



“Case Management Approaches to Support Trafficked Victims/ Survivors of Domestic Violence and Sexual Assault”

March 21, 2017, 1.5 hours

Webinar Captioning Script

Good morning.

This is Perla, or good afternoon, depending on what part of the country you're in.

We're excited to be able to present this webinar to all of you, and we're hoping as a result of participating in this webinar, you're going to be able to recognize some of the similarities and intersections that exist between human trafficking, sexual assault, and domestic violence cases.

And also to provide you with promising practices in terms of case management, that you'll be able to use when you're supporting cases of -- where there's intersections of domestic violence and human trafficking.

Or perhaps sexual assault and human trafficking, and some cases all three forms of abuse represent just one case.

Also the collaboration piece we cannot stress enough how important it is, particularly since a lot of this work is done -- cannot be done in isolation, and there's a strong need for multidisciplinary teams to address all forms of human trafficking.

So through this webinar we're hoping that you're able to identify some opportunities for collaboration, amongst service providers, and also amongst governmental and -- organizations as well.

We're going to start with a quick definition of the trafficking victim protection act.

The TVPA was passed in 2000, and has been reauthorized multiple times.

Basically what the TVPA does is it defined the recruitment or harboring or transportation or provision or obtaining of a person for the purposes of labor or services as trafficking. It will be -- through the use of force or coercion or the purposes of subGen "X" -- a lot of times words like force and fraud are pretty easy to understand, they're very straight forward.

Coercion can be tricky.

There is a definition for coercion that's found in section 7102 of the U.S. code, and basically it defines coercion as threats, serious harm to or physical restraint of any person, and any scheme, plan, or pattern that's intended to cause a person to believe that failure to perform an act would result in serious harm to or physical restraint against that person.

Also included in the definition of coercion is the abuse or threatened abuse of the legal process, which is something that unfortunately we see very often with clients we serve.

An easier way to dissect the TVPA is to break it down into its three elements. In order to have human trafficking, there has to be a process.

There has to be the recruiting of someone or the harboring, or the moving, or the obtaining of a person, and then that individual that did the recruiting or obtaining has to use -- they have to do that by force.

We know force is pretty easy to define, or by fraud, or by coercion. That means -- that piece is important. There has to be a purpose.

The end purpose of that is to have that person put into a situation -- involuntary servitude, or debt bondage, slavery, or into the sex trade.

And I want to make sure to point out that coercion does not need to be proven in case of trafficking where the victim is under 18 years old.

Where the victim is a minor, in cases -- [indiscernible] or coercion.

I'm going to ask my fellow colleagues that are on the line if you could please mute your line, because we're hearing a little bit of a commotion in the background. That might be distracting for some of the speakers.

I want to talk about an intersectional approach to address issues of violence against women.

Particularly the domestic violence and sexual assault agencies provided the impetus for forming -- founding the south bay coalition to end human trafficking.

We approached this work in a framework that doesn't isolate or distinguish one form of violence against women, or gender-based violence versus another form.

And we really see all forms of gender-based violence, whether it's sexual assault, sexual exploitation, human trafficking, domestic violence, we see those all as symptoms of a larger issue that's gender-based violence, and that's deeply rooted in power and control. And in patriarchal hierarchies.

That piece is very important, because when we -- back in early 2003, when this issue of human trafficking was fairly new, we didn't think about what we don't have services to address this new issue, we thought this is an issue -- this is another form of violence against women, gender-based violence, and we decided to extend the services and support that we already are providing to sexual assault and domestic violence survivors to these human trafficking survivors that in many cases were presenting as domestic violence, and we realized there was an additional layer.

So this framework for us of addressing -- approaching every type of case as the potential intersectional case that might have components of human trafficking in addition to the domestic violence or sexual assault is one that we continue to this day.

While there's a lot of legal nuances that are very specific to human trafficking, we really want to keep in mind there's also a lot of similarities between domestic violence and sexual assault survivors, and human trafficking survivors.

One of the similarities is that in the majority of the cases that we see, human trafficking victims know their perpetrators, and many times depend on them.

We also see that survivors face similar barriers to leaving human trafficking survivors face similar barriers to leaving an abusive situation and being able to reintegrate into their community.

And that human trafficking survivors have similar needs of domestic violence and sexual assault survivors around basic services, and also safety planning.

And lastly, survivors of human trafficking experience significant economic and financial abuse, and need to create economic independence.

And that's a similarity that particularly resonates with the domestic violence survivors that we work with. So a lot of similarities, even though there's a lot of nuances.

And one of the biggest similarities is that like domestic violence and sexual assault, human trafficking is about power and control as well, and it's about exploiting another individual.

So again, one of the pieces that for us felt very important back in 2003 when we established the south bay coalition to end human trafficking, because the coalition is a multidisciplinary group, we thought it was critical that all of the members of the coalition understood what we mean when we said the services that we're going to provide are going to be founded on a philosophy that incorporates trauma-informed care, survivor centered support U. and empowerment-based support.

A lot of these times these terms get thrown around and they lose their meaning, but we sat together, our law enforcement partners, domestic violence and sexual assault service providers, and other nonprofit organizations, and we came up with common definitions that define our work.

So when we say trauma-informed care, we're talking about an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and the role that trauma has played in their lives.

And we all agree this is what we mean when we say trauma-informed care.

When we say victim centered, that's providing services immediately and based on the cultural linguistic needs and the unique needs of a victim based on her or his circumstances.

So the support is specific, it's client-focused, and it's driven by the individual that was impacted by that abuse, assault, or exploitation.

If you can see, we attributed these terms to the organizations that develop -- so it's not something that we created, it's something that as a group we agreed these definitions resonate with us, and we're going to adopt these definitions in this work.

Lastly, in terms of our service philosophy, empowerment is very important for us. And so again, as a group, we determined that our philosophy as far as being empowerment-based, what that means to us, it means we believe that survivors of abuse or exploitation are competent and they should have the freedom to be interest.

We also believe our clients have just come from a situation where they were controlled, and it's not our job or our role to replace one form of control with another. It's not our job to teach or manage survivors.

Our role is really focusing on the clients' individual strengths, and believing they can make a difference.

Never judging our clients' decisions, and never making them feel like they need to hide anything from us, including in cases of -- in particular with domestic violence cases, any type of contact with their abusers or perhaps substance abuse.

