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CIVIL SOCIETY DIALOGUE BETWEEN  
EU AND TURKEY – IV

**THE POWER OF CIVIL  
SOCIETY TO COMBAT HUMAN  
TRAFFICKING PROJECT**

**CASE  
MANAGEMENT**

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## **CIVIL SOCIETY DIALOGUE BETWEEN EU AND TURKEY – IV**

### **THE POWER OF CIVIL SOCIETY TO COMBAT HUMAN TRAFFICKING PROJECT CASE MANAGEMENT**

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# THE POWER OF CIVIL SOCIETY TO COMBAT HUMAN TRAFFICKING PROJECT CASE MANAGEMENT INTERVENTION FOR HUMAN TRAFFICKING VICTIMS

Human trafficking is a global problem that arises from past to present and changes its form during that process. Moreover, it is generally a cross-border organized crime. The problem of human trafficking becomes more and more complicated by the new and different methods that traffickers put into practice. There are several reasons of why human trafficking is profitable crime type and become prevalent. Social depressions, legal gaps, bad governance at resource countries, the fact that criminal groups can operate comfortably in these countries, worldwide problem of not recognizing human trafficking crime, the low punishment human traffickers get when compared to their

profit gained and global demand for illegal labour and prostitution are some of the reasons of the crime.

When examined in terms of its causes and consequences, human trafficking is originated from a lot of inter-related issues. What kind of understanding and service type should be provided when producing service interventions on this field? The answer of this question is approaching with a “case management” sense which will be supported the victim in strongest way.

Case management in social working is a service providing approach which allows consultees with many complex problems to receive services they need in time and appropriate manner.

Case management involves the organization, coordination, implementation, monitoring and evaluation of different and various services and professional interventions in countenance of the consultees to change and develop.

Case management is more concerned with the way services are delivered. It enables services provided or work to be carried out to be more qualified by using resources effectively. Barker

(1993) stated deeper definition which involves various dimensions of case management as: “Case management is a procedure of planning services gathered from various organizations and professionals, searching and monitoring of related services for the benefit of consultee.”

Generally, an organization takes the primary responsibility of consultee, and assign a case manager who will be coordinate services, advocate the consultee, control the resources and produce services for him/her. Case management may involve monitoring the development of consultee who requires different professionals, organizations, health care services and humanitarian programs.

Case management intended to effective use of time and resources and improving the quality of services. The key point of the case management concept is the coordination of services and activities. It requires a multi-disciplinary and multi-faceted cooperation. It also includes case managers’ responsibility of professional and coordinated organization, and management of services provided by individual practitioners. Case management enables gathering more value rather than information.

In case management, to help consultee to reach needed services in the best way, assessment and organization of the way of delivering services is regarded. The case manager should also be familiar with the necessary resources as well as required vocational knowledge and experience. He/she will manage the identification of the best service that can be offered and how and with whom the service will be provided, while cooperating with consultee.

The problems of consultees often at a level that concerns different service fields and organizations, and their solutions may require a long process. In order to solve problems, it is important that cooperation between organizations and professions right along with the sequence and timing of the services given without disruption. It is imperative that qualification of case management in order to meet social resources with human needs, to develop and to access these resources. The case manager determines and delivers the resources to consultee. The aim of the case management is to ensure the integrity of the services provided by various institutions and organizations.

Human trafficking involves a process in which the victims' labour is exploited and the victim is exposed to infringement on his/her rights. In this process, victims are deprived of their freedom, exploited, their gains are seized, they can be exposed to all kinds of violence many times. Because of the difficulty of uncovering trafficking victims, they can remain in this process for months or even years.

The support provided to human trafficking victims are generally not sufficient. Difficulty of identification of victims, lack of quality of support to be provided to victim after identification, or inadequate support may increase the negative impact of human trafficking. It should be created new opportunities that changes the victims' lives and eliminated poverty, helplessness, ignorance and insecurity. The provision of these are related to management, organization, communication, transportation and good management of resources. After identification of the victim, multi-dimensional, successive and qualitative interventions should be held. The provision and management of these interventions and services are possible only if the case management is performed in a qualified manner.

These features can be considered as:

- The presence of human trafficking in global manner and the presence of a dimension that often transcends national borders,
- Organized and planned movement of people carrying out human trafficking and aiming to continue this crime,
- Difficulty of recognizing and uncovering human trafficking victims,
- Direct relation of human trafficking and security, justice and health systems,
- The inclusion of social problems of environments predisposing human trafficking.

