has been placed (Carver, 2001-2007).

Main Symptoms of Stockholm syndrome

- Emotional bonding with the captor/abuser
- Seeking approval from the captor/abuser
- Depending on the captor/abuser for security and purpose of existence
- Befriending and caring for the captor/abuser
- Resenting police and authorities for their rescue attempts
- Losing one's own identity in order to identify with the captor/abuser
- Seeing things from the perspective of the captor/abuser
- Valuing every small gesture of kindness, such as letting them live
- Refusing freedom even when given the opportunity

The Stockholm Syndrome is a psychological mechanism of self-protection when a victim attempts to protect herself from more traumatic psychological experiences (Carver, 2001-2007).

Self-identification with aggressors

According to Ana Freud (1942), this is a mechanism of self-protection. The essence lies in the fact that when facing threat from outside, a victim identifies herself with the source of the threat, and accepts aggression or other qualities of the threatening personality.

Learnt hopelessness attributes (Seligman, 1995)

- Disability to organise one's own private life.
- Victim can avoid being helped, refuse offers of a supporting organization, and de-evaluate provided support.

Traumatic factors (Finkelhor, 1986)

- Traumatic sexuality (disorder of sexual identity development)
- Betrayal (distrust in all people around, playing with feeling of trust)
- Stigmatization (feelings of guilt and shame, behaviour according common scheme of stigma)
- Hopelessness (incapability and avoidance of support)

Possible psychological portrait of victims of human trafficking

In addition to the characteristics outlined above, it is possible to draw a psychological portrait of VOTs, using the following indicators (Solomon and Siegel, 2003):

- Problems related to health (losing appetite, headache and pain in the muscles, weakening of immune system)
- Incapability to relax, constant inner tension
- Tendency to addictions (alcohol abuse, smoking as a means to relax and escape the difficult experiences)
- Sleeping disorders
- Constant feeling of hopelessness
- Blaming oneself and therefore arising non-protective behaviour
- Incapability for longer activities
- Lost motivation
- Often aggression (sometimes even difficult to control)
- Feeling of loneliness (VOTs may think that no one understands them, that they are abandoned by everybody)
- Self-inflicted injuries and suicidal attempts
- Constant pessimism, a negative view towards one's own future
- Self-destructive sexual behaviour (if the victim was sexually abused)
- Avoiding behaviour (victims avoid new social contacts, attempt to isolate themselves, usually avoid acknowledging that they were victims of human trafficking).

2. Evaluation of the victim's condition

Service providers (social workers, psychologists) in a position of recognising, identifying and assisting VOTs can use the following indicators to evaluate VOTs vulnerability state.

Evaluation of women's situation by non-governmental organisations working in the field of human trafficking (Prepared according to J. Quennell & E. Allison teaching materials (2006) with reference to B. Rothschild's *The Body remembers* (2000), J. Herman's *Trauma and Recovery* (1992), and D. Finkelhor's *Sourcebook on Child Sexual Abuse* (1986).

Evaluation of a woman's state is measured by three levels: low, medium, high. Evaluation of a woman's vulnerability according to assigned features is made in order to have a better understanding of the woman's situation in order to find the best solutions.

1. My education

- I attended school, and I liked it
- I attended school, I did not like it, I hated going there
- I did not attend any school. I was excluded from the school

2. My income

- I had enough income to cover my expenses
- I needed to take care of myself in order to be able to cover my expenses
- Sometimes I could not eat well or stay at a proper place

3. People who took care of me

- People around me loved me and took care of me
- There have been good people in my life but only for short periods of time and I am no longer in contact with them.
- I do not know anybody who took care of me and whom I could trust

4. Safety

- I feel confident in starting my own independent life, knowing that there is somebody I can come to when I'm feeling down and need support
- There are several places where people are waiting for me, but that depends on the circumstances
- I do not belong to any group and there is no such place where I could seek support when I need it

5. Evaluation of one's nutrition

- My diet is healthy and I take part in sports
- I eat a lot of unhealthy food
- My diet is not healthy/ I do not do sports/I sleep badly, I need to see a doctor

6. *Contemporaries*

- I have a couple of close friends that I can trust
- I have a couple of friends who do not treat me well/ who let me down
- I do not have friends, people that I call friends let me down, 'rape' me, threaten me

7. *Self-control*

- I can safely express my emotions when I am with people that I can trust
- Sometimes I am afraid of expressing my emotions and I keep my bad mood within myself
- I lose self-control quite often and become aggressive or I cry a lot and I cannot stop