So we're very clear this is -- the philosophy that we operate from, and I think that clarity and being on the same page makes a tremendous difference, because then our partners know what to expect when they are working with us.

So we have another poll that we developed, and if Monica can help we get that poll going, we're very interested to hear, for those of you that provide shelter, primarily domestic violence shelter, how long do you typically house domestic violence or sexual assault clients?

We know the most shelters, especially the emergency shelters, there's a time limit for housing individuals in a crisis situation, and also for all domestic violence advocates, for -- regardless if this is a shelter-based or non-shelter-based program, how long do you spend with your clients on case management per week, and we're talking specifically during the first three months of services.

So this -- excluding the crisis response, so say, for example, if you had a domestic violence call and went out to the police department and spent five hours with that survivor, we're not counting those five hours.

After the crisis response, during that first three months of services, how long do you usually spend with your clients?

We're going to give it about another minute.

It seems many shelters provide emergency housing, 30 to 60 days. There's some that are 60 to 90 days, and in terms -- there's a few that are 30 days or less. And in terms of a case management during that initial crisis phase, the majority, about two to three hours per week.

Again, the reason that we're doing this poll is to really tease out -- for us, I'm speaking specifically for Community Solutions, we have found most of the domestic violence work is really high crisis over a short term.

So particularly if somebody comes into the shelter, so very high crisis, very high level of support for a short amount of time, and then our legal advocacy work is very low crisis, but over a very long period of time.

So, for example, we have a legal advocate that's supporting whether it's a sexual assault or domestic violence survivor, through the criminal justice process for her case, that that's a long-term of support, but intermittent support and very low frequency.

However, human trafficking cases, what we have found is that there's a difference in the breadth of services that survivors need, the depth of services, and the length of support.

And we'll spend more time going over that during this presentation.

Today we're going to be looking at a few different types of intersection cases.

Again, when we use the term "intersection," we're talking about cases where there's a [indiscernible] of human trafficking, and another form of abuse.

So it could be human trafficking and domestic violence, human trafficking and sexual assault, human trafficking and -- we're going to look at a couple different cases.

And we're going to go through a couple of cases and see if you can spot out some of the red flags, where you know the person is a domestic violence survivor, or this person is a sexual assault survivor.

This person could potentially also be a human trafficking survivor.

We've changed -- these are all real cases that Community Solutions advocates have supported.

We've just changed the client names to protect client confidentiality.

We're going to start with Viviana.

Viviana came into the Community Solutions office looking for support after Jorge, her abusive partner, filed for custody of their 1-year-old child.

Viviana met Jorge online, and he convinced her to relocate from Mexico to the U.S.

The plan was that they would live together and eventually get married.

However, shortly after arriving in the U.S., Viviana found that Jorge was already legally married and he had no intention of leaving his wife for Viviana.

Jorge used Viviana as a domestic and sex servant for almost two years.

So again, this is an example of an intersection case of domestic violence, and labor trafficking.

I'm going to ask Erica to talk -- tell us about Leia and her daughter.

>> Erica?

She might be having some technical difficulties, so I'll speak until she interrupts me.

Leia was -- married John in Korea, and at the time she had two daughters.

John brought Leia and her two daughters, ages 7 and 10, to the United States.

Leia was aware that she was John's second wife, and that he would not live with them on a full-time basis.

John would visit Leia and the girls three times a week.

During this time, he began to sexually assault both of the girls.

Over the next few years, he molested the youngest daughter constantly.

When she was in high school, she reported to a friend.

The police were called and they ordered a SART, forensic sexual assault exam, and an advocate was present.

So this is an intersection of domestic violence and sex trafficking case.

Or an example of one.

Cindy came into our shelter escaping her abusive boyfriend.

In addition to physically assaulting her, stalking her constantly, and emotionally attacking her almost on a daily basis, Cindy's boyfriend would also force her to do sex work and he took all of the money that she made.

So this is an example of a domestic violence and sex trafficking case.

Erica, are you on the line?

I'm not sure what's going on with Erica.

I'll share Erica's case of Julia and Alyssa.

They were staying at the same group home.

Alyssa convinced Julia to run away from the home and use meth.

The girls met up with Alyssa's friends and used drugs.

The next day, the guys that they were with raped Julia and forced her to commit sex act was strangers for money.

Two days later, she was able to escape and returned to the group home.

Law enforcement was called out and an advocate was connected to Julia.

So this is an example and we're assuming because Julia and Alyssa are staying at a group home, they're minors, under the age of 18, so this is an example of commercial sexual exploitation of children, and as we mentioned earlier, when we were defining the trafficking victim protection act, one -- there's sex trafficking of minors, which is also called commercial sexual exploitation of children, there's no need to prove any type of force, fraud, or coercion, but you might come across cases of Julia and Alyssa in the work that you do, sometimes we work with adult survivors of domestic violence, or sex trafficking whose daughters or whose children, minor children, daughters or sons, are also victims of commercial sexual exploitation of children.

So it's really important, even if you don't work primarily with minors, to understand that so you can support minors that you do work with when the parent is the primary client.

In terms of identifying intersections, for us it's really important to -- any client that comes -- any survivor that comes through our doors, calls our crisis line, comes into our shelter, it's important that we thoroughly screen that client to find out if in addition to

whatever the presenting issue is, whether it's domestic violence or sexual assault, or neither one of those, to find out if that individual is also a victim of human trafficking.

And so the south bay coalition to end human trafficking, we have a victim services committee, and that committee has developed a screening tool, and you actually have it in your handout, it's handout number one, and the purpose of the screening tool is to ensure that all domestic violence and sexual assault service providers, as well as community-based organizations that are not -- its focus is not supporting sexual assault survivors, that all nonprofits basically are trained to be able to screen amongst the clients they serve, perhaps it's a homeless shelter, perhaps it's a program that provides English as a second language class, but that all of these providers are equipped to identify the people they're working with could potentially be a domestic violence survivor.

If there's potential indication of human trafficking that's occurring, or sexual assault, and the purpose for that is to not -- if the agency is not already a domestic violence or sexual assault -- or human trafficking service provider, they're connecting those individuals to the right organization for support.

So in the handout that you'll have one of the handouts is the actual screening tool, and it explains for the screener what the purpose of the tool is, and to read this to the individual, we wouldn't just hand this to an individual and say fill this out, we would read it, we would also develop guidelines around how to ask these questions.

And then in the end make sure that the purpose of doing this screening is to ensure that the individual is connected to the right services.

So there is -- as part of the handout, the second page is a screening tool scoring sheet.

And so you'll be able to tally -- based on the points, if an individual potentially is a domestic violence survivor, sexual assault survivor, human trafficking survivor, or all three, and then every agency that's going to be using the screening tool in Santa Clara county will have to go through a training that the victim service provider committee will put on, so they'll go through that training and we'll know who the appropriate organization to connect the individual to is.

So if you're interested in having this type of training for your community, please reach out to us and we're happy to provide that support for you.

It's really important to point out that again, all these crimes, domestic violence, sexual assault, human trafficking, they're not mutually exclusive, so we need to be looking at all different forms of potential exploitation that survivors can be subjected to.

We are going to spend some time talking about what these cases look like in reality. And how to distinguish intersection cases so that we know that possibly in addition to the original presenting problem, for example, we go back to Viviana's case, Viviana came in for domestic violence support.

And so how will we identify if in addition to the domestic violence there's also human trafficking?

So we see here on this slide that to distinguish an intersection case with human trafficking and domestic violence, there also has to be some type of labor component.

Whether that's involuntary servitude, whether that's debt bondage, etc., and the labor could be in the home or at the trafficker's business.

So we have had cases where the trafficker have their intimate partners work at their business 12, 14 hours a day, with no pay.

And in addition to -- in addition to -- there has to be some form of fraud, force, or coercion.

If we go back to Viviana's case, we think about what was the process?

What did Jorge do to bring in Viviana and put her into a situation where he was going -- she was going to be exploited?

If you remember, when Jorge and Viviana began having communications, the plan was he led her to believe you're going to come to the U.S., we're going to live together, and we're going to get married.

That was the way he recruited her.

And where we see the fraud or the means, it could be force or fraud, the fraud was that he led her to believe we're going to have a marriage, we're going to have a life together, and he had no intention of doing that, because he was already married.

So basically he was looking for someone to serve as a domestic servant, so that's the third element, and Viviana was subjected to involuntary servitude, so she was forced to perform domestic acts, and also sex acts.

So that's how we would apply the three elements of the trafficking victim protection act.

To a domestic violence case to determine whether this is also an intersection case.

The other thing I would say for non-attorneys and for service providers, it's not really our role to identify yes, this person is a human trafficking victim without a doubt.

Really our job is to identify if somebody can potentially be a human trafficking victim and then connect that individual to an attorney that can really tease that out, particularly for foreign-born survivors that might be eligible for other forms of support.

With that, I'm going to turn it over to Erica.

We're having technical difficulties, so she's joining me in my office.

>> Sorry about that.

I want to talk about the intersection with sexual assault.

Can everybody hear me okay?

Sexual assault, I think before we used to look at this, a lot of our trainings included information around survivor sex, looking at how folks on the street might have exchanged sex for drugs, or -- the implications of that and how that's -- as we think about commercial sexual exploitation and human trafficking around sex trafficking, a lot of the same elements exist, a lot of times the women and youth we work with have had sexual -- have been assaulted by johns, by purchasers of sex, they've been assaulted by traffickers, as well as been -- have long histories of sexual assault prior to that. So it's really being aware of how cases can overlap.

In cases of adults, we have parents or guardians who -- money from youth or their youth itself, we've had cases with pornography or sexual images of youth being sold, so that's a way of exploitation.

And then also the trafficker benefits from abuse or assault through monetary gain.

Looking for those elements as looking at the cases we come in contact with, to see the elements from the trafficking on top of just the sexual assault.

And again, looking back to the intersection cases, a lot of our cases involving sex trafficking have also involved domestic violence.

Where there's violence executed by the trafficker as a means of control.

So a lot of times if the person identifies a trafficker as their partner in the relationship, in a romantic relationship, there's also a domestic violence element.

So it's really looking at the cases and the people who work in a new light, in a new lens.

A lot much that work I think is already work we've all done, and we're just incorporating the next stage, or understanding the complex trauma that exists for the clients we work with, the human trafficking clients.

In Santa Clara County we're lucky that Perla and our coalition and all of our great partners have worked to develop a point person system.

In our county we have five domestic violence and domestic violence agencies that serve Santa Clara County.

And two agencies that serve domestic violence and sexual assault.

One of the things we identified was the importance of having a point person agency.

So all of our -- law enforcement, professionals, and other survivors can contact our agency as a point, and then we would coordinate with our other sister agencies to identify the best service provider or to make sure everyone gets served and connected.

When we talk about our -- the importance of having childhood advocates being the first point of contact, one of the biggest reasons is that clients are able to talk to someone in a confidential way, able to identify some of their needs, safety risk, create that space for them to talk about options, and the next steps, and give them the space to make sure they feel support.

And have support within that -- their next -- whatever the next step they might want to take are.

And it's also important, so what we do is our advocates provide response to local police departments, we've responded to group homes, SART facilities and other runaway youth shelters and other identified safe locations within our counties that we've already identified as a safe place for advocates to respond.

And our response time is about an hour to two hours.

Then we also receive referrals from other agencies, like the national hotline, PFCS, our social services here, local nonprofit organizations, and we have our 24-hour crisis line that acts as that go-to line for people to connect, and get connected with an advocate for survivors to start working case management.

And we have attached two handouts, so one is the south bay coalition to -- it's going to be identified as number three, it's the response, and it lays out, because we have multiple agencies here in our county that do this work, as they set goals and the importance of our advocates' response and it's a great tool to identify confidentiality, as some of the other next steps as well as connecting nonprofits and other NGOs, our agencies can connect to advocates.

That's a great tool as well.

The other thing that we shared, one of the other tools is going to be our advocate and response.

That's our internal agency we created, a guideline, best practices for our staff to follow.

And it outlines what we expect of our staff when they respond out.

The other thing I would say for our agency, we identify -- the next thing we did as we started to do this work, we really looked at the breadth of services that is needed.

That's one of the reasons we asked the polling question, how long do we spend with clients.

One of the things we noticed is that for a lot of our clients, case management varies in the sense that we have an emergency crisis stage which could add hours up to the first 30 days, and we looked at it like a lot of our clients moved into the stabilization phase, which is about the 30-day marker it's about eight months typically, and into our long-term support phase, which could last eight months to two years or longer, depending on the situation that the clients are dealing with or that are impacted by.

