

WEBVTT

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>>> Good morning, or good afternoon, everyone.

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This is Monica arenas for futures without violence, thank you for participating in today's webinar to prevent human trafficking and quality.

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I will turn it over to Anna bell who will introduce us to language access ability in Spanish.

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>> Thank you, Monica, hi, everyone, today's session will be interpreted from English into Spanish, my name is Annabell and I'm here with my co-interpret for Sandra.

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And we will be interpreting.settings.

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You will see a popup menu where you can select menu interpretation.

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Then tap that to enact that feature.

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>> And then finally, just a reminder for everyone to be cognizant that you're being interpreted, so speak at a moderate pace, take deep breaths in between your sentencing and speak up and clearly.

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Thank you so much.

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[Speaking Spanish]

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>> You're ready to turn on the feature.

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>> Okay, good morning, again.

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Thank you for that introduction and accessibility and thank you to everyone for providing the accessibility.

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We'll start by.

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>>Ing -- entering those things on the faculty.

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We have Caroline and Francis from transformation exchange.

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Erica Smith.

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She's a consultant.

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And they will tell us more in a minute.

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And we will also include a list of their bios in the chat in a minute as well.

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So in the next slide, please, we have more information about language access and also a disclaimer, this webinar is a --

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trafficked victims of domestic violence and sexual assault by the Department of Justice for violence against women.

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And we're grateful for their support.

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And the next slide, please.

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We just reviewed this.

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And then the next slide, we will go over the learning objectives for this webinar.

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So a service of this webinar, participants will be able to recognize intersections of domestic violence and sexual assault and human trafficking.

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We will review the needs of survivors and also internal and external communication services that can provide support for survivors and also strategies for mapping or identifying resources in your community and to support survivors as well as share with you several resources.

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This community resource mapping strategies are part of training that Futures has shared with us.

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Thank you for being part of the webinar and we hope this is helpful.

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As part of this, it has several goals, one is to recognize the needs of survivors, individual assessment or resources, and also identifying your community resources.

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And so now I will turn it over to Edna who will go over the intersections of domestic violence and human trafficking.

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And sexual assault.

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>> Thank you.

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As people are logging in, there's actually a lot of service providers on this call.

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The domestic violence and sexual assault service providers extended existing services to human trafficking survivors, and the reason that we did that, work with service providers, a couple of reasons, one that we recognize that domestic violence and human trafficking and sexual assault are part of a larger issue, and that's gender-based violence.

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And we recognize that there's a lot of similarities in terms of the power dynamics in human trafficking to exert control and continue control over those trafficked survivors, the same that abusers use with sexual assault and domestic violence victims.

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We know that it -- looks at the different types of victimization that victims have endured in the past with different types of trauma, but also that the survivor is receiving the support that they need and other issues that they need to support that survivor in a way that's really comprehensive.

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It's really important to look at intersections of other gender-based violence, to look at other issues that come up for that individual, including poverty, chronic homelessness, no access to healthcare that this individual has suffered as a child, different types of child or sex abuse.

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Let's go to the next slide.

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And so when we think about supporting survivors, there's a lot of nuances, and again, there's a lot of similarities in supporting survivors of human trafficking, domestic violence and sexual assault.

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But there's also a lot of nuances.

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So it's very important to consider because this issue of gender-based violence, we need to approach it from a frame work that's intersectional and also collaborative.

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When you think about when you think about the different types of negligent based violence.

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How equipped is your need to support survivors, for example, labor trafficking, whether that person, if they are currently undocumented in terms of the support that in terms of human trafficking, that support goes from two to five years so it's really important to have those partnerships and the services in place to support the survivors along the way.

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The supports of human trafficking are also the different systems that we need to develop partnerships with.

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Survivors in rural settings have additional challenges in terms of access and reaching out for that support.

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Survivors that perhaps have developed challenges around substance abuse, because of the trauma they endured, and then issues surrounding specific populations, like Alaskan natives and Native Americans.

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We work with survivors that might speak tiki.

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We have a system in place to support survivors from the LGBTQ community, as well as adults, in particular youth from 18 to 24, because we know a lot of the services will cut off from 18 to 22.

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And with U.S.-born survivors, ensuring that there are resources in place.

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So when we think of the capacity of resource mapping, to think about the subsets of gender based violence that we're providing support for.

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So within our organization, we have developed a case management approach that is the purpose --

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or the focus is to support survivors, from crisis, to long-term stabilization and then sustaining that stability.

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So it's really important to meet the survivor where they are and what the needs of the survivor is.

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For example, in that crisis phase, which typically can last up to 60 days.

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We want to make sure that that survivor has their basic needs met.

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If they have housing, if they have food or any urgent mental health needs, particularly with survivors who for years have not had any support around their medical needs, is there any legal emergency that needs to be addressed.

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Support with child care, language access and safety planning.

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Because a survivor cannot move into establishing stability until they know that their basic needs are met.

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When we think of the hierarchy of needs.

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And during that stabilization period, which can last from eight months, we have worked with survivors who have taken three years to stabilize based on different factors.

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During that stabilization period, we also want to ensure that the continuing support, that there's also housing for the survivor.

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So housing, ongoing housing, goal planning and safety planning, mental health support and if that a survivor has particular legal needs, perhaps immigration issues, perhaps they have been coerced or forced into committing crimes and they need a criminal defense attorney, employment law attorney, a lot of the survivors that we work with also have children perhaps from the perpetrator so they're going to need family law representation.

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And along with this continuum of support, as we're helping survivors to establish self-sufficiency, it's really important to have robust self-sufficiency programs, so the survivors have what they need to 911 taken that piece.

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The important thing to keep in mind, from crisis to long-term stability, survivors can have set backs, survivors can take longer in different phases of this case management approach.

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So even though there's this frame work, we still want to leave the flexibility and room to support survivors that's individualized based on their needs, emotional needs and other factors based on what's going on for that survivor.

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>> I would like to think about accessibility, which is very important when you start your indicate planning process.

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Unfortunately, ablism is very real in our society, where we assume that everyone accesses resources in the same way, however that assumption is not true.

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So when community mapping, we really need to think about accessibility.

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The first thing is what are all the languages or cultures that you are serving in your community?

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And do you have resources that are able to meet those languages or those cultures?

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And so a good thing to do is, you know, take out a sheet of paper or a document and start listing all of the cultures or languages that you have come in contact with, or your organization has come in contact with, so you can make sure that you're asking questions and the resources that you're connecting to, about whether they can meet the needs of that particular touch.

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So this means do you have resources that are focusing on resources and education.

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These are just general information about healthy relationships or, you know, what resources are available that can be offered to anyone, regardless of, you know, what their experience is with sexual assault, human trafficking or domestic violence.

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We also look at identification.

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What are your response protocols or strategies that are in place?

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And are they trauma informed?

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Are they assessing for all the intersections that Carla just mentioned?

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The next area is crisis response.

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So this is when you're looking at resources for safety, housing, emergency or medical food, clothes, sort of those basic needs before we're looking into stability.

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And then the next section is follow-up support.

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And we know that follow-up support can look many different ways, education, connecting to education and employment opportunities, connecting to additional funding that can go into the pockets of survivors to help support them with their basic needs.

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And so understanding these different intersections can help you with starting to create that list of places that you're looking for or wanting to build a stronger relationship with.

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So it's really important to know that in order to meet the basic needs of survivors, especially because we're dealing with such intersectional spaces, and identities and experiences, you have to approach it through a

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multidisciplinary collaboration, so we have all heard about how many of us are operating in silos.

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Two victim agencies on different sides of the city, who aren't, you know, really collaborating or talking in the way that they should.

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Or not connecting with the medical or public health system in a way that could be helpful.

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So it's important to really look at the resources in our community mapping, through making sure that all different touch points that a survivor may interact with are being considered.

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And making sure that you're survivor focused and centered.

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So even though you're trying to connect with medical or mental health, or let's say you're trying to connect with law enforcement, are you connecting with them in a way that is survivor centered or are you building these relationships in a way that could cause further harm.

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So those are questions to think about before you begin your community mapping experience.

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So let's go ahead and see, you know, what's going on with your communities.

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If you can take a minute to reply to these questions in the chat box, the first is how is your agency currently identifying resources and building partnerships when survivors are in acute crisis?

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Could you all please just share some examples of how are you identifying and building those partnerships when in acute crisis?

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And then the other question is, how is our agency improving and building partnerships with survivors during stabilization.

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You can provide one or the other, but we would like to get some feedback on what your best practices are right now.

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Thank you, Michaela, you funded a new forensic nurse examiner, to help with rural Virginia.

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Thank you for that.

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Net working with social stake holders.

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Providing emergency shelter as well as sexual assault exams.

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Having team meetings with all services that are involved with the family.

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So that's really speaking to that multidisciplinary approach, Samantha, thank you.

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Meeting at coalitions and building connections that way.

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Carmen, so you already have a multidisciplinary team that offers wrap around services.

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Awesome.

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And I think someone has mentioned, there's a lot more that can be done.

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That's very true and we hope that by the end of this, you're able to revisit some of those practices that you're doing to cover a lot more areas.

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I'm seeing round table discussions, offering culturally sensitive advocacy services.

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You know, April collaborating in law enforcement in the best way that you can.

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Someone mentioned creating M.O.U.s creating warm referrals to the different agencies that you're partnering with.

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That's something that's very important and something we'll talk about later.

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So these are all great ideas and all the great starting points, being involved in your community and coalitions and meetings and getting to know who's at the table, who's providing what services is a great way to begin identifying the resources that you would like to build a relationship with.

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So thank you for offering that.

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So why is community source mapping important?

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Why are we focusing a whole webinar on this?

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The first is, that it's really hard for one agency to meet the needs of, all the needs, of a survivor.

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That is not the expectation, because we know that there are many needs that a survivor can experience within their journey to stabilization or self-sufficiency.

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So one of the reasons that community resource mapping is important is that it can help us identify the capacity of our own program, right, what are we offering?

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What can we do?

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And where are our gaps?

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And also identifying the capacity of the programs around you, right?

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And so it really allows you to get a strong sense of that.

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That way you're not promising survivors something that you can't deliver, right?

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And you're building relationships with organizations that can help strengthen some of the areas that you may struggle with, within your organization.

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The next is community resource mapping.

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Can help you cultivate meaningful relationships with other service providers.

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So you're not just connecting because they do the same thing, but you're connecting in a meaningful way.

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To figure out where will they, you know, provide the most support or the most, for lack of a better term, bang for your buck, right, for supporting survivors.

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So you're able to see really what they offer and then be a bit more strategic in coordinating and communicating with these other agencies and connecting across systems.

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The last is that you're able to really figure out how to measure success, right, how to reduce the isolation that we all may experience as advocates, but especially the isolation that survivors experience.

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And so by community mapping, you are able to really identify how do I know when a survivor is successfully connected to resources in the community?

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Or where are the gaps?

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And is there something that we can do to make sure that that connection is stronger or more fruitful?

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So those are some of the reasons why this is a very important process.

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And it's also something that you should be doing on a regular basis.

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It's not a one-time experience, for example, the community resource mapping that we did prior to Covid is very different than what we have to do during Covid.

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Because the dynamics of organizations, what they were offering, and capacity had changed due to the life events that were going on.

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So this is supposed to be something that is regularly visited to make sure that what's available is still available in the community.

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So this is one configuration that can help you with making sure that you're tapping in to as many resources that are possible in your community.

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They're organized in terms of individuals, associations and

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organizations.

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Individuals is really what it is.

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Who are those key stake holders in your community.

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Those advocates or survivor leaders that you can really connect with and leverage their, you know, awareness or their resources for the sake of the organization.

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Associations are interest groups in the community.

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So that can be public or private.

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That may be able to offer something of need to your community.

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That may be something like supports groups or trade group in one particular area that you can leverage for the Viennese that you have.

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And then the last is organization, so these are other community-based organizations, workforce boards, healthcare, financial institutions that you could use to connect with.

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So the question I have for you all is, to take a minute to think about what community resources you're leveraging right now, are they more individual?

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Are they more organizational or associations?

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And we'll go to the next slide and take a poll to see who we tend to lean on the most.

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So what level of community resources are you, do you believe that you're leveraging the most?

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Individuals, associations or organizations?

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If you can pick the one that best aligns with your resources, we'll be able to see where we are collectively.

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Okay.

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And, oh, sure, I believe that there are three people who want to make a comment.

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We'll go ahead and take one for the sake of time.

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I -- Jenn could you help me identify who those people are?

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>> Sure, we have Wendy, sue and LaToya who have raised their hands.

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I'll allow her to talk.

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>> Okay, thank you.

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>> Wendy, you can talk now.

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>> Wendy, are you leveraging more individuals, associations or organizations within your

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That's okay, you can also put it into the chat box.

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Jenn, is there a way for us to see the results of the poll?

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>> Okay.

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>> Wendy, is that you?

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>> I am using organizations.

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>> So Wendy is using more within their community are leveraging more organizations.

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And if we're looking at the poll results, we have about 69% of you are leveraging organizations.

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Only 5% are leveraging associations, and 25% are leveraging individuals.

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So based on this alone, it means that interest groups and individuals are an area that we can focus a bit more on to find out what are the interest groups in our community that we can build relationships with.

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And we bring this up just so you can expand your -- you can think a little bit more outside of the box on who you believe can be supportive to the survivors that you're working with.

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And break away from not just organizations, but also these private or public interest groups or individuals that can leverage their wisdom or resources in a way that will support your community.

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So thank you so much for that feedback.

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I will now turn it over to Carla.

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>> Thank you, Caroline, and if we can go to the next slide, please, when we think about community resource mapping, it's really a tiered approach, and we want to first turn to the resources within your

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organization.

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I have mentioned that when there's a paradigm shift among service providers when we started working with human trafficking survivors and really acknowledging that we needed to provide that support from crisis to long-term sustainability and build a capacity to provide that continuing care for case management and left side housing, so it's really important to first look internally to see what the level of support is needed for that amount of time.

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And looking at your local community, one piece that's really important, we talk about multidisciplinary collaboration, which is really important.

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But another type of collaboration that is equally important, is what I term interdisciplinary collaboration, and these are agencies that provide similar services.

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For example, in Santa Clara, there are five domestic violence service providers, and two of us provide sexual assault services as well, three provide human trafficking services, so you can realize how important it is for us to all work together to provide services that are culturally responsive and to better meet the need of the community in that way.

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So find out in your community what services are available so you can help build capacity for other service providers and it's also important to list out those opportunities, those resources that are available and exchange those resources as well.

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We also, when we think about that local and interdisciplinary collaboration, a piece that's really important that we don't talk about that often, we want to build capacity for resources for survivors, but we also want to build a collective systems and policy advocacy agenda, because there's no way we're going to move survivor voices forward unless we have a cohesive advocacy message.

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We know that a lot of the survivors that we work with, they're -- there's a lot of moving around from different, you know from county to county.

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And so it's really important to develop those regional networks, not only for supporting the survivors needs, but also to collect those advocacies hopefully on a state wide level.

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And another way is to look at specific target issues because we know that housing is a huge issue.

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In California we have developed a regional work group called no traffic ahead that's comprised of a process of resource mapping and finding out what resources are available for human trafficking survivors around those counties, we know that counties might have housing for survivors, another county might have resources for men who have been trafficked for labor.

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And so as we think about building capacity, the first thing we want to look at is evaluating our -- the capacity of our organization as we mentioned and we want to start always centering around the survivor.

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And that's why at the core of this work, we want to start with identifying and defining what are the values that we are going to bring into this work and serving survivors of human trafficking, domestic violence, sexual assault and then we want to identify internally, what is currently already in place, what services do we have in place, what staffing do we have in place?

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And one of the big challenges that domestic violence and sexual abuse survivors there was a lot of fear amongst advocates not feeling equipped to provide for the needs emotionally that a survivor of sex trafficking may have.

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And to establish and leverage partnerships to support survivors.

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So it's really important that we're looking at staff readiness and equipping staff to be able to provide that support.

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Developing a case management approach, that's a nuanced, focusing on human trafficking survivors.

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We have a victim services committee and so we have developed interdisciplinary services for survivors, law enforcement has done the same thing, so it's really important to identify what are those things in place, and then funding, support and limitations, funding is always a challenge, and one thing that we have seen in the last years, because for many, many years and also to this date in many places, funding is very siloed.

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So we have funding to support domestic violence survivors, funding to support human trafficking survivors and funding to support domestic violence survivors.

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And we have had a lot of advocacy for funders to see survivors in a more intersectional way.

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So it's really important to keep that in mind, how are your funding streams set up.

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What are the interpretations rather than the funding levels itself, and also what are the services needed to surround the victims of human trafficking.

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When we talk about resource mapping, we want to take what we call a socioecological approach to resource mapping and starting again internally.

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Starting with identifying what are our core values, in terms of how we serve survivors, because that's going to inform and shape the services that we provide, the individual case managers, case managers or law enforcement or whatever agency is working with survivors, bring those values to the work they do.

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Individuals themselves, do they bring those values to the survivors, do they have the training they need, and do they have the support they need.

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And we think about, for example, law enforcement agencies, many don't have a human trafficking unit.

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Many times it's one or two officers within the sexual assault unit, within other crime units and same with service providers, many organizations that served human trafficking survivors are multiservice organizations or perhaps are domestic violence organizations that have one or two staff supporting human trafficking survivors.

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So what type of support does the organization have in place to support human trafficking survivors.

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And then the agency organizational capacity.

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Is your agency in a position to really, to broaden services, or of human trafficking survivors, is that a commitment from your organization to really support human trafficking survivors and really develop internal capacity to do that.

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And extending out to the community collaboration, which I mentioned, there's two different types, there's interdisciplinary and multidisciplinary, and we really want to look at both.

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So as you're looking at, you know, this internal resource mapping, it's really important to consider what do you offer internally already?

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And what partnerships can you leverage in terms of community collaboration?

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So for example, with our organization, we support all forms of human trafficking, but we don't have housing programs for minors.

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So what types of partnerships do we need to build, those organizations that do offer housing for minors, what services we can leverage when we are working with minors.

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As you think about this, these internal resources and you do kind of a mental inventory, were you surprised by the internal resources that you have to support survivors of human trafficking and domestic violence and sexual assault?

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Or are you worried, that's something to keep in mind.

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>> There's also a question in the q and a I don't know if you want to reveal that.

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>> Sure, thank you.

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Wondering how general survivor needs from domestic violence to sexual assault to human trafficking survivors to better identify the gaps in these areas that we are mapping.

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Interested to see how to shift my mapping into the personal needs center, rather than just mapping services that is valuable rather than just creating services.

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That's a great question.

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There's actually a separate training that we provide around supporting survivors in an intersectional way.

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Several years ago, some of our providers developed a domestic violence needs tool.

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So the first thing we do when we're working with survivors, is complete that violence needs tool, if that person is a present or past survivor of domestic violence, sexual assault or human trafficking.

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The reason that there's so much focus on resource mapping particularly to serve survivors of human trafficking is that in general, service providers, the governmental organizations have been working with domestic violence survivors for decades, since the early '70s.

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Same with sexual assault survivors, so there's been ARLT a lot of time to develop interdisciplinary partnerships to support domestic violence survivors and sexual assault.

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That hasn't really happened on the human trafficking side.

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That's why it's really important to develop those partnerships that could help specifically for human trafficking survivors.

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And of course, never taking for granted the partnerships that we have developed and systems to support the survivors of domestic violence and sexual assault.

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So doing that in a way that's really intersectional and supports the individual as an individual and supports them based on their needs.

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So I mentioned the victim service needs tool that we developed.

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And we had an opportunity to work with our largest law enforcement agency and to develop a victim needs screening for law enforcement.

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So now when a patrol officer responds to a call for DMESZicc violence, there's also a screening for that survivor of assault and domestic violence and human trafficking.

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So it's important to recognize that there's a lot of similarities, there's also nuances that you want to continue to cultivate and leverage partnerships around.

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I hope that I answered your question.

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And I'm happy to share the victim needs screening tool that we have developed for victim service providers and our law enforcement agencies are also very generous in sharing their tool.

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So we can share our victims needs tool and the law enforcement's screening tool.

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So looking at what are the needs, what's the capacity that we current have, what's the budget that we have.

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So the way we go about it, identify the need, identify what we have, identify the gap and what are the opportunities to bridge those gaps, the opportunities internally, the opportunities through partnering with other systems, developing a vision of the work that we want to do together and making sure that we're really clear on our roles, that piece is very important.

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And collaboration and partnerships is also very important so we develop a work plan every year for our coalition that establishes joint goals.

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Also building a structure.

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Our coalition includes victim services committee, law enforcement committee, legal services provider committee, community outreach committee, training committee, legal or systems advocacy and policy committee, so it's really important to look at the needs of your own community and then identify what are the interests and bring those people in place.

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Then gathering information and resources, online research is really helpful.

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Engaging the community through services, direct contacts or meetings.

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So one thing that's really important is to hear from your community members what they perceive are the gaps.

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So for example, I talked be it the gap in housing and the regional approach.

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So we developed our regional work group, developed a survey for survivors for human trafficking, inquiring about their housing needs and the gaps and we adapted that survey for the case manager, so really important to hear from service providers and community partners what the need is so that we're collaboratively working towards bridging that gap.

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And then when we think about partnership, there's different levels of partnership, it's been really important to clarify that, so that it's clear how we partner with different -- so for example, one level of partnership is communication.

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So are we sharing with our partners resources, are we sharing -- are we sending referrals, are we providing training?

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And then from communication, the next level would be coordinating.

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Are we coordinating for example multivictim operations where legal service providers, victim service providers are working to really co-order nature services among victim service providers, the next level is the actual collaboration where we're working together to develop a new program, a new funding stream to address a gap.

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So really important to identify which partners, what level of partnerships there are with different coalition members or the professionals that we work with, so it's really clear, our roles in those different spaces.

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And then again, sharing information is really important, creating a space for resource sharing, creating a space to engage other folks, especially when you identify gaps in terms of services, if we have identified, we don't have sufficient medical service providers, how do we engage that service, our medical service providers to be part of this work and to help support survivors.

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Okay, so as we think about how to engage partners to do this work, it's really important to consider what are the needs of trafficking survivors, compared to those of other crime victims?

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And also included in that, what are the needs of trafficking survivors that are minors, what are the needs of trafficking survivors that are adult and foreign born, what are the needs of the male trafficking survivors?

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So really important to think about this in also a nuanced way, and what services currently exist for trafficking survivors?

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And again, thinking about it in that way, what exists for minors, what exists for foreign-born survivors, what exists for males, who is servicing human trafficking currently?

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What support do service providers need to effectively serve victims.

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When we're creating partners, we're trying to build capacity, identifying needs and capacity and trying to bridge those gaps and needs.

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So one of the things we also identified is when you're going through this identification of needs, it's important to think about how many survivors your organization serves in a particular year, and what was the particular break down, what was the age of the survivors what, types of victimization did they suffer.

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What languages do they speak, what countries of origin.

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Members of the LGBTQ community.

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What are some of the characteristics or victimization histories is really important, as we think about providing capacity for the emotional health needs of survivors and what capacities do different organizations have to provide services to human trafficking victims?

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Are victims being turned away due to agency lack of capacity?

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That's really important, and what kind of training for providers are currently in place to serve human trafficking victims, all of those trainings have been really, really important.

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For example in our county, I mentioned we have five domestic violence service providers.

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Four of those have housing for domestic violence survivors and only three of the agencies will bring human trafficking survivors into our shelters so we keep track every year of how many human trafficking survivors or emergency shelters that we're not able to meet and so we can brainstorm around what is an option for just human trafficking survivors.

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So it's important to keep the demographics of the survivors you have turned away in terms of building capacity.

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In identifying mapping resources in our community, it's important to identify the provider services that supports survivors and what the role is, and what agencies are already providing or can provide crisis response, so perhaps emergency room, to law enforcement, planning a multivictim operation, what agencies are providing advocacy and case management.

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What government agencies are serving survivors.

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A lot Obtain emergency medical.

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What legal services are there in place?

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Again thinking about all the different service providers.

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And I'm happy to share the services screening tool, so if a survivor is being screened for immigration needs, that attorney will also screen for other needs like housing law, employment law, social service benefits.

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And the survivor doesn't have to tell their story over and over.

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What community resources are in place.

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Law enforcement response, again, what's the capacity for the response.

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Do they have services for human trafficking, or there officers who are work as part of the larger unit.

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And communication support is really important, because as we're hoping to support survivors to really move from crisis to stability and sustainability a big part of that is the self-sufficiency program and helping survivors being able to maintain that employment and engage support as

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And as with we're thinking again about the resources and the mapping to meet the needs of survivors.

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Thinking president who you're working with, how do they establish relationships, what do you need to build the relationships, what is best to support the survivors that you work with.

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And that's why it's important to look at demographics of the survivors that we have worked with in the past.

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All of our focus goes for example to domestic adult sex trafficking survivors, and perhaps the need is for labor trafficking.

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So it's important to take that into consideration and what part part -- partnerships.

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If your community might have a community-based domestic violence agency, perhaps a woman's substance abuse, mental health treatment program, maybe they have a shelter for run away homeless youth, what type of legal services, it's important to keep that in mind throughout your organization and also throughout your community.

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And we can go to the next slide.

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And again, we want to be nuanced as we think about who can meet the needs and what is the role and capacity, so thinking about points of contact.

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What can you go to?

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Who can survivors receive support around their acute crisis needs, who can provide shelter, who can provide emergency hotel vouchers, who can provide legal support, who can support for survivors basic needs, food, clothes, transportation.

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How can we provide services with medical healthcare, and as victims get closer to self-sufficiency, what organizations can provide long-term mental health management, what organizations are in place that can provide emergency legal support, perhaps a restraining order, but what organizations can provide for a TV set, or representation around family law, or what services can we leverage to help survivors to obtain the training they need to help secure employment.

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And also focusing on community that we serve, so, again, identifying, are we working with labor trafficking survivors, sex trafficking, is it you, are we talk about adults, are we talking about domestic survivors, foreign-born.

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Are there different domestic groups that are responding in a way that's culturally responsive.

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LGBTQ community, male survivors, I think that's a population that we often do not pay a lot of attention to them.

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And we know that with male survivors, we can't bring them into a confidential shelter, so we need to make sure that we're providing services based on the needs that we're seeing.

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And we're lost looking at what it is the capacity and what are the training needs around just anti-human trafficking work, case management, and again, this is a nuanced case management.

