CASE MANAGEMENT TO SUPPORT TRAFFICKED SURVIVORS/VICTIMS
OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Presented by Futures Without Violence in partnership with the
U. S. Department of Justice, Office on Violence Against Women

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Elena Dineen, Futures Without Violence (Moderator)

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Introduction

This webinar is part of a project entitled Building Collaborative Responses to Trafficked Victims of Domestic Violence and Sexual Assault, supported by the Department of Justice, Office on Violence Against Women.

Presented by Futures Without Violence in partnership with faculty Perla Flores and Erica Elliott, from Community Solutions & the South Bay Coalition to End Human Trafficking.
Presenters

Perla P. Flores is the Director of the domestic violence, sexual assault, and human trafficking programs at Community Solutions, a non-profit human services agency serving South Santa Clara County and San Benito County in California. Perla is a commissioner on the Santa Clara County Domestic Violence Council and she chairs the South Bay Coalition to End Human Trafficking. Ms. Flores holds a Masters degree in Public Administration and was a recipient of the 2010 California Peace Prize.

Erica Elliott, is the Program Manager for Sexual Assault, Prevention, and Sexually Exploited Minors at Community Solutions. Prior to Community Solutions, Erica worked in Santa Clara County Juvenile Hall for 10 years as a Senior Group Counselor. In 2011, Erica and Elisa Carias from Santa Clara County Probation began the Commercial Sexual Exploitation of Children (CSEC) Workgroup in Santa Clara County, which has helped develop protocols, inform policies, and provided education and trainings to professionals in Santa Clara County working with CSEC youth. She is passionate about working with youth, especially teens. Erica has a B.A. in Sociology and a Master’s Degree in Social Work from San Jose State University.
Polling Question:
What best describes your services?

- Sexual Assault
- Domestic Violence
- Domestic Violence/Sexual Assault
- DV/SA/Human Trafficking
- Human Trafficking
- Legal Services
- Community Based Organization
- Other
As a result of this webinar, you will be better able to:

- Recognize similarities and intersections between human trafficking, sexual assault, and domestic violence.
- Apply promising case management practices to support trafficked victims of domestic violence and sexual assault.
- Identify collaboration opportunities to support survivors/victims of domestic violence and sexual assault and to connect them to benefits and resources.
Trafficking Victims Protection Act (2000, reauthorized 03, 05, 08, 13) Definitions

Defines “severe form of trafficking” as:

The recruitment, harboring, transportation, provision, or obtaining of person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

The recruitment, harboring, transportation, provision, or obtaining of person for the purpose of a commercial sex act where such act is induced by force, fraud, or coercion, or where the person induced to perform such act has not attained 18 years of age.

22 U.S.C. 7102

Three Elements Of Adult Sex and Labor Trafficking and Minor Labor Trafficking

1. **PROCESS**
   - Recruiting
   - OR
   - Harboring
   - OR
   - Moving
   - OR
   - Obtaining
   - *a person,*

2. **MEANS**
   - by
   - Force
   - OR
   - Fraud
   - OR
   - Coercion

3. **END**
   - For the purposes of
     - Involuntary Servitude
     - OR
     - Debt Bondage
     - OR
     - Slavery
     - OR
     - Sex Trade

Credit to Freedom Network Training Institute
An Intersectional, Comprehensive Approach to VAW

Developed by: Community Solutions and South Bay Coalition to End Human Trafficking
Similarities Between Domestic Violence/Sexual Assault and Trafficking Survivors

- Survivors face similar barriers to leaving abusive situations and reintegrating in their community.
- Survivors may have similar needs for basic services and safety planning.
- Survivors may experience significant economic and financial abuse and need to create economic independence.
Service Philosophy

Trauma-Informed Care
- An approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives.
  - National Center for Trauma Informed Care (NCTIC, www.samsha.gov/nctic, 2013)

Victim/Survivor-Centered
- The provision of culturally appropriate and immediately available services based on the unique needs and circumstances of victims and survivors. Services are specific, client-focused and driven by the individuals impacted by the abuse/assault/exploitation.
  - Washington Coalition of Sexual Assault Programs
Empowerment – Based Service Philosophy Means:

- We believe that survivors of abuse/exploitation are competent and should have the freedom to be independent.
- Our clients have just come from a situation where they were controlled. It is not our job to replace one form of control with another. It is not our job to teach them or manage them.
- Focusing on clients’ strengths and believing that they can make a difference.
- Never judging clients’ decisions and never making them feel like they need to hide things from us – including contact with their abusers or substance abuse.
Poll: Current Levels of Services

For shelters: How long do you typically house DV/SA clients?
- A) less than 30 days
- B) 30-60 days
- C) 60-90 days
- D) Over 90 days

For all advocates: How long do you spend with DV/SA clients on case management per week during the first three months of services? (excluding crisis response)
- A) one hour per week
- B) two to three hours per week
- C) more than five hours per week
Case Studies for Identification

The “A” Files
Viviana came into our office looking for support after Jorge, her abusive partner, filed for custody of their one-year old child. Viviana met Jorge online and he convinced her to relocate from Mexico to the US. The plan was that they would live together and eventually get married. Shortly after arriving in the US, Viviana found out that Jorge was already legally married, and he had no intention to leave his wife for Viviana. Jorge used Viviana as a domestic and sex servant for almost two years.
Lea married John in Korea. At the time, she had two daughters. John brought Lea and her two daughters (ages 7 and 10) to the US. Lea 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 Lea and the girls three times a week. During this time he began to sexually assault both 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. An advocate was present.
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, he also forced her to do sex work and took all of the money she made.
Julia and Alyssa 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 acts with 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.
Consider incorporating additional questions to screen for human trafficking

Victims of human trafficking may initially identify as victims of domestic violence

Train staff to recognize red flags

Increase Awareness on human trafficking
Intersection with Domestic Violence

How To Distinguish “INTERSECTION” Cases:

- Must include a labor component (involuntary servitude, peonage, debt bondage, slavery)

- Labor could be in the home or at the trafficker/abuser’s business or trafficker benefits from proceeds (e.g. agricultural case, prostitution, sale of daughter)

- Some form of fraud, coercion, and/or force

- Can NOT walk away without serious harm to self or others
INTERSECTION WITH SEXUAL ASSAULT

How to Distinguish if Trafficking:

- Trafficker benefits from assault/abuse – generally monetary benefit, but can include in-kind benefits (food, drugs, pay off debt, etc.)

- Not just in cases of adults – guardians or parents who take money from others who rape/sexually abuse minors

- Can include gain from pornography, etc.
Human Trafficking Advocates First Point Of Contact With Potential Survivors

Current Client of DV/SA Agency or WALK-IN To DV/SA Agency

Advocate In-Person Response to PD or Scene

Referral from Another Organization (i.e. National HT Hotline, Polaris, DFCS, local NGO)

Call to DV/SA Organization’s 24-Hour Crisis Line
CASE MANAGEMENT PHASES

- Emergency/Crisis Phase
- Transitional/Stabilization Phase
- Long Term Support Phase
Meeting people where they are

MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW

ABRAHAM HAROLD MASLOW (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.
Viviana:
CRISIS INTERVENTION PHASE I

Crisis Support

Basic Needs & Housing
Shelter, food, clothing, medical care

Advocacy & Case Management
Safety Planning
Peer Counseling
Advocacy with law enforcement reporting

Linkage
Emergency legal needs (immigration, family law)
Julia & Alyssa
CRISIS INTERVENTION PHASE I

Crisis Support

- Basic Needs & Housing
- Peer Counseling
- Safety Planning
- Emergency medical, psychiatric support, and dependency support
- Advocacy with law enforcement reporting - SART
Intake Tools

- General human trafficking
- Commercial Sexual Exploitation of Children (CSEC)

COMMUNITY SOLUTIONS: CSEC PROGRAM EXTENDED SERVICES CONSENT FORM

CONSENT FOR UTILIZATION OF ADVOCACY SERVICES:

I consent to the assigned Advocate contacting the below agencies or service providers on my behalf. Through this consent, I allow my Advocate to share information and advocate on my behalf involving different aspects of my case. This is an optional service provided by my Advocate to better fulfill my needs and advocate on my behalf. The scope of my Advocate is limited to what purposes I deem important, and define clearly in the purpose section.

Instructions: Please print the provider name and purpose of communications in the appropriate space. Then place your initials in the box.

☐ Social Worker:
   Purpose: 

☐ Probation Officer:
   Purpose: 

☐ Parent of Legal Guardian:
   Purpose: 

☐ Case Manager:
   Purpose: 

CLIENT PROVIDED ANY OF THE FOLLOWING SERVICES

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<th>System Involvement</th>
<th>DFCS</th>
<th>JPD</th>
<th>At Risk of CSE or has a known exploiter</th>
<th>Risk Known</th>
<th>Yes</th>
<th>No</th>
<th>Completed Safety Planning</th>
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<td>Yes</td>
<td>No</td>
<td>Need Referral for Support Groups/Therapy</td>
<td>Yes</td>
<td>No</td>
<td>Check if informed of/received:</td>
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<td>Clothing/Food/Financial Help</td>
<td>Yes</td>
<td>No</td>
<td>Need Support with Restraining Order</td>
<td>Yes</td>
<td>No</td>
<td>Info on Victim Witness</td>
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<td>Criminal Justice System</td>
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Viviana:
CASE MANAGEMENT PHASE II

Transitional Support
Case Management

Legal:
Continue work with Legal Services for T-Visa Application

Advocacy & CM:
Connect, Transport and advocate for benefits
Food & Other needs

Housing:
Provide transitional housing for over one year

Linkage:
Community Support
Connect with culturally relevant community support systems
Parenting classes

Mental Health:
Connect with Therapist
Julia & Alyssa
CASE MANAGEMENT PHASE II

Transitional Support
Case Management

Goal & Safety Planning
Advocacy with law enforcement reporting
Assist with ID and documents obtainment
Peer Counseling
Linkage to Resources (therapy, Victim Witness, the Hub, Etc.)
Communication with partners (Juvenile Justice, Department of Family and Children's Services, group home, etc. [as allowed by releases])
# Community Solutions' Safety Plan for CSE Youth