During that emergency crisis face, some of the important things that we really need to do and identify is safety planning, identifying the importance of connecting shelters, clothing, medical needs, and other really important identified -- just basic stuff.

So many survivors haven't eaten in many days, so providing food, providing -- a lot of times survivors -- a sex trafficking survivor or connecting them with a medical exam, so they can be evaluated and make sure that physically they're doing okay.

And also connecting folks with immigration attorneys, especially in the early stages is very important as well, to make sure there's any need of that, that they're being addressed.

The next things are the stabilization, it's working with clients and we're going to go through each of these a little more, but for us it's really important that we identify that it's not linear, and sometimes our clients are already in a stable place and then our -- are moving forward, and what is the trigger.

A lot of times we see clients will be stabilized and respond back into crisis and they need to stabilize again.

This is a process that happens.

As they're healing and part of the process.

So it's really important to all of our staff to provide a higher level of need.

So during the emergency crisis phase, during the first 30 days, our staff might spend an average of five to 10 hours a week with the client.

As managers and directors of the agency being mindful of how we make sure those staff have Alou able time, like they'll be able to spend -- have less clients to carry, so we spend more time, so we make sure we're identifying case managers will carry smaller case loads, so they're able to cover and support the clients and the high needs they need to.

That's also very important to kind of work on or think about as we're developing.

We're thinking about the agencies or how you're doing this work.

And another thing I think is important to talk about is the -- it's hard to make sure that we're moving folks who are trying to work on making the person whole again if we're not identifying or putting it into a place from -- some of the basic things that are important.

Make sure to have water, sleep, and a safe place to stay, creating safety, resources, a lot of the youth and folks I've worked with in sex trafficking, out there they might have -- purchase some clothes or whatever they needed, within that time frame.

The problem is when they put it into the system, let's say social services or the dependency system, a lot of times they might have to wait 30 days, 45 days to get new clothing.

So we encourage, we always ensure we have a fund, so our client needs as far as food, clothing, hygiene needs, are taken care of right off the bat for our clients.

So there are no needs for them to have to -- those basic needs are being met.

We really try to be mindful of putting this into play so they don't have to be triggered to have to go and do these things to get money or anything of that nature.

It's really being mindful of how important those parts are.

And thinking about how we create that space within our agency to address those.

Somebody had asked how long trafficking victim phase was, so the first phase is 30 to - the first 30 days, the traditional phase is 30 days to eight months and the long-term phase is eight months and beyond.

That's in the handout as well, in the advocate and -- the advocate sidelines for community solutions, that lace out all of the different time lines that we have.

>> Thank you, Erica.

We're going to go back to Viviana briefly and talk about during that crisis intervention phase, this is the first phase, and what that would look like for a human trafficking domestic violence survivor.

Viviana walked into our office, but the other way we are connected to domestic violence survivors, it could be through a crisis line, through the request or in response by our partners, in this case she happened to walk into our office, and the presenting needs in

terms of her basic needs, she had need for shelter, she didn't have anywhere to go, Jorge had basically -- she left Jorge a couple months prior to coming to for support and had been staying with different friends, but didn't have stable housing.

She also didn't have food, she was in need of clothing, and in need of medical care, not just for her, but for her little boy.

At that time when Viviana first came into our shelter her little boy was around two years old, and he developed pneumonia from not having a safe, warm place to stay. So we addressed those basic needs first, and in addition -- once the basic needs are met, we can focus on crisis support around case management and advocacy.

So the most pressing needs at that time are really developing a safety net.

And the safety plan would include a safety in case her trafficker or batterer wanted to keep her, and he was upset because the reason she came in Genoas to seek support and advocacy, because he had been stalking her and threatening her, so the first thing we provided her was a restraining order, submitting a restraining order.

We also provided peer counseling.

Viviana was having a really challenging time with everything that happened, she felt really guilty about leaving her daughter in Mexico to come to the U.S. and meet Jorge and marry him, so she was having a difficult time emotionally.

And the other piece was to advocacy around reporting to law enforcement.

And that piece was huge.

So this is a crisis support that Viviana received during the first 30 days, the crisis intervention phase.

And the linkage was important, so linking Viviana for her emergency needs around medical care, for her and her son, and also emergency legal needs around the immigration piece, and also around family law.

So we're very fortunate to have a very strong partnership with a nonprofit legal provider in Santa Clara County, and I think it's important for all service providers to have those partnerships.

So we were able to connect her to an immigration attorney, because that was a huge fear of Viviana's, and that's a control tactic that Jorge really used against her and threatened her.

If you leave I'm going to call immigration, you're going to be deported.

So being able to connect her to an immigration attorney, start the process, reassure her that while she was applying -- she would -- and also connecting her to a family law attorney that can start the petition for child custody and the restraining order.

So those pieces were huge.

Erica is going to talk about crisis intervention for Julia and Alyssa.

>> For Julia and Alyssa, we referred through our crisis line, and we responded to the group home, because the group home had already had an established relationship. They had returned from being on the run where they had spent about a week on the run together, and during that time is when they were sexually assaulted and commercially sexually exploited.

One of the things -- we were -- interviewed with both of the girls and law enforcement, and then us -- afterwards we went to a SART with them and accompanied them through that process.

The thing to think about, for this case, how are we asking questions?

Most of us use -- most of our forensic nurses are fantastic, but being mindful of the questions that are asking, because in Julia's case she was assaulted, not only by the traffickers, but also she had -- was forced to take dates.

So those are the things where it's kind of -- in the case of different sex act throughout that time.

So the questions -- very specific to a lot of times -- being mindful of how do you ask these questions or thinking about that in your conversation with your own counties and your states, how are they -- how are those questions going to be asked.

If we bring a youth in or minor in, how those questions would be rephrased to cover really what the exploitation looked like.

The other thing is that we made sure that any medical needs were being taken care of.

Both the youth were dependents of -- were both minors, both already placed in group home.

In the same group home.

They had separate cottages, so the youth were split into separate cottages, just to ensure, because they were experiencing the trauma and what happened differently. So the other part that's important when we do see this work or some of the tools that are out there, is really identifying what stage of change each youth is in.

And if you're not familiar with that, if you want to look up stages of change, it's used in rehabilitation work, but it's been modified to look at where youth and survivors are in regards to that. So sometimes you might have somebody that's rode I, I don't want to do this again, I can't believe this happened to me -- go ahead? Sorry. So because they're in different places we felt we advocated for the importance of separating them. The other thing is identifying part of the safety plan.

The other thing is thinking about safety planning like how -- talking to them about risk factors of running again, risk factors and triggers that might come up in the next couple days, setting up appointments right off the bat for them to follow up with them, to meet with them again, providing peer counseling and support, and identifying basic needs, like helping them connect with clothing, like all of our advocates have go bags, which are bags that have clothing, hygiene needs, and we give them books of survivors, so runaway girls, girls like us, game over, books we try to give out as well as an opportunity for people to identify and talk with others that have -- who are here from -- to hear from a survivor-based story.

As a way to empower youth to start thinking about their future and adults about their future and ways they can overcome this.

Some of the tools we use, this is a really important one, the consent.

This is one of the handouts as well.

Because in this work, especially with minors, we have to get access.

Because both of youth were at placement, we need to communicate that we were working with them, to gain access.

We also had permission from their social workers to go back in and talk with them again.

So we created a consent form that we carry in a response packet that allow us to get permission at the time of crisis to follow up with placement probation officer, whoever they may be connected with, and it's within their purpose, so if it's just setting up an appointment, it's up to them how much they choose to share and allow us to share.

This is important, because working with youth or young adults, they're connected a lot of times, and as we build better support, it's about collaboration.

Because it takes a team to really make sure this -- they have a -- or adults have a lot of support, because they have a lot of needs.

The more we can work together and create that open line of communication, the better we'll be for everyone.

Obviously again it's -- it takes the survivor's permission about what we share and how much we share.

A quick card we created, the card we take out during outreach or we give out to our public health outreach workers or law enforcement, it's a card that has our crisis line on it and looks like a hair appointment card.

The thing is questions we ask on our internal response form.

Things we check.

So we're seeing, if they need emergency shelter, if they need clothing or food or other things of that nature.

>> Thank you, Erica.

These are a lot of tools, we know we can't spent a lot of time reviewing each one, but they're included as attachments in your packet, and if you have any questions about the tools, feel free to reach out to us, we're happy to go over them in detail with you.

We want to go back now to Viviana.

This is a transitional support case management phase.

I mentioned Viviana came into our confidential domestic violence shelter when she first was connected to our agency as a walk-in, looking for domestic violence services.

And one of the pieces that our county and I think it's probably true for the rest of the country, has struggled with is being able to provide housing support for human trafficking survivors.

What many of the domestic violence service providers here in Santa Clara County decided to do from the beginning when we started working with human trafficking survivors back in 2003, we realized that at that time in 2003 our focus was really on foreign born survivors.

That their need for support was really going to go above and beyond what a domestic violence survivor's need for support would look like.

Because many of these survivors depended on their traffickers, and also didn't have a whole lot of family or any type of support system here in the area.

So we realized that we needed to create a different program, a different shelter program for human trafficking survivors that would allow for human trafficking survivors to stay in our shelter beyond the average 45 days that they were staying as domestic violence survivors.

So many human trafficking survivors actually stay in our shelter for an average of eight months to a year.

It is not ideal, it's not something that I would recommend as a practice, it doesn't work well for the survivor her services because she's not really a confidential shelter as all of you know, imposes a lot of limitations for survivors in the shelter, so it's really challenging to move forward, establish network of support, and be able to become truly self-sufficient when you're bound by all of the limitations of being -- residing within a confidential domestic violence shelter.

But it is what we have, and it's what we have to work with, so especially because housing is so expensive in Santa Clara county particularly, we decided to make that as a -- not a promising practice, but it's what we have to offer clients so they have a stable housing environment for that transitional case management phase.

For Viviana, in terms of the support that she received during this transitional case management phase, that started once she was stabilized, so 30 days after she came into our shelter.

And lasted about eight to nine months.

And in terms of the legal support, Viviana continued to work with the immigration attorney, and the immigration attorney submitted a T-Visa application on behalf of Viviana.

So for those of you on the call who might not be familiar, the trafficking victim protection act also implemented the use of a T-Visa, trafficking Visa, and that is a temporary Visa for victims of severe forms of human trafficking, and that Visa is a four-year Visa, and the survivor can apply to legal permanent residents after the third year of the Visa or as soon as the criminal case is adjudicated.

For some survivors, their criminal case might be adjudicated within the first year. That means they can then apply for legal permanent residency, which allows them the opportunity to be able to travel.

And then after being a legal permanent resident for five years, they can then apply for citizenship.

So that T-Visa is a huge avenue of support for our clients, and the other piece that is really important to determine if somebody qualifies for a T-Visa, with a T-Visa, there's a cap of 5,000 T-Visas awarded per year, and ever since a T-Visa was introduced back in 2000, the cap has never been reached.

So survivors typically don't have to wait years and years to receive a work permit, which ask case of someone applying for a more general Visa for victims of crimes.

In terms of advocacy and case management, with human trafficking survivors that reside in our confidential shelter, in the shelter they're assigned to a case manager that's responsible for any shelter related or housing related issue, making sure the person has food, basic needs, medical care, etc.

But anything that has to do with the human trafficking chain, liaison with the immigration attorney, for example, trying to identify long-term housing, taking the survivor to other community support, anything specific to the human trafficking case, the survivor would also be assigned to a human trafficking case manager.

So survivors in the shelter have two case managers, their shelter case manager and they also have their human trafficking case manager.

That avoids some of the confusion, we also know human trafficking survivors need a lot of support advocating for social service benefits, for example, during the transitional support phase, there's also support to the survivor where the case manager will obtain a letter from the immigration attorney that says I consider Viviana a human trafficking survivor, I'm going to apply for a trafficking Visa on behalf of Viviana, and with that letter, our case manager can refer Viviana to social service and she was able to receive emergency medical help, cash assistance and food assistance, basically for about eight months until she is certified as a trafficking victim, at which point the federal benefits would kick in.

Sometimes those visits to essential services can take four to six hours.

So that's why it's important that human trafficking survivors are assigned a non-shelter case manager, because it's very intensive work.

In terms of the housing, we continue to provide transitional housing for Viviana, up to a year.

And then the case managers also worked with her to get community support, connecting her with culturally relevant community support system, Viviana was also very interested in attending parenting classes, and Viviana also connected with our domestic violence sexual assault human trafficking therapist, and transitional support phase got to work with the therapist.

And Erica is going to talk about Julia and Alyssa and what that transitional support case management would look like.

>> Some of the important things we start to do is develop a more in-depth goal planning and safety planning.

When we work with our clients we talk about what are the things we want to get from our time together, what are the things you want to work on, and really we'll show you tools we use for that.

The second tool we created was -- because we're a dual agency -- better intervention tool that -- the planning tool we use with our clients with domestic violence, so we kind of adapted that in some ways to kind of create a space for case managers to work with clients to talk about safety issues that might come up in placement family, social rifts, or relationship rifts.

Where they're identifying what risk can be coming up for that, and what could be put into place as a way to create safety for them.

Alternative options, case managers, resources, things of that nature.

And that will be a tool that will be shared in just a moment.

With the handout.

The best part we kind of worked on is advocating law enforcement, following up investigations on their behalf, depending -- interviews on their behalf with them.

Following up on the criminal court case, or keeping them informed as the case proceeded.

And we know investigations take a very long time, some investigations can be short, or - - [indiscernible] sometimes they can take a long time, up to eight months before they make any arrest or longer.

So it's really being mindful of creating safety and talking about the options, keeping them informed in what's happening, and making sure they always have a support person available to them so they don't have to be alone in those interviews if they don't want to.

The other thing is looking at a lot of the -- focus on if they want to get a job, or a lot of our adult survivors want a job, and feel empowered and have ways of making means in a positive way for themselves.

So it's really about connecting them to get their I.D. social service cards, making sure we put those things in place so they can get access to get a job.

Assisting them with getting those, providing peer counseling, space to talk about how they're feeling, linkages to resources such as therapy, completing the victim conversation application, connecting with other row sources that are also positive. A lot of times the community -- our partners, so a lot of our young adults and youth are going to have different moments, they're going to have -- [indiscernible] we have a lot of [indiscernible] which are multiple -- a lot of times with juvenile work we use a lot of acronyms.

[indiscernible] communication, so that we can also be on the same page with what their clients are moving forward as well as respecting what they want.

And be mindful of what information can we share, so it's a very -- thin line between confidentiality, being a partner, and respecting what our clients' wishes are.

But it's really trying to maneuver through that in the best way to create a good team approach.

And the more we're able to get those releases served, and be up front and honest about the importance of having that connection with other folks to help support them in their best way moving forward, the more we can work as a team to accomplish the goals that the youth is identifying she wants to have.

And the stronger relationships we have with our partners, the better we can advocate within the system for our clients' wishes.

Because of the great relationship I have with my clients, a lot of times our case managers develop, we're able to make sure their wishes are heard in court, or in documents when they're choosing placement to advocate for certain places to be heard, or certain colleges or things of that nature.

So it's really -- that's the importance of collaboration, the more we put in our presence, the more we can push for our clients and advocate within that system to create that change for our clients.

Then some of the handouts that I talked about, you'll also get these as handouts and tools you'll get is the safety planning.

Tool that we created that we use for our sexual exploitation youth.

And the other one is -- this is something the youth fill out in conjunction with -- in partnership with their case manager.

The youth identifies their goals and steps needed to reach the goals and the case manager identifies what the next steps and target dates of completion are.

So let's say they want to get their I.D., we identify what items we're going to need to get the I.D. and which dates each item will be there and where they're supposed to go.

So I saw a question about the victim witness -- part of the victims of crime act, which is a federal act, spawned a lot of -- victim programs across the state.

A lot of times if you're a victim of a crime you can apply for victim compensation in California.

Applicants are eligible to up to 40 sessions of therapy, relocation assistance, if they have parents or support or partners, they also can apply for compensation, and those -- collected in the court for restitution that's collected Via any of the criminal courts through restitution -- [indiscernible] they also can get any medical fees that are covered associated with criminal actor the crime itself, would be also covered.

If they had to go to the emergency room or hospital, that would be covered as well.

Can you send a copy of those cards? I think from the slides you'll be able to see, I think you can create and design your own. We just had fun with it, and our law enforcement redesigned them because they felt they were -- they wanted it to be more marketable. So they actually -- our law enforcement just redesigned them and made them more polished. So if you have a volunteer or somebody that you can make your own, we just put our crisis line number and our -- one of our advocate's numbers on there.

>> The one recommendation with regards to the covert cards is what we call one recommendation from advocates that have actually used the cards is to use a non-traceable Google number.

Because you might have a situation where the trafficker finds the card and we wouldn't want the trafficker calling -- finding out this -- the phone number leads to a crisis line, or the phone number leads to the office or work cell phone number of one of your advocates.

That's a recommendation we're currently exploring, developing a Google phone number that would then forward to the advocate for a crisis line or the advocate, it's a safety precaution, because we are dealing with individuals that are not very nice people.

And we don't want to put our advocates at risk and we definitely don't want to put our clients at risk either.

So I want to talk a little bit about Viviana, and in terms of her -- the long-term stability and sustainability. The question was asked in terms of what additional support is provided, additional resources are available and we talk about victim witness a little bit, for survivors of human trafficking.

So in Santa Clara county, any parts of the country there are family justice centers, so a family justice center is basically a place where survivors of domestic violence can walk in and speak to an advocate, an attorney perhaps, immigration and family law can speak to the D.A. about the status of cases, can speak to law enforcement, and meet with a victim witness advocate and fill out an application for victim witness restitution.

Can meet with perhaps a probation officer that's responsible for her abuse, and one of the really good things about working with a family justice center is that you're able to again identify the individuals that walk in looking for domestic violence support, or sexual assault support that are also human trafficking survivors.

So there's a family justice center in your area, we highly recommend training your partners, if you belong to a family justice center, training your partners on human trafficking and how to screen, and making sure you're working we closely with them.

In fact, Viviana was identified by the immigration attorney, Viviana came into our office seeking domestic violence legal support as I mentioned earlier, and she met with the immigration attorney.

And obviously the immigration attorney is very well versed on issues of human trafficking and was able to tease out this is human trafficking, so when she connected Viviana to us for the advocacy support, at that point we already knew this was Viviana was a human trafficking survivor. So that piece is really important.

And any survivor we have walk in that -- into the family justice center, that potentially also would qualify for victim assistance, the victim witness advocate is here and is able to meet with the survivor to begin that application.

So it's important to identify all the potential resources for financial support, educational support, emotional support, that are available for your client and develop those relationships with providers, train those providers on how to identify potential human trafficking cases, and continue to work really closely with them.

So Viviana I mentioned previously remained at our shelter for a little bit over a year.

And then in terms of case management and advocacy we provided, peer counseling, we supported Viviana to be able to obtain her driver's license in California, individuals that are not documented you have the ability to obtain a driver's license, that's not the case in every other state, but I'm sharing here in this case she was able to do that.

We also tapped into some of our empowerment non-restricted funds to help Viviana purchase a car.

That piece was really important for her in terms of increasing her independence.

We also linked her to a provider that can help her with vocational training, because Viviana's interest is to work with kids with special needs.

She was able to go through that training.

In terms of the mental health support, she has continued her individual therapy with our domestic violence sexual assault human trafficking therapist, and that has been really helpful for her as far as she's reported.

And then in terms of housing, because Viviana didn't feel pressure to leave the shelter, she didn't have to go from an emergency shelter to another, we were able to take our time and she was able to identify an affordable housing situation that she could move into, and because this area is so expensive, we know that many of our clients once they leave the shelter, are going to need financial support to be able to maintain their housing.

So we provide occasionally rental assistance when it's needed.

Particularly Santa Clara county, if the rent is somebody is making \$2,000 a month and the rent is, I don't know, \$1500, which you can't have any emergencies, you can't get sick, so there's going to be times where clients are going to need additional financial support so with human trafficking clients, we typically provide support for an average of three years.

And that piece is different for us than with our domestic violence or sexual assault clients because what's different it's not just the length of support, but the breadth and depth of support that's needed along the different case management phases.

And it's also really important to keep in mind that as Erica mentioned earlier, this process is not linear.

So there's been times where Viviana even though she's in stable housing, she's -- she has her T-Visa and she's working towards obtaining a job in the field that she's interested in, there's times where there's crisis that have triggered her.

So somebody can start working with us during that transit phase and move through self-sufficiency or somebody can begin working with us and they're stable in their housing,

income is stable, and something happens that causes the crisis for that person, and they regress to the crisis phase.

So it's important to keep that in mind.

We work with survivors where they are, and meet them where they are.

>> For Julia and Alyssa, the long-term phase, we're just continuing to establish our goals of connecting them with a college.

In California we have a law where former foster youth can opt back into the system.

And can get support up to the age of 21, financial support.

As long as they're going to school or working.

So those are things she chose to opt in to.

I think the next biggest thing during this phase is looking at the natural support system that exists for young adults.

What does their family look like?

What connections do they have?

As we close, as they transition into adulthood, they need to have a peer support network outside of just people that are paid to work with them.

They're really thinking about, how is their family -- what are some positives -- aunts, uncles, friends, people they identify as family, that they can reconnect with, or even in their own community, what natural supports can we link them to so they can build a stronger more in-depth social support network to support them as they move forward in their lives and have multiple outlets, like during holidays or other events where they can gather support.

Also helping the youth -- the person find their voice.

This time is -- there's a lot of times clients start talking "About Last Night" what they want to do in their future, and a lot of times they want to start sharing their story.

Finding outlets to empower them to find those outlets, reflect back to the books or sharing those things, options for them to reflect that or share that for themselves.

I think this is a stage where we see a lot of times where they're ready to talk about their story, and it's a way of releasing and moving beyond it.

So be mindful of those conversations that might come up during that time, and opportunities for them to do it, in a really supported, positive way.

And one of the great things we have in the Bay Area is no traffic ahead and other agencies in our coalition that have put together events for survivors to go to, like how to talk to media, and how to tell your story, great collaborate rationally led events, so it's really positive. And again, continue counseling. Some of the things -- being aware and making sure our clients are aware of triggers that are going to come.

One of the youth -- Julia started college and she was in a sexuality class, and the class began to talk about prostitution, sex work in general and that was the topic and she was highly triggered.

And we already had plans in place, so she called me and we spent a long time about talking through that again.

So being mindful these things are going to come, especially in transition. Financial triggers could impact folks, so again, being mindful of finding that support that might be something that's needed. The next thing is just a couple tools, this is a tool to share with you, we have a lot of row leases, and a lot of people we connect with.

So this is a tool that can be used to track if things were filled out and all the releases you have. You'll have a lot if you're collaborating. We're going to talk about the importance of collaboration. The next thing is thinking about all the different people that could be connected with the survivor.

Medical, local law enforcement, legal providers, immigration attorneys, social services, federal law enforcement, Facebook-organizations -- faith-based organizations, mental health, so again, all of us working together in a collaborative effort to kind of make sure their needs are being met.

Being mindful of after-hour weekend contacts, who's the best to provide those options, working together when we have operations that we do sting operations, we work together ahead of time, shelter space, information sharing, and also resolving confidentiality privilege issues.

I'm very up front with our partners.

If I can't say something, I'll say "I can't say that."

And they learn about where our lines are and -- or I tell them I'm allowed to say that at this time so I can't answer these questions.

Really just being open and honest about what you can and can't say.

And the other thing to think about, I know -- if somebody referred somebody to you, they already know you're working with them, so its okay, to say we're working with them.

Being mindful, if you're asking for the collaboration on their part we have to be more mindful of how can we collaborate backwards and create that bridge.

>> We want to make sure we leave time for questions.

So we're going to move through these slides pretty quickly.

>> For the confidentiality piece, there's a whole other training that talks about this piece.

A lot of us know about confidentiality, so it's important to be mindful of -- reminders around using discretion, strategize information sharing, being mindful of your case notes and how you're documenting those, being the holders, for the T-Visas should be with the attorney, not our files.

Being appropriate with your note taking, doing the minimum, we went to a doctor's appointment, you don't need to put [indiscernible] or anything of that nature.

And talk about the core practices and for responding.

Again, this is creating a safe place, establishing trust, building symmetrical relationships with the survivors, exploring option and repercussions of options, supporting their decision.

And provide affirmation and moral support.

Providing a space that's nonjudgmental and they can allow to -- say what they need to say and debrief in a healthy space.

>> We're going to close with a reminder to advocates, this is written by an unknown source, specifically written for working with domestic violence survivors.

I think it also applies in our work with sexual assault survivors and human trafficking survivors as well.