8. *Running away from home*

- I have never run away from the home I lived in
- Sometimes I stayed away from home late or did not return home, instead staying overnight with my friends without permission to do so
- I ran away from home quite often staying with strange people, I slept in parks or on benches

9. *Motivation to change*

- I am thinking about changes, changing myself and the lifestyle that makes me unhappy
- I am not certain of wanting to change myself or anything. I am not sure if there are such opportunities for me
- My life is ***** up and there is nothing I could change

10. *Abilities*

- I am satisfied with my physical and intellectual abilities
- Sometimes I wish I was 'normal'
- I see myself as someone stupid and strange that I do not like

11. *National identity*

- I am who I am and I like my culture, I am proud of who I am
- Sometimes I feel isolated and wish I could feel better
- I hate my nationality, I have suffered because of my nationality

12. *Sexuality*

- I feel good about my decisions concerning my sexuality and sexual orientation
- I am not sure about my sexuality and sexual orientation and I do not feel safe talking about it

- I don't like homosexuals. I would not want to be one.

13. Sexual health

- I know what safe sex is, I use condoms and have tests if I am concerned about anything
- I know about safe sex but I do not always use condoms and I do not take tests on a regular basis, even if I notice some unhealthy symptoms
- I have HIV/ I am pregnant / I have impregnated someone/ I have infected someone with HIV / I did not do any tests

14. Psychological health

- I feel quite well and content with my life
- Sometimes I feel bad / sometimes I hurt myself / recently I have had suicidal thoughts / I have attempted suicide
- I injure myself quite often / sometimes I do not see any sense in living

15. Drug abuse

- I have never taken drugs
- I have tried taking drugs once for my own interest and sometimes I take them with friends
- I take drugs

16. Alcohol abuse

- I have never drunk alcohol.
- I like drinking alcohol sometimes with my friends on the weekends.
- I drink lots of alcohol sometimes up to the point of becoming unconscious.

17. Smoking

- I do not smoke
- Sometimes I smoke with friends
- I smoke a lot, I am addicted to cigarettes / 'weed'

18. Experiencing violence in family

- In my family where I was raised there was no violence, I have not experienced any violence in my family.
- I have seen violence in my family but I/we was/were able to run away/avoid such situations, we have been supported by others
- I have seen/experienced a lot of violence in the family I was raised in and I have been experiencing violence until now

19. *Earlier experience of violence*

- I have not experienced any violence
- I have been treated for the violence I experienced and I have been helped to cope with it
- I have experienced violence and I am still influenced by it (nightmares, memories of the past)

20. *Sexual life*

- I have a sexual life and I am content with it
- I have sexual intercourse when I am drunk or have taken drugs and I am not always able to remember what happened
- I am forced to have sexual intercourse when I do not want to/ I am forced to have sexual intercourse for money / for better economic conditions / in order to be able to get hold of alcohol or drugs

21. *Interpersonal relationship / communication*

- I am close with someone who values me and is proud to spend his/her time with me and allows me to be myself
- A person that I have relationship with tries to control me
- A person I have a relationship with tells me what to do and what to wear. I feel pressure

22. *Hurting others*

- I have never hurt others by words or actions
- I have hurt others in the past
- I still have a habit of hurting others or putting them into risky situations

23. *Family status*

- I am alone, I do not have children
- I am divorced, I live alone, I raise children
- I am married and have children

24. *Work relations*

- I have never had a job, I do not have any training
- I have worked on temporary, short-term jobs
- I have a permanent job

3. Non-governmental organisation Manual on Victim Identification

Initial interviews with victims are the starting point for the identification of VOTs. Below you can find a practical manual for victims' identification, compiled for persons who assist women victims of trafficking for sexual exploitation and women who are potential victims of trafficking.

The NGO Manual on Victim Identification was prepared in accordance with Norwegian NGO's experience on identification of VOTs. A woman is identified as a VOT if she is involved in prostitution and meets one or more of the following indicators of identification.

Identification of women as VOTs is crucial, since practice shows that unless they are identified as VOT, the woman has no right to legal protection, and this constitutes a violation of human rights.

The five main ethical principles: justice, respect, competency, pragmatism and responsibility are essentially important and assist in gathering evidence in the process of identification.

Primary indicators on identification

1. General indicators

- The woman is recruited for the purpose of providing sexual services, transported, transferred using threat and other forms of violence, kidnapping, cheating, deceiving, abusing one's power or using the woman's situation, by someone receiving payment or other remuneration due to human trafficking;
- The woman knew that she would have to provide sexual services but was involved in it due to her personal situation, experiences of psychological, physical, sexual violence, and was not able to fight back;
- The woman does not organise her journey herself, other people pay her travel expenses;
- The woman does not have any travel documents or a specific place of living;
- The woman does not have a passport, tickets or she has forged documents;
- Women are connected to the same person who organises journeys for several women at the same time.