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Risks</th>
<th>Safety Plan</th>
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<td>How long do you know someone before they become a boyfriend/girlfriend?</td>
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<td>How long do you know someone before you have sexual relations with them?</td>
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<td>Has there been physical violence in your relationships?</td>
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<td>What happened when you try to leave the relationship? What's the most severe reaction to you trying to leave?</td>
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My goal is: _____________________________________________

To reach my goal, I will:

1. _____________________________________________ by: __________
2. _____________________________________________ by: __________
3. _____________________________________________ by: __________

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<th>Meeting Date/Time:</th>
<th>Next Steps: 1</th>
<th>Target Date:</th>
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Viviana:
CASE MANAGEMENT PHASE III

Long Term Stability & Sustainability

Case Management & Advocacy:
- Peer counseling
- Support to obtain Driver’s License
- Support to obtain car
- Linkage to vocational training

Mental Health Support:
- Continue individual therapy

Housing:
- Connected to permanent housing
- Occasionally provide rental assistance when needed and available
Julia & Alyssa
CASE MANAGEMENT PHASE III

Long Term Stability & Sustainability

- Continue working on established goals
- Assist with college
- Expanding social support system
- Helping youth to find their voice
- Continued Peer Counseling
### Referrals Provided

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<th>Date Provided</th>
<th>Therapy</th>
<th>Medi-Cal</th>
<th>Y or N</th>
<th>STV Internal Referral</th>
<th>Other referrals</th>
<th>Y or N</th>
<th>Date Provided</th>
<th>Legal referral (immigration, family law, etc.)</th>
<th>Connect with Legal Coordinator</th>
<th>Y or N</th>
<th>Date Provided</th>
<th>Support Groups</th>
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### Identified Service Providers

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Support Through Collaboration

- Medical
- Local Law Enforcement
- Legal
- Social Services
- Federal Law Enforcement
- Faith Based
- Schools/Colleges
- Housing
- Advocates
- Mental Health
Protect Client Confidentiality

Any and all records can be subpoenaed in a court of law

Legal providers, case workers, and law enforcement should use:

- Extreme discretion, BUT
- Strategize information sharing
Case Notes

- Case notes must be factual and objective.
- Each client should be identified by a client code rather than name.
- Medical documents must be retained by medical provider or client.
- Legal documents such as T-visa and U-visa affidavits must be retained by attorney and client.
- Refrain from using names or specific locations when taking notes.
Inappropriate:
Case manager drove Lynn to medical appointment. Lynn is distraught after finding out she has been diagnosed with syphilis.

Appropriate:
Case manager drove client LM082514 to doctor appointment. Made arrangements for a follow up.
Core Practices for Responding to Human Trafficking Survivors

- Create a safe space for communication
- Establish rapport & trust
- Identify precipitating problems
- Help the person identify, cope with, and express feelings
- Respect differences and avoid assumptions
- Help survivor’s explore their options & repercussions of options
- Protect survivor’s confidentiality at all times
- Provide affirmation & moral support
- Support the survivor’s decisions
“We must recognize that we, as workers in the movement, are in a power relationship with battered women because we have safety, resources, food and access to bureaucracies. The very fact that we have this power makes it easy to become part of the larger, oppressive system.”

Unknown Source
Handout 1: DV-SA-HT Victims Services Screening Tool
Handout 2: Screening Tool Scoring for HT Assessment
Handout 3: Community Solutions - Advocate Guidelines for HT Services
Handout 4: HT Coalition - Advocate In Person Response Protocol
Handout 5: HT Client Goal Plan
Handout 6: CSEC Safety Planning Sheet
Handout 7: Partnership – Referral Tracking Tool
Handout 8: Point Person Referral Form
Handout 9: CSEC Extended Services Consent Form
Handout 10: Human Trafficking Key Indicators
Resources:


Intersections of Human Trafficking & Domestic Violence and Sexual Assault

The Role of Case Management and Service Planning

Utilizing Trauma-Informed Approaches to Trafficking-related Work

Services Available to Victims of Human Trafficking (federal assistance, resources, and services)
http://www.acf.hhs.gov/endtrafficking/victim-support

Ethical and Safety Recommendations for Interviewing Trafficked Women (World Health Organization)
http://apps.who.int/iris/bitstream/10665/42765/1/9241546255.pdf

Balancing Collaboration, Confidentiality and Privilege on Human Trafficking Cases (webinar)
https://www.ovcttac.gov/downloads/webinars/HT/Webinar_2_June_18.mp4

National Human Trafficking Hotline/Resource Center https://humantraffickinghotline.org/

Please take a moment to take a short evaluation regarding today’s webinar. 
https://www.surveymonkey.com/r/HTCaseMEval

**Training:**  Building Collaborative Responses to Trafficked Victims of DV/SA  
May 16-18, 2017 Cleveland, OH  
[Link to Flyer](#)

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