And recognizing that as workers in the movement, we are in a power relationship with the survivors that we serve, because we have safety resources, food, and access to bureaucracies, and the very fact that we have this power makes it easy to become part of the larger, oppressive system.

So I actually have phrased this quote and I have -- framed this quote and I have it in my office as a reminder to not allow ourselves to become part of that larger oppressive system, and continue to support survivors in a way -- with that I'm going to turn it over to Elena.

>> Hi.

So thank you so much Erica and Perla that was an incredible amount of information.

Again, we want to apologize to those who were not able to listen through the computer. We weren't able to get the technical difficulties sorted out on that end, but the webinar was recorded, and will be available for those who want to listen to it again, or who were unable to listen to it this time around and were following on the closed caption, I know a number of you were. So thank you for sticking with us. If you have any questions, go ahead and put them in the chat box.

One question that's just coming in right now is, with -- as a violence against women focused organization, how are you ensuring, implementing inclusivity with LGBTQ youth who are disproportionately affected by trafficking as well?

So Perla or Erica, are you able to respond to that?

>> Yeah, so in our agency we actually come across a lot of youth that identify as LGBTQ, or transitioning.

So right in our work we've probably worked with about five youth that identify as transgendered, and that are in the process or wanted to take -- transition from male to female.

So we work really closely with our different partners in our county, we're very lucky, we're very forward moving county.

And so we work closely with dependency attorneys to connect them, to make sure they -- if they have name changes, we also work with our LGBT, we have a LGBT -- an organization for older adults that has a group, so we bring the youth to those organizations and help get them connected.

And make sure that if they want -- they know what resources exist and they're in our county, that they can connect.

And the other thing we do is really ensure that being more mindful of, makeup, clothing, hair for these youth, because those are needs, a lot of times they aren't being met and - - by the system or who they might be living W so we need to be more mindful of supporting the way they want to present and -- so we put more funds into making sure all their needs are met, without any hesitation.

>> As far as the adults, we work with every individual based on what their needs are, and how they identify.

So we will bring into our shelter, we will bring transgender women that identify as women. We don't treat anybody differently. We really try to be inclusive in the services we provide.

And there's a question here about, we talked about support that's available to foreign-born survivors, and there's a question specifically around domestic survivors of sex trafficking.

So I'm going to let Erica speak to that. Services available for domestic survivors.

>> For us we provide the case management services we just went through.

As far as youth and adults, it's the same on both levels.

So it's really identifying what -- connect them with services. So shelter, again, like Perla mentioned, we use our domestic violence shelter to house adults 18 and all the way up.

If they're youth, we work closely with organizations to make sure that we identify shelters that are available.

So we work closely with our runaway youth shelter in our county, and they connect or refer clients back and we also make sure that clients are supported there.

So one of the biggest things, we had a youth from out of county that need adjudicated place to stay and we advocated for her to stay.

That was another big thing.

So the other one is when your clients are -- sex trafficking that may not -- those clients are very hard to work with because [indiscernible] and the needs around that.

So meeting them where they're at, talking with them, so I have -- in terms of being mindful they might not want to share, but they have avenues to share, I have a youth that's [indiscernible] her family all are, so they openly talk with their mom.

So I send resources to mom, and try to put forth that way, so they feel more comfortable with me to share.

Also be mindful to work with different organizations that support that community, also work in conjunction with them to provide support that way.

So one of the good things we did here in our county is they have removal services, we looked at how we can make sure for branding issues around minors for adults that were branded, that they can have tattoos removed through that Avenue by identifying our case management.

>> There's questions around how to obtain handouts we referenced.

Erica's email and my email are basically our first name dot our last name at communitysolutions.org.

So feel free to email us directly if you need those handouts.

>> One of the questions -- go ahead.

>> You beat me to it.

There was a question that came in about, is there ever a point where you stop services for a client for clients who are not coming back, or who are not following through on a particular item that you've been discussing?

>> I would say for some of our youth, I have sat in my car many times for an hour waiting for somebody to show up.

And they show up after an hour. But I don't give up.

Obviously if they specifically tell me, they tell me I don't want to work with you, its one thing.

But even for our clients that are AWOL or run, we typically try to call maybe once every two weeks or so, and try to connect with them that way.

A lot of times -- if there's different safety measures, one of my clients is actively with her trafficker, so we had a way of meeting with the social worker, we'd set up a meeting and they would call me in and I would come in through the back door for her safety.

And so it's really identifying those things.

If a client is adamantly, we have clients that AWOL, they could go to AWOL status or runaway status, and when they come back we start again.

We know with the population they're going to be high risk, they're going to run away.

It takes an average of seven to eight times before they actually stay.

And want to change or things like that.
And there's stages of change.

If you look at the model, there are going to be steps forward.

I was at court today with a youth, and the last time -- [indiscernible] ran for three days and called me on Sunday and said she wanted to come back.

And she came back. That's a huge success.

So it's being rode I for the change of what success looks like. Because it's not going to be easy.

And being mindful of how do you deal with those frustrations that would come up in advocates, but being able to work through that and see the client where they're at and understanding the complex traumas that put them in that spot.

>> I guess for Perla, a question is coming in, does your approach change if clients are adults in the way that you react to clients that are coming in and out of service?

With your office?

>> No, it should not change.

If that's why -- that's the framework and our follows on if I is so important, and why we wanted to share it with you all. Because if we are saying we're going to be trauma-informed and survivor centered, and empowerment based, that means we meet people where they are. And sometimes people are not ready to engage, and that doesn't -- we have to think about other stuff that's going on for them in their life. That prevent them from making our support a priority, and that's okay. That's completely okay.

We have worked with adult labor trafficking survivors, adult sex trafficking survivors that are just not in a place where they can engage, and that's okay.

There's no difference whether that individual is an adult or minor, we try to treat everyone with respect and professionalism and compassion.

And there's a huge difference between compassion and pity.

We don't pity people, but we want to treat everyone with compassion.

>> Wonderful.

Well, I think that might be a good place to end today.

I just want to reiterate our thanks to Perla and Erica for spending time to be with us today, and special thanks to those who were unable to listen on the computer, but were following along on their closed captioning.

And again, the power point will be in webinar will -- the recording will be emailed out, so thank you all again for joining us.

And don't forget to take the survey as you leave, the link is on the slide.

Thanks again.