2. Indicators on the activities

- The activity is organised and can become unlimited in numbers, and different forms of violence are used against the woman;
- The woman says that she is together with her boyfriend or girlfriend;
- Sexual services are advertised, but not by the woman herself;
- A couple of women are using the same phone number for contacts;
- The woman lives in the same city where she is working, but does not know her address, which is often changed;

- The woman has provided sexual services in several countries;
- The woman is in contact with the criminal world.

3. Power, violence, threats

- The woman was not informed that she would have to provide sexual services;
- The woman provides sexual services against her will;
- The woman cannot control the time and frequency of the sexual services she has to provide;
- The woman cannot control the number of clients and forms of sexual services that she has to provide;
- The woman cannot stop providing sexual services when she wants;
- Indicators or any information about threats or coercion towards the woman or her relatives;
- Signs of physical and psychological violence.
- Threats towards the woman, her family, friends and/or her colleagues;
- Threats towards the woman about informing her family of her involvement in prostitution;
- The woman is given false information about prostitution, her rights, responsibilities, police and migration offices in the country where she is situated;
- The woman is a victim of direct physical and psychological violence;
- The woman informs other people about violence, abuse and threats against her and limitation of her freedom.

Secondary indicators

4. Health indicators

- Psychological problems: anxiety, difficulty to focus, depression, aggression, suicide attempts, distrust in others, self-inflicted injuries;
- Physical injuries: bruises, signs of physical or sexual violence, pain;
- Expression of physical conditions: tiredness, insomnia, muscle tensions;
- Addiction to alcohol or drugs;
- Psychosomatic and somatic health disorders;
- Health disorders connected with physical and sexual health: unplanned pregnancy, abortion, sexually transmitted diseases.

5. Feelings

- The woman avoids communication with public institutions (police, organisations that provide support and others);
- The woman refuses to be assisted, avoids talking about her situation;

- The woman tells different stories about her situation, about her involvement in prostitution and travel circumstances to the foreign country.

6. Freedom and control of movement

- The woman has no control over own life
- The woman has limited, or no choice at all, concerning places to go, nor any time to be out of prostitution activities;
- The woman is constantly observed by others, she cannot leave without permission of others, or participate in social life or communicate with strangers;
- Communication with her family is controlled;
- The woman is locked in a room.

7. Finances

- The woman is not allowed to keep any, or part, of the money acquired from purchases of sexual services;
- The woman is in debt to the pimps;
- The debt is being paid by providing sexual services;
- The woman pays a rent, which is too high in relation to her living standards;
- The woman financially supports someone (parents, children) in her home country.

8. Other indicators

- Testimonies from any other persons confirming that a woman has experienced physical and psychological violence;
- Information provided by governmental/nongovernmental institutions and organisations about a woman victim of human trafficking.

9. Interviews/meetings

- The woman feels anxiety during the interview;
- The woman trusts NGOs more than governmental institutions;
- The woman does not perceive herself as a victim of criminal activities but blames herself and unfavourable life circumstances for her current situation.

III. SUPPORT PROCESS FOR VOTs

This part of the manual, focused on the assistance and support to VOTs, is compiled for service providers who come in contact with trafficked women.

It aims to provide tools and recommendations for assistance and support to VOTs. It is important to work toward women's empowerment, respecting principles of VOT's dignity, integrity and human rights.

1. The Goal of the Support

The goal of provided services is the following:

To empower

the woman victimised by human trafficking, in order to enable her to:

- Regain control over her life
- Take independent decisions in her life;
- Control the situations and circumstances in order to reach her goals;
- Help herself and other women to work towards a better quality of life (Thomas and Pierson, 1995; Adams, 2003).

2. Coordinating organisation

In order to ensure rendering of effective assistance for the victims of trafficking in human beings, the coordinating organisation is a mediator between NGOs and the government, as well as international associates.

The role of the Coordinating Organisation

- Coordination of the support, provided for the VOT in the country;
- Follow-up and co-operation with other services providing partner organisations that receive and assist VOTs; a special agreement would be made between partner organisations;
- Informing the organisation(s) concerned in the host country about the returned women's situation;
- Organisation of practical supervision seminars for all who give direct assistance.
- Organisation of practical supervision for all who give direct assistance.
- Document its work in determined order (content, extent, quality, results and evaluation).

As a key actor, the Coordinator will also:

- Participate and work at the meetings of the coordination group;
- Keep in contact with international and national partners' organisations by informing about the current situation of the VOT.

The organisation that will take care of each VOT returnee will be determined to take the following factors into consideration:

Where in Lithuania the VOT would like to stay;

Which organisation was in initial contact with the woman and started the support process.

3. Assistance for the victims of trafficking for sexual exploitation

Assistance or service providing could be secured by trained personal, either employed or volunteers. Training of assistance personnel can be provided by a range of actors and institutions, including women's organisations working in the field of violence against women.

Social worker

A social worker is the case-manager, working with VOTs and providing social support for women in accordance with a job description. A social worker of the organisation becomes the person with the main responsibility for coordinating the assistance and support to the woman victim. With regard to the fact that VOTs are excluded or stigmatized by the society and do not trust anyone, the first contact with them is of utter importance. All communication depends on the success of the first contact. It may take several months to establish a close contact with the VOT.

The social worker:

- Provides social counselling, organises further services for women VOTs;
- Support trafficked women to handle their situation and achieve their own goals, thereby to become able to work towards helping themselves and others in order to improve the quality of their lives in the future;
- Organises short-term accommodation (anonymous housing location), ensures that food and clothes are provided;
- Mediates for getting legal, psychological, medical and other necessary services for the VOT;
- Help, when needed, to obtain the victim's personal or other documents;
- Supports re-creation of relationships with the VOTs relatives or family members;
- Helps to organise a safe return to the home country if this is desired by the VOT;
- Organises vocational guidance and vocational training;
- Supports the VOT in search for employment and examines the possibilities of re-qualification retraining;
- Reports on the work in a determinate order (content, extent, quality, results, evaluation);
- Works according to social work ethics.

Psychologist

The victims of trafficking in human beings for sexual exploitation need prompt psychological assistance, because of the trauma they have experienced. Women victims of trafficking are often highly traumatized and they desperately need immediate psychological assistance.

The psychologist:

- Provides psychological counselling for the psychological and physical stabilisation of women VOTs;
- Understands the psychology of VOTs, their survival skills.
- Focuses on the traumatic events and the subsequent symptoms and the consequences for the VOT;
- Reports the work in determinate order (content, extent, quality, results, evaluation).
- Works according to the psychologist's work ethics.

Volunteers

Volunteers often spend a great deal of time with the VOT and play an important role in the assistance to victims. The task of the volunteers is to become a person of trust, a "close person", and a person the VOT can rely on. The volunteers must focus on the woman's motivation, and on the emotional state of the victim. Volunteers have to be trained and motivated for the work with VOTs, and able to recognise the physical and psychological situation of the woman. A volunteer can mediate between the victim and other specialists providing support for the women victims of the trafficking.

4. Requirements for the organisations and persons providing services for VOTs

- Trusting the victim;
- Theoretical and practical expertise for the work with the victims of trafficking;
- Communication skills;
- Active listening skills;
- Empathy;
- Following the ethics;
- Proper documentation of the work;
- Ability to work in team;
- Knowledge on legal issues;
- Ability to act "right here, right now".

To improve knowledge and skills and guarantee psycho-social state (prevent "burn out") of service providers, various seminars and trainings should be organised. During these activities, service providers can share their experiences and support each other in solving difficult cases.

Objectives of the seminars:

- To improve the skills;
- To improve the knowledge and self-confidence in one's work;
- Increase the motivation of service providers and the prevention of overburdening themselves;

- To analyse the cases within the group - discussion based on the practise.

5. Assistance is victim orientated, and it aims:

- To provide complex psycho-social assistance for victims of trafficking in human beings;
- To assist victims with safe accommodation;
 - o Short-term and long-term accommodation in a shelter (anonymous housing location);
 - o Different possibilities of accommodation (independent living or shelter housing) provided according to the demand of the VOT;
- To satisfy daily needs (health, food, etc);
- To mediate for legal, medical and other assistance;
- To mediate for seeking education or qualification, this is needed for the integration into the labour market.

6. Support process

As a part of the support process, the coordinating organisation needs to sign agreements with partner organisations for the provision of services to VOTs. Below you will find a model for the support process.

Evaluation of the needs of the VOT

- Evaluation of the situation related to the victims of human trafficking (stigma, labelling, low self-esteem etc.)
- Worker's attitude and approach towards the female victim (accepting the woman the way she is)
- Building contact with the victim (avoid judgments, helping to decrease negative feelings such as anger, fear and worries, and also allowing the VOT to be silent)
- Gathering of data (the aspect of confidentiality is very important)
 - o Evaluation of physical, social and economical state of the VOT
 - o Composition of the eco-map of the victim (close persons and connections with them)
- The identification of the problem
 - o From the point of view of the service provider
 - o From the point of view of the VOT
 - o From the point of view of other persons, who are important to the victim
- Difficulties identifying the problems (other problems – alcoholism, drug abuse, psychological diseases, childhood traumas)

Planning of support

- Setting priorities:
 - o The main problem from the point of view of the VOT

- The main problem from the point of view of the assistance provider
- The problem that is within the expertise of the organisation which is providing assistance
- Opportunities to solve problems:
 - The victim herself (inner and outer resource)
 - The organisation which is providing assistance
 - Other persons important to VOT
- Together with the victim, investigate the opportunities to ensure the woman's physical safety
- Sometimes the assistance provider should offer a solution to accommodation
- Modelling and discussing different problem solutions

Implementation

- The implementation of the designed plan and an agreement made with the victim
- The evaluation of the implemented parts of the plan together with the victim
- The discussion of problems of implementation and search for the ways to solve them

Evaluation

- Discussion of the results and their evaluation
- Discussion of the problem of victim's inner resources as well as the organisational once and evaluation of the work done
- To keep further contacts

7. Principles of Support

- Holistic and professional attitude towards the women VOTs
- Individual method for each person
- Respect of a person's choice
- Giving priority to a person's benefit rather than the benefit of support providing social or similar organisations, local organisations/ institutions
- Guaranteeing confidentiality towards the victim
- Non-judgemental attitude
- Providing transparent information about the present situation and providing support
- Honesty and awareness of limitations (individual, personal, legal)
- Evaluation of the concrete situation

8. Co-operation in organising assistance for the victims of trafficking

- NGOs providing assistance to victims of trafficking in human beings should co-operate through co-operation agreements.
- Each NGO will have signed co-operation agreements at the regional level with governmental institutions and other NGOs:
 - o Town or district Police Headquarters;
 - o Prosecutor's office
 - o Migration services
 - o Municipality's social support offices
 - o Children's right protection services
 - o Medical services
 - o District labour exchange services
 - o Labour market and training services
- Some towns have inter-departmental working groups between NGOs and governmental institutions. These groups meet regularly to discuss and make decisions on the trafficking in human beings.
- Co-operation agreements should be signed with employers, who employ VOTs, for their integration into the labour market.

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ANNEX 1

Where to seek support if you are a victim of trafficking in human beings for sexual exploitation

Vilnius

Women's Issues Information Center

Olandu str. 19-2, LT-01100 Vilnius, tel. +370 5 262 9003

Missing People Family Support Center

P. Zadeikos str. 3-21, LT-06319 Vilnius, tel. +370 5 2483373

Vilnius Pension for Mother and Child

Vytenio str. 45, LT-03208 Vilnius, tel. +370 5 2333619

Vilnius archbishopric Caritas shelter for Mother and Child

Odminių str. 12, LT-01122 Vilnius

HIV/AIDS Affected Women and their Families Association Demetra

Kauno str. 6, LT-2016 Vilnius, tel. +370 5 233 2533

International Organisation of Migration (IOM)

A. Jakšto str. 12, LT-01105 Vilnius, tel. +370 5 2624897

Child House

Zemaites str. 21-203, LT-03118 Vilnius, tel. +370 5 2338396, +370 604 00920

Kaunas

Lithuanian Caritas

Aukštaicium str. 10, Kaunas, tel. +370 37 323300

Kaunas district Women's Crisis Center

Juozapavičiaus str. 77, Kaunas, +370 37 340027

Psychological Support and Consultations Center

Vilniaus str. 29/Jablonskio str.2, LT-44862 Kaunas, tel. +370 682 36993

Kaunas Women's Society

Kalnėcių str. 126a-224, Kaunas, tel. +370 37 557495

Klaipėda

Klaipėda Social and Psychological Services Center

Smilčių str. 6, Melnragė, Klaipėda, tel. +370 46 350099, +370 618 01464

Anyksciai

Anyksciai community center

J. Biliūno str. 10-2, Anyksciai, tel. +370 381 58107

Alytus

Alytus Women's Crisis Center

Topoliu str. 7 10-18, Alytus, tel. +370 315 71170, +370 611 54342

Marijampole

Marijampole district Women's House – Crisis Center

tel. +370 617 23130

Any Police Commissariat