Social working fulfils the professional interventions for individuals, families, groups, organizations, communities and society within the framework of needs and problems related to social refinement. The problems and needs of individual, family, group, organization, community and society that are helped by social work at the point of self-help, are various and complex. This is also the case in the field of human trafficking. Psychological and social dimensions are take very important place in human life.

Case management is an approach to providing services that enables human trafficking victims with many complex problems to receive needed services timely and appropriately. In this sense, case management will both increase service effectiveness and enable consultees to meet their unmet needs. In the field of human trafficking, if case management based approach is not adopted, victims will not effectively benefit from services provided by various people and institutions, their problems cannot be approached with integrity, the methods of organizations will affect the victims negatively , from identification, directorial and judicial phases to protection and return phases.

### **The Phases of Planned Changes at Case Management**

1. Engagement: The consultee is introduced, the process is initiated, the problem is focused.
2. Assessment: It includes the process of collecting, analysing and interpreting information to determine the consultee's strengths/ needs/ risks.
3. Planning: What should be done to meet the needs of the consultee became concrete. The objectives are identified and agreement with consultee is signed.

4. Implementation: The case manager and the consultee put the plan into practice in the direction of the determined objectives.
5. Evaluation: Evaluation of whether the objectives have been achieved or not.
6. Termination: The professional relationship is terminated.
7. Follow-up: The consultee is monitored for a period, when a new problem or need is resumed, the professional relationship is started from the first stage.

As seen in the process, **the initial phase** is the stage in which case manager and consultee contact for the first time. The first contact with the victim can be via telephone, as well as visiting the house and environment, or by referral of professional staff or organization. This relationship includes a partnership where both parties combine their expertise. At this stage the problem is addressed and it is tackled how consultee sees the problem. The verbal and non-verbal communication skills are vital at the professional relationship between case manager and consultee. A sincere, warm and emphatic relationship with the consultee forms the basis of the trust relationship. The situation of

the organization/institution to meet the needs of consultee is analysed.

The consultee is informed about the service delivery, and he/she is organized into support/help process. Information about the content of the work (interviews, what will be done, etc.) is given. Documents related to consultee are prepared. What is important at this stage is to be able to identify and distinguish whether our consultee is a human trafficking victim or not. Different types of human trafficking create different types of victims. The same pattern of human trafficking may have differences in terms of location (region, etc.). It is difficult to identify whether an individual is a victim of trafficking or not. In this respect, searching for some general indicators makes it easier to identify. In addition, these indicators can provide a starting point for research and practice. Therefore, all information and indicators related to consultees should be carefully observed. Moreover, the indicators may differ from case to case.

General Indicators that can be Common in All Human Trafficking Exploitation Types (Sexual Exploitation, Labour Exploitation, Domestic Services, Child Trafficking, etc.):

- To be hired by false promises about the nature and conditions of work,
- Expenses such as passport, airplane ticket are paid by traffickers/exploiters while going to target country,
- Person is coming from one of the resource countries/ is a citizen of one of the resource countries.
- Poverty or low living standards
- Found at places which are generally used in order to benefit from people or places related to those
- Limited or no involvement or interaction with their family and immediate surroundings
- Cannot speak/know the native language
- To have fake passport, identity or travel documents and threatened to give those documents to related authorities
- Passport identity and/or travel documents are held by others
- Violence or threat of violence against person, family or immediate surrounding,
- Having been made insecure about the authorities,

- To be threatened with being surrendered to authorities,
- Activities are controlled directly or indirectly,
- Being afraid of telling own situation to others,
- Not permitted or not be able to talk about himself/herself / third party's existence,
- Not be able to talk independently, acting dependent behaviours,
- Do not know home or work address,
- To have high security measures at exits of work or living place (for example: non-lightening Windows, windows and doors closed by wood, pinwheels, security cameras, etc.),
- To be dependent to employee about work, food, transportation and accommodation, to be forced to pay about this issues,
- Inconsistencies about his/her story,
- To be exposed to insult, abuse threat and/or violence.

**Assessment phase**, involves an effort to gain an understanding about the problem. Such questions are searched for answers: How did the problem arise? How it can be solved? What can be changed? Is there an immediate risk situation for the victim? To answer those questions, it is important to

collect extensive data. The needs of the consultee identified by considering consultee in his/her environment, data is gathered according to the need. Those data are collected by interviews, home and environment visits, relevant records and reports if available, various tests, measures, question papers, etc.

The assessment is basically consisted of three levels:

- Micro level; the individual characteristics of the consultee (skills, personality traits, successful aspects, motivation, mental health, etc.)
- Meso level; groups and relationships that he/she involved in (family, friends, similar groups from neighbourhood, etc.)
- Macro level; assessment of legislation, practices and services in community related to needs of consultee. This is an analysis of what the needs of the consultee and how they will be met, including the environment of the applicant.

In the assessment phase, the need or the problem clearly expressed. It is clearly defined what is consultee system. Attempts are made to recognize the strengths, skills and characteristics

of consultee. interactions with his/her environment is analysed. The most important aspect of the assessment is; its process started from establishment of the relationship with the consultee and continue with follow up process. In other words, assessment continues with every new information entry, new information changes the plan and objectives, the change of plan, changes intervention (application). It should be noted that a separate work and implementation plan is required for each consultee, which is unique to the needs, characteristics and conditions of each consultee.

The data collection and the confidentiality of these data are very important when assessing the human trafficking victim's status (physical, social, and economic status, stigmatism, self-esteem, etc.). The victims' ecological environment (family, friends, etc.) should be evaluated. While describing the problems, along with the case manager it should be examined as much as possible about how the victim and victim's significant others (family, etc.) recognizes the problem. While identifying problems, the presence of substance abuse or psychological disturbances, or childhood traumas may make it difficult to identify the problem.

While assessing human trafficking victim, along with needs and problems, risk assessment plays an important role. Risk is the possibility of occurrence of potential danger and its consequences. Risk assessment in human trafficking includes a decision making process that about what is the danger, what should be done to reduce, eliminate and protect the victim. Risk at human trafficking, is a presence of a threat to protection and security of victim and surrounding people, the integrity of ongoing investigation (evidence, statements, etc.). Risk assessment is made specific to that case, considering the individuality of each case.

While conducting risk analysis in Turkey for human trafficking victims, those three topics below should be considered:

- In terms of the potential harm of the crime organizations,
- In terms of the society and family of the victim,
- In terms of the psycho-social situation of the victim.

Issues that are needed attention:

- Risk assessment should be continuously renewed depending on new events and developments.

- During risk analysis processes, the victim's opinion should be gathered. It should not be forgotten that, victim knows the society and family values better than the counsellor.
- A form about risk situations should be developed and sent to the organizations related to victim or victim related processes.
- Whether there is a security risk for the victim by criminal organization should be prepared in cooperation with the law enforcement. Here, the victim's statement is also very important.
- The likelihood of criminal organizations harm on both victim and intuitions serving the victim must be evaluated separately.

## Risk Assessment During Identification and Interview

Early Risk Assessment: Measures are taken to assess whether the person assumed to be a victim needs immediate medical intervention or at security risk. Here, the risk list is divided into two groups as health and safety.

### **Possible health risks:**

Physical health indications (such as headache, fatigue, dizziness, stomach or abdominal pain,

dermatitis, vision problems, cold, respiratory problems, toothache).

Mental health symptoms (such as memory problems, frequent crying, anxiety, anger, stress disorder, hostile feelings, aggression, self-harm, suicidal thoughts or attempts, posttraumatic-stress disorder).

Deactivation or high-risk situations (such as heart disease, epilepsy and asthma).

Infectious diseases (all infectious diseases including sexually transmitted diseases).

Addiction (such as alcohol, drugs and gambling) and other health-related indicators.

### **Possible security risks:**

**Threats** or security risks to the victim, his/her family, friends or acquaintances, as well as safety concerns related to **present** or **past**;

In addition, fears, concerns and other identified indicators of the victim's target country or country of origin.

At the **planning phase**, the problems are focused, put in priority order, and the level of intervention for each problem is determined. Problems are transformed into needs, goals in direction

of needs and the way to reach these goals is determined. Verbal or written agreements about responsibilities of both parties regarding to reach those goals with consultee. It must be clearly defined who will do what and how, on the planning and agreement. This content is kind of related to system of action that will take place on planned change. In human trafficking, the principle of self-determination of victim is very important. The case manager guides the victim but decision will be made by the consultee. However, if the applicant does not have the competence to make his / her own decisions (the problems of decision making that related to mental health problems or other issues, being a minor, etc.), the case manager may decide on this issue. However, in any case, consultee's involvement to process and decision making is very important and necessary. Consultees opinion must be taken. The case manager should address the concerns of other organizations that aid while identifying victims' problems (immediate needs should be addressed as soon as possible). Resources and opportunities to be used in problem solving should be analysed.

Here, it can be looked at three main areas. These resources can also establish power fields at the same time:

- The victim himself/herself (the victim's resources- personal characteristics, educations, strengths, health, etc.)
- Sources of helping organizations/institutions
- People who are important to victim (his/her family, etc.)

The needs of victims of human trafficking and services will be provided can be addressed in three groups. While these services are offered, case manager uses his/her knowledge about human trafficking, human behaviour and psychology, trauma, crisis, effects of abuse on people; and skills related to interview, organization, coordination. professional values and diversity are the other important parts of professional practice.

## The Needs of Victims of Human Trafficking

### Immediate Needs:

- Security
- Basic needs (food, beverages, clothing, etc.)
- Urgent medical and psychological needs
- Safe accommodation
- Legal aid
- Information in native language

### **Middle term need:**

- Health care, including psychological support
- Legal aid for access to personal documents (passport, etc.)
- Legal aid for the needs that may arise in the process
- Support to return to normal life (integration)

### **Long term need:**

- Continuation of medical and legal aid
- Financial support
- Education support
- Training for profession-building and skill development
- Family support

During **application phase** plan is implemented to life in the direction of objectives determined. At this phase, knowledge and skills of case manager is especially important. As the assessment continues, each new information or situation change requires the plan to be revisited and regulated.

In practices with human trafficking victims, new knowledge, risk, need, etc. can come across. This

reveals the importance of the continuity of the assessment, as well as the changes in planning and implementation.

At the **final evaluation phase**, the implementation is carried out in line with the determined objectives and the achievement of the objective is evaluated. If there is a problem on this issue, its going back to assessment phase again and reviewed presented data or new data can be gathered. Every new information requires a new evaluation. Various evaluation techniques are used in this evaluation phase. Some of these include scientific research designs, various questionnaires which will facilitate the measurement-directed to objectives, projective tests, scales, genograms, ecomap, etc.

If it is considered that the objectives have been reached, **the termination phase** is gone through and the Professional relationship is terminated. Termination may also be possible for a variety of reasons (such as relocation of the consultee, consultee do not want to be served, etc.). Referral to another professional or institution is considered. If it is not considered that the objectives cannot be achieved at Professional work, it is returned to the stage of assessment;

objectives are gone through, the reasons are discussed, arrangements on plans are created and implemented. The main objective of the case management is to develop the knowledge and skills of the consultee systems so they can solve their problems once the Professional relationship is over. In other words, they must have learned the problem-solving process.

**During the follow up phase,** the consultee is monitored for a period (usually six months), the file is closed when there is no new need or problem arise; if any need arises, the process starts from the evaluation phase and gone through with processes again.

Case management is a process that involves assessment, planning, movement of resources and support to provide services to meet the needs of the consultee. Case management is an important process by providing victim centred lives based on human rights and doing coordination of support and services to meet different needs. It includes interviewing and evaluation of victims, setting priorities and making decisions, counselling, crisis intervention and ongoing support during continuing process.

## Case Management Steps for Victims of Human Trafficking

1. Beginning (relationship building) and interview
2. Making risk assessment (reviewing the risk situation at all stages)
3. Identification of the victim
4. Crisis intervention and prior psychological support/ counselling
5. Needs assessment
6. Planning to return victim to normal life (integration)
7. Continue to support
8. Using the referral system
9. Integration
  - Reuniting with family
  - Getting a job and providing income
  - Participation in social activities
  - Continuation of psychological and health services
  - Legal support
10. Follow up (continued support if needed)
11. Closing the file
  - Rights and services in the process

- Staying in a safe place
- Protection of children
- Communicating with family
- Providing health services
- Psychological support/ counselling and educational support
- Life skills

Some Important Points to Care While Working With Human Trafficking Victims

**Human trafficking can occur in many ways. This differences can reveal different victims!**

*One of the most important issues of human trafficking problem is that our consultees who we encountered during practice, cannot define whether he/she is a “human trafficking victim”. In this respect, it is important to collect the necessary data, to make a comprehensive assessment and to study the risk factors and some basic indicators of human trafficking carefully!*

*Every victim is unique! And have separate needs, risk and conditions. They need different working methods.*