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And also trauma awareness.

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It's really important for us to provide training and create awareness of how trauma impacts survivors of crime in general.

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And I think that we have a lot of experiencing doing that around domestic violence and sexual assault.

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And really again looking at what's the capacity that we current have?

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What are the gaps?

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And what are the opportunities that we can leverage through collaboration or internally to help bridge those gaps.

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And I think we can go to the next slide.

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>> Ferla, we're having problems with the Spanish interpretations, we're working on that.

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>> Okay.

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>> Give me one second so I can turn it off and turn it back on again and see if that works.

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>> I see there he's a question about why can't male survivors be in the shelter as well?

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It's really in terms of how the shelter is set up.

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Our shelter is basically a duplex, and so it is a domestic violence shelter and we have extended the capacity to bring in human trafficking survivors, we don't have 24-hour coverage, we don't have the ability to provide a private space for males versus females, and that's why we don't want to bring male survivor into our organization, but we provide referrals to organizations where their set up is different, they have apartment communities, so they have the ability to bring in male survivors.

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But we want to make sure that male survivors receive the same level of support.

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Identifying male survivors -- to be able to provide transitional housing for up to two years for male survivors of human trafficking specifically, based on the need we have seen during the previous years.

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I hope I answered your question.

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And And we're distributing the re-sources for everyone to use, including the one that you developed for your community, your task force and people can identify how you can use it or adapt it.

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Thank you, and now I think we'll turn it over to kiricka

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>> Thanks, Monica, can everyone hear me okay?

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Okay, thanks.

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I'm going to talk a little bit about, if we can get to the next slide, just a little bit more about some tools and strategies.

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So I think Carolyn and Perla have done a wonderful job just walking us through the importance of resource mapping and also some of the tools and strategies that we can use.

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I think one of the THIPGSZ that -- things that we kind of wanted to do today is show you an interactive version online that you can do this.

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I guess really the idea is to create a network of survivors to support the needs of your clients or survivors once say? are identified.

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Looking at what the are needs that are on the table and how do we find them?

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I'm going to highlight one of these on this slide, but then I want to transfer it to Francis because she has a lot of good ideas about this.

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One of the ways we, through Google which is free, creating an interactive resource map and we have done that and actually worked with some of our providers to have things like mental health, transportation, housing, all of those things that are kind of more on a localized level, but also we worked with a group called nc care 360, which is a survivor entity that has medical, mental health and education resources.

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So we have partnered with them, through working with Francis, who's going to speak in just a second.

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To really see how our advocates who support native communities, for domestic violence and human trafficking and sexual assault, not only how they can support when they have resources that they need, or they have resources that they have survivors that need.

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They now are able to be a resource to other provider who is didn't necessarily think about domestic violence and sexual assault service providers as a resource.

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So I'm going to actually get ready to turn it over to Francis.

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But we met Francis because Francis is excellent at building community partnerships.

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So Francis has done a lot of work around that, but one of the things that we have benefitted as an agency of working directly with Francis, is not just the way in which she goes about building relationships, but some of the tools that she brings in for us to use to really identify what partners are there, how do we formulate these partnerships and I think another piece is really understanding that whether someone is a survivor of domestic violence or human trafficking or if they're in a re-entry

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Francis found a I what is to understand that some of the needs are similar, and if we can pool our resources, then we can really work together.

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North Carolina is a really a rural state, so a lot of our towns and cities, we don't have a lot of resources, so she was able to find ways to pull those together.

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When we go to the next slide, I'm going to hand it over to Francis, to really walk you through a way of doing community resources mapping.

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>> Good afternoon, everybody, this has been a wonderful experience and I hope we're going to continue with that.

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We're going to jump into a more literal sense of mapping community resources and we're going to talk about how to use G.I.S., or geographic information systems to help support victims and survivors of domestic violence, sexual assault and human trafficking.

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And we're going to look at four specific applications, public engagement, storytelling, analysis, and resource identification.

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Which also represent four different levels in terms of detail and investment.

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It's a very versatile tool and it can be adapted to any level of interaction that the service provider or the audience may need.

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So it's really important as you are thinking about what you're trying to accomplish, and what your goals and objectives are, to think about what the right tool is.

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Because you wouldn't want to invest in a bulldozer if all you really needed was a shovel.

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So next slide, please.

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So, you know, what exactly is G.I.S. mapping?

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Well, it's a process that integrates data and information with a geographic location, with a point.

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And virtually any type of data can be mapped, whether it's statistical data or whether it's descriptive, it can be associated with a coordinate point on a map and what it does is it helps us visualize the patterns and relationships between data sets, things you might not even think were related, but when you look at them from a geographic and spatial location, you realize they actually have common points, so it helps in the decision-making process because it's evidence based, and it can help particu

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Here's how it works, you start with just a general base map, not very different than if you pulled up Google maps and you wanted to drive down the road.

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But then you start bringing in data sets and information that's specific to the location.

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And they're aggregated into little groups and they're separated and independent.

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So as you're bringing them into the map, you can lay them one on top of the other, you begin to see, because they're independent, you can manipulate them, turn them on, turn them often and you begin to see how things are related together.

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It gives you an entirely new perspective.

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And it can change the way that you make decisions.

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Okay, so this is, you can tell I'm a data geek, right, because I get excited about the tools and the data.

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This is actually an ongoing project that we have now with the department of administration's council of women and youth involvement and the North Carolina commission of Indian affairs as part of a grant program for victims of human trafficking in native communities.

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So it was a tool that was specifically designed for public engagement.

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So you're really trying to engage the people in an audience or the general public to be a part of a process and providing them almost like a game-like space where they can engage, provide comments, help you fill in gaps to identify resources in the community.

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That you perhaps didn't realize you have, or maybe it's even where there's a gap and you didn't realize it.

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So it engages their conversation, but it also offers the opportunity for service provider to go in and put very specific information in about the services they provide, about where they're located, how to connect, et cetera.

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But anyway, this is called a social pinpoint tool.

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And it was really specific to just public engagement, and the purpose was to build a community of networked resources.

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Which that's really what we're here trying to do today is to talk about how do we build and find innovative ways to engage the public.

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So one of the things that was our objective here was to raise awareness about human trafficking but also about hue hue -- human trafficking in tribal communities, and really the most important thing was trying to get service providers and the public to engage and participate in culturally competent services and reporting.

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Because that is something that is really lacking, there's an information gap and this was a very good way to bring people in and get them interested in doing that.

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>> This is the back end of that tool.

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And that's one of the biggest benefits to using G.I.S. is the data and the analysis.

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This is on the backside of it, and it shows, you know, as people are putting in the information, the tool itself is gathering the time of day, what are the resources by category, when are they using the input, you know, in the United States, 85% of adults have a smart phone, based on research.

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Well, that is a tremendous tool when you're talking about public engagement.

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Being able to get that they can do it at their own convenience, they can do it when they're at home, they can do it when they're in a meeting, they can do it when they're sitting in a human services office so they can read the Q.R. code and then pulled right into the tool.

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But the power of the G.I.S.

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tools lies in the ability to collect, visualize and annualize the data.

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And behind the mapping was this robust spread is sheet and it's infin nit the data that you can store there.

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The things that you need when you do grant reporting, so it's a very useful tool there.

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Okay.

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The next one.

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All right, well, one of the things that I love to do with

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G.I.S. is to tell stories and this is an example of a story map.

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What it does, this particular one, a long time ago, I used to work in transportation engineering so when I started moving into human services and social services, it became really important to me to be able to explain to decision makers in a way that they could understand, there was a disconnect between affordable housing and the public transit system.

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So the first thing we brought into our map were communities and those areas in our county where low income housing existed.

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There was naturally occurring affordable housing, so those were our lower income communities and residents and households.

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So we pulled on top of that more information about where public housing existed.

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Those are the red dots.

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And then on top of that, these layers are building, right, and it's beginning to tell a story.

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Well the red and green lines you see on the map are the transit lines, and what you can easily show somebody looking at the map, is that for those households that you would expect to be transportation deficient, those that have lower incomes, they're struggling to maintain a reliable car or transportation to get to work, and their are being moved through gentrification, through development, through the housing crisis, they're being pushed further and further out, which is also a disparate act, b

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I can see how this can be a very transferable map, if you think about being able to pull in all these layers that would indicate a high potential of risk or risk factors for human trafficking.

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And then you can begin to see spatially, where it intensifies and you would be able to focus your efforts on either outreach or prevention.

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So that's the type of thing that you can do with spatial visualization.

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So once you've -- resource identification, that's another way.

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So there's all these public data sets, right, and you can pull them into a map, they're out there to pull in.

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And about all the things that you've been talking about.

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Faith-based shelters, nonprofits, emergency responders, facilities, education, all of these are data points that are also out there, and by pulling them into a map, remember, what's powerful is the data behind it.

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It's the spreadsheet that has the name of the organization, their address, and then with a little bit of research, and a good intern, you can populate it with things like contact names, email addresses, phone numbers, URLs Facebook, all of these things and pull them together so it gives you that comprehensive list of all the that's out there and you have never left your DESK top.

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So now that you have this wonderful list, you have this database, this golden nugget that you can use, it's very easy -- take an example, what if we took all the first responders, so it could be your emts, your sheriffs, your highway patrol and you develop that list, you can contact them, you can bring them into a meeting, you can train them on human trafficking, domestic violence, sexual assault, trauma-informed care and oh, while you're here, everybody pull out your phone and in a very simple

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And that -- it's a form of free advertisement, it is a way to engage and provide cohesion within the groups that you're working with.

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You can take that information on your website, you can drive your audience to their website.

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Use collaboration, so it's kind of a carrot.

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Like, say, hey, come work with us, we have a mutually beneficial way to provide benefits for each other.

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And to help each other with our clients and the work that we're trying to do.

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All right, this is one of my favorite tools that we came up with.

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We actually developed this for street ministries that work with homelessness.

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And it is an app that goes on their phone and they are able to go into an encampment or once they're out of the encampment, it's really easy for them to go back and be able to, you know, report where they

were, were there children, are there elderly there, are there young people that may be potential victims, is there a certain group that we need to bring in to help exit?

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Are there language assistance needs or safety concerns and this allows them to track the number of people they have helped and it helps in their grant reporting process, I think a transportable tool for human trafficking and sexual assault and domestic violence would be perhaps an outreach, where have you left materials?

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Where are the places that you need to work with next?

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And it would be, were there risk factors, were there potential, somebody needs to come back and engage with this particular site.

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So it makes it very quick and easy and accessible to everyone.

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All right, next slide, please.

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So I hope that we have given you enough examples to set your imagination on fire because the G.I.S. tools are great when it comes to identifying resources, collecting and tracking data, to provide really innovative ways to engage the public and even provide a much -- an evidence-based platform for planning and development and to save time and resources.

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But most of all, it gives you a tool to work from.

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Because even though you have these wonderful lists and this data that's sitting here rich in opportunities to develop, it's really those connections that you're going to make with the individuals and the people that you work with that are going to forge that network.

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They're going to build the network and hold it together and that always comes down to heart and I haven't met anyone yet in this field that doesn't just bubble up with compassion and passions about what they're doing and it always shows and so it makes bringing them into the fold rather easy.

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And the tool just makes it easy to find them.

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So thank you very much.

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>> Thanks, Frances.

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And we have had quite a few questions in the chat and I have tried to answer as many as possible about this.

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But we're going to move to the next slide.

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And so really, today we really just wanted to highlight, not just community resource mapping and the importance, but actually give you some really practical tools, so I really hope this has been helpful, Frances has done wonders for us in developing these tools.

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And it can really depend on cost and how much need you have, if you have people available who can do a lot of the leg work, that's one thing, but if you don't have that, you might have a little additional cost.

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But I would say the biggest thing is that you can really write this into your grants, this is an excellent tool for outreach, so that's what we did, when we paid for this tool but we have used free tools as well.

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I just wanted to talk a little bit about establishing and formalizing partnerships because at the end of the day, community resource is about this, it's really not just about establishing and figuring out the partnerships but actually formalizing them and there's been a lot of questions and comments about M.O.U.s and the understanding and the importance of those.

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And we'll talk about that in a second, but I think the key is just about building those connections and focusing on clarifying confidentiality needs and limitations that you have as service providers as well.

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When you're formalizing those partnerships, those are things you really need to talk about, because confidentiality looks different depending on who you are and where you are.

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So make sure you're really clearly talking about that, also cross training your staff and the other organizations that you're working with.

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That's a wonderful opportunity to really get to know others and other agencies is really focusing on cross training and working together and being able to identify a singling point of contact within each agency to really coordinate handoffs within your program.

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One thing I would caution people, and this was a lesson learned for us.

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If you are looking at really creating a single point of contact, you also want to have a backup contact.

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Because we know in this field, turnover happens and burnout happens and we have even noticed more and more with Covid and people being out so much, making sure you do have a backup.

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>> So we're talking a little bit more about formalizing our partnerships, really thinking about how do we promote some policies and procedures that can really support survivors with their trauma experience.

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But this also includes making sure we have really thought about and then really intentional including culturally appropriate services because a lot of times this is something that they have not had.

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You know, when they're in their trafficking situation, there is a lot of times that they are not getting the culturally specific services and needs met.

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I have mentioned talking about confidentiality, but also thinking about your safety protocols when you're collaborating with other service providers and really training them on safety planning.

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I think safety planning is something we just don't talk about enough when we're talking to people outside of the domestic violence, sexual assault and human trafficking field.

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But it's pretty much urgent that we ensure that this was done with the clients that we serve.

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And then also thinking about really looking at defining roles in your processes when you're collaborating and also as we talked about really including that M.O.U. if necessary.

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It's really good to try to formalize any partnerships if you can.

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I wanted to make sure that I got to this, just because I feel like there has been a lot of questions and comments about this.

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So really looking at formalizing your working relationships, but also thinking about that warm handoff, so we can create a bidirectional.

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Who hands off at your agency, who can we hand off to?

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Really clarifying roles and responsibility.

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Oftentimes we forget including in our M.O.U.s, what is your agency tasked with doing, what is my agency tasked with doing.

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A that's huge.

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And sometimes with a grant or a task force, there's certain financial obligation that is you have or that sort of attach to a partner so making sure that's identified in that M.O.U.

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And also thinking about how do you coordinate care so that it's holistic when you're working with survivors.

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And then there's something we will drop in the chat, Monica is already on it.

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And there's a wonderful tool kit that we use when looking at formalizing partnerships.

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And there's one as well that we thought was a really good from the ipv health department, a really good template that you can use, and it's actually kind of small but on the screen as well.

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All right, and so, Mike has put in a little bit more information that we really feel like it's helpful as you're looking at M.O.U.s?

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Particular.

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But just kind of summarizing before I hand it over to Monica.

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Really when thinking about victims and survivors of trafficking having such a range of needs, we really have to look at this community resource mapping and really finding out who out there in our communities can really help do the work.

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And I think one of the things that we noted is when we start really doing the mapping, we find so many groups and people who could really have been at the table the whole time helping us, we just need to make sure that we provide training and the right tools for them to be successful.

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So really success is measured by our efforts to really reduce isolation and help really improve the outcomes for survivors within safety and their health.

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And so I'm going to turn it over to Monica.

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>> Thank you, kiricka, and thank you, everyone, for participating as well, and to Frances for your great presentation as well.

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Now we're going to move to the last slide and I know many of the questions you submitted have been responded throughout and we can stay a few minutes, but please do take a few minutes to fill out the evaluation, your feedback is very helpful and I put that in the chat a minute ago, and we will do it again and you can address the certificate of participation through there, but also resources and questions, submit that through there and also our contact information in the chat.

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Please move to the last slide.

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And also we just want to thank everyone for your participation, we will follow up with an ex-mail with resources and that's what we're distributing and thank you to pelia, and to Frances and Monica for sharing about your experiences and your strategies and also thank you to the interpreters, the Spanish language interpret fors and also the capitoners for your accessibility.