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Services

HUMAN TRAFFICKING

Report on the
Human Trafficking Services
Needs Assessment Survey



Virginia Department of Criminal Justice Services
Criminal Justice Research Center
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EXECUTIVE SUMMARY

Report on the Human Trafficking Services Needs Assessment Survey

Relatively limited information exists on the needs of human trafficking victims and the needs of service providers working to meet those needs in Virginia, therefore an online needs assessment survey on human trafficking services was conducted by the Department of Criminal Justice Services (DCJS) in the summer of 2012. The 118 survey respondents were from victim-witness service providers, domestic violence/sexual assault service providers, adult and juvenile state probation/parole agencies, and adult and juvenile correctional facilities. Of these, 47% (55) were from agencies that had provided services to trafficking victims during the five-year period from 2007–2011, and 53% (63) were from agencies that had not.

Current Status of Service Providers

The survey asked about the status of various resources and tools that are available to assist service providers in their work with human trafficking victims. Some of the findings include:

- Overall, 53% of all responding agencies *do not know* whether or not there is a human trafficking services organization (HTSO) in their local service area. Of those agencies that could identify a HTSO in their local service area, nearly all are located in the Washington DC/Baltimore/Northern Virginia area.
- Just over one-third (35%) of respondents attended formal workshops/classes on human trafficking and 17% received formal training on how to serve victims of human trafficking in the past year.
- None of the responding agencies have formal procedures/protocols that guide how to serve trafficking victims. Further, only 24% of respondents that work with trafficking victims have a data collection system that tracks services provided to those victims.
- Only one agency reported a decrease in the number of human trafficking cases, while 42% of respondents said the number of trafficking cases had increased and 55% said the number of trafficking cases had stayed the same.
- Seventy percent of respondents' agencies have 6 or fewer full-time staff; 87% have 6 or fewer part-time staff; and 88% have 6 or fewer volunteer staff that work with human trafficking victims at their agency. Nearly two-thirds of respondents use interpreters for service delivery; most of these rely on staff interpreters and half use on-demand language services.

Description of Trafficking Victims and Their Needs

The survey also asked respondents to describe the victims of human trafficking that their agency sees and provide information about the needs of those trafficking victims. Their responses provided the following information:

- Based on respondents' descriptions, human trafficking victims are most likely to be adult females between the ages of 20–39.
- Over half (56%) of respondents described seeing trafficking victims from Latin American countries and 53% reported seeing victims from the U.S.

- The types of trafficking experienced by victims were most often sex-related (prostitution, sex tourism) or domestic-related (au pair, maid, servile marriage).
- Over three-quarters of the respondents said that trafficking victims have more severe problems and more complex needs than other victims they serve, and often involve mental health, legal, distrust, and trauma-related issues.
- Trafficking victims' most-needed services include: food, emergency housing, sexual assault services, counseling, and case management/coordination of services.
- Over 80% said their agency/organization is unable to adequately meet the needs of trafficking victims. Further, 42% of agencies estimate trafficking victims require services for about 3 months or more.
- The need to improve collaboration and outreach is supported by the finding that trafficking victims typically learn about services from referrals and community outreach

Barriers to Service and Needs of Service Providers

Survey respondents were asked to identify various challenges and barriers they've encountered in providing services to victims of human trafficking. They were also asked to describe what they think would help them improve their ability to provide services to this population. Their responses provided the following findings:

- The three most critical barriers/challenges to providing services to trafficking victims are a lack of adequate resources, problems identifying trafficking victims, and a lack of adequate training.
- Trafficking victims may not seek out services due to fear of the system, fear of retaliation, and lack of knowledge about available services.
- Eighty percent of respondents feel more training is needed to improve the provision of services to trafficking victims.

Report on the Human Trafficking Services Needs Assessment Survey

I. Introduction

PURPOSE OF SURVEY

The purpose of this survey was to obtain information on the needs of human trafficking victims and victim service providers in Virginia. The idea for conducting a survey stemmed primarily from discussions during meetings of the Victim Assistance Workgroup of the Victims of Human Trafficking Initiative (VHTI), a statewide collaborative effort led by the Virginia Department of Social Services (VDSS) and the Virginia Steering Committee Against Human Trafficking (VASCAHT). The passage of House Bill 2190 during the 2011 Virginia General Assembly Session directed the VDSS to develop a plan: (1) to identify victims of human trafficking, (2) to provide victim assistance, and (3) to develop public outreach and educational materials for victims of human trafficking. As a result, the VASCAHT and three workgroups (Victim Identification, Victim Assistance, and Public Outreach and Education) were formed.

During the Victim Assistance Workgroup meetings, group members expressed a desire to have more information on the needs of human trafficking victims, as a lack of data makes it difficult to advocate for new or enhanced systems and services. This survey seeks to provide Virginia-specific data on the needs of trafficking victims and service providers, in order to best inform victim assistance and service delivery.

BACKGROUND

Relatively limited information exists on the needs of human trafficking victims and the needs of service providers working to meet those needs in Virginia. Previous research suggests that there is both confusion about how human trafficking is defined and limited awareness of the issue.

Human trafficking is a unique crime, one that is often hard to identify, investigate and prosecute. Human trafficking activities often occur in conjunction with other crimes, which may mask the trafficking component of the activities. The victims of human trafficking may be unwilling or afraid to cooperate with authorities. Language and cultural barriers can hinder even voluntary communication with trafficking victims.

For purposes of this needs assessment survey, and consistent with the federal Victims of Trafficking and Violence Protection Act, human trafficking is defined as: the recruitment, harboring, transportation, provision, or obtaining of a person for one of three purposes:

- Labor or services, through the use of force, fraud, or coercion for the purposes of subjection to involuntary servitude, peonage, debt bondage, or slavery. (Labor Trafficking)
- A commercial sex act through the use of force, fraud, or coercion. (Adult Sex Trafficking)
- Any commercial sex act, if the person is under 18 years of age, regardless of whether any form of coercion is involved. (Child Sex Trafficking)

Development of the survey questions for this needs assessment borrowed heavily from two reports:

1. *Finding Victims of Human Trafficking* (prepared by National Opinion Research Center at the University of Chicago) for the National Institute of Justice, Office of Justice Programs and the U.S. Department of Justice in 2008) and,
2. *Needs Assessment for Service Providers and Trafficking Victims* (prepared by Caliber Associates, Inc. for National Institute of Justice/Department of Justice in 2003).

This human trafficking needs assessment survey was originally conceived as an online questionnaire that would be sent to various victim-witness, domestic violence, and sexual assault programs in Virginia to ask about the needs of human trafficking victims and victim service providers in Virginia. After the survey was developed and data collection had already begun, we received a request to include juvenile and adult state probation/parole agencies and juvenile detention facilities in the pool of potential respondents. As a result, invitations to participate in the survey were sent to all of those groups.

The survey began by asking for some general identification information and asked questions about human trafficking resources and training. Next a question was asked about whether the respondent’s agency/organization had provided services to any victims of human trafficking during the five-year period between calendar years 2007 and 2011. This question was used to distinguish respondents that have experience with trafficking victims from respondents without such experience. Those that had not provided services during the five-year period were directed to the end of the survey since the rest of the questions were applicable primarily to those who have worked with victims of human trafficking.

WHO RESPONDED TO THE SURVEY

OVERALL:

There were 118 responses to the survey: 64 responses from victim services agencies and 54 responses from criminal justice agencies.

TYPES OF SURVEY RESPONDENTS WITH HUMAN TRAFFICKING CLIENTS:

Of the 118 respondents, 47% (55) were from agencies that had provided services to trafficking victims during the 5-year period from 2007–2011, and 53% (63) were from agencies that had not.

As noted in the table below, state probation/parole agencies provided the greatest number of responses to the survey; however, more domestic violence/sexual assault programs (by far) work with victims of human trafficking.

Respondents That Work With Victims of Human Trafficking (HT) N = 118		
<i>Type of Program/Agency</i>	<i>Survey Respondents</i>	<i>Respondents with HT Clients</i>
State Probation/Parole	33% (39)	38% (15)
Domestic Violence/Sexual Assault program	27% (32)	84% (27)
Victim Witness program	26% (31)	32% (10)
Correction/Detention	11% (13)	8% (1)
Other	3% (3)	67% (2)

“Other” includes a human trafficking service agency, a U.S. Attorney’s Office, and the Virginia State Parole Board.

RESPONDENTS’ PRIMARY CLIENT BASE:

The survey asked respondents what types of clients their agency/organization **primarily** serves. They were asked to select only one from a short list or provide their own text response.

Responding Agencies/Organizations’ <i>Primary</i> Client Base* (N = 118)	
Victims, generally	35% (41)
Adults on probation/parole	19% (22)
Domestic violence victims	15% (18)
Sexual assault victims	9% (10)
Juveniles on probation/parole	7% (8)
Domestic violence and sexual assault victims	6% (7)
Adult offenders in community corrections facility	5% (6)
Juvenile offenders in detention facility	4% (5)
Human trafficking victims	1% (1)

*[*A second look was given to how the various types of respondents to this survey answered the question about their primary client base. It appears that as many as 13 non-victim services respondents (8 probation/parole, 3 correction/detention, and 2 other agencies) may have inadvertently selected victim client responses to the question about primary client base. This observation suggests that the above information may not be fully accurate.]*

SUMMARY OF THE HUMAN TRAFFICKING SERVICES NEEDS ASSESSMENT SURVEY’S RESPONDENTS

Victims Services Agencies

(Domestic Violence/Sexual Assault programs, Victim Witness programs, and a human trafficking program)

- 54% (64) of respondents
- 59% (38) served HT victims in past 5 years

Criminal Justice Agencies

(State Probation/Parole agencies, Correction/Detention agencies, U.S. Attorney’s Office, and the Virginia State Parole Board)

- 46% (54) of respondents
- 31% (17) served HT victims in past 5 years

II. Current Status of Service Providers

This section of the report demonstrates the need for better awareness of resources that can assist with trafficking victims and for investigation into whether or not such resources are needed in areas of the state outside of Northern Virginia. It suggests that more opportunities for general training about human trafficking and training on how to serve trafficking victims are needed as well as assistance with developing protocols and data collection systems. It suggests that greater resources may be needed to address trafficking because the numbers of cases are not decreasing and staffing levels and skills may not be meeting needs. It also addresses the need for greater multi-agency/multi-discipline collaboration in addressing the problem of human trafficking.

Awareness of national and local human trafficking service organizations (HTSOs) is greatest among Domestic Violence/Sexual Assault programs, while correction/detention agencies are the least aware of these resources.

NATIONAL HTSO:

The National Human Trafficking Resource Center is a national, toll-free hotline, and is a program of Polaris Project, a non-profit, non-governmental organization working exclusively on human trafficking since 2002.

Overall, 54% of respondents (64) are aware of the National Human Trafficking Resource Center. (N = 118)

- 72% of Domestic Violence/Sexual Assault programs (23 of 32)
- 68% of Victim Witness programs (21 of 31)
- 44% of State Probation/Parole (17 of 39)
- 8% of Correction/Detention (1 of 13)

LOCAL HTSO:

Agencies and programs that may potentially work with human trafficking clients need to be made aware of local human trafficking organizations and resources.

Overall, just over half (53%/62) of all responding agencies **do not know** whether or not there is a human trafficking services organization (HTSO) in their local service area.

Respondents Who Don't Know If There's a Local HTSO (N = 118)	
Type of Program/Agency	Don't know
Correction/Detention	100% (13 of 13)
State Probation/Parole	67% (26 of 39)
Victim Witness	42% (13 of 31)
Domestic Violence/Sexual Assault	25% (8 of 32)

Of the 56 agencies that **do** know, about 25% (14) reported there is a HTSO in their local service area. We also asked for the name(s) of their local HTSOs; 18 were named and **all but one** are located in the Washington DC/Baltimore/Northern Virginia area.

FORMAL TRAINING:

Overall, Domestic Violence/Sexual Assault programs were more frequently trained in human trafficking and in how to serve trafficking victims than were the other programs and agencies.

Survey respondents were asked about any formal workshops/classes or training they have received in the past year. Overall, 35% (41) attended formal workshops/classes on human trafficking and 17% (20) received formal training on **how to serve victims** of human trafficking.

Type of Program/Agency	Formal Training/Workshops Attended (N = 118)	
	Workshops/Classes on HT (% programs/agencies attended)	How to Serve Victims of HT (% programs/agencies attended)
Domestic Violence/Sexual Assault program	56% (18)	31% (10)
Victim Witness programs	45% (14)	19% (6)
State Probation/Parole	21% (8)	8% (3)
Correction/Detention	0	0

Even among the respondents in the victim services field, only about half said that had received general training on human trafficking and around a quarter had received any training in how to provide services to trafficking victims. This suggests there is a need to train more victim service providers, especially in how to provide such services and to provide general human trafficking education to partners and associates who make first contacts and need to know how to identify victims of human trafficking.

PROCEDURES AND PROTOCOLS:

None of the responding agencies/programs have formal procedures/protocols in place to guide how to serve trafficking victims.

Respondents were asked whether their agency/organization has formal, written procedures/protocols for how to serve/treat victims of human trafficking.

- None of the responding agencies have formal, written procedures/protocols; 28% (33) said they didn't know if they had them; 72% (85) said they did not have them. (N = 118)

This suggests that agencies and programs that may identify and/or provide services to trafficking victims need some assistance in developing written procedures/protocols.

DATA COLLECTION:

Overall, only 24% of respondents that work with trafficking victims have a data collection system that tracks services provided to those victims.

Respondents were asked whether their agency/organization has a data collection system to track the services that they provide to trafficking victims. (NOTE: This question was asked only of agencies that have served human trafficking clients in the past 5 years. N=54)

- Domestic Violence/Sexual Assault programs using data collection systems had the highest percentage with 44% (12)

- One Victim Witness program and none of the State Probation/Parole or Correction/Detention agencies are using data collection systems for this purpose.

The agencies that do have a data collection system were asked to briefly describe it. Eight agencies mentioned their use of VAdata (VAdata is an electronic web-based data collection system for Virginia’s Sexual and Domestic Violence Service Agencies.); other systems being used include: case management system, internal data collection system, and Filemaker Pro (a database management system).

NUMBER OF TRAFFICKING VICTIMS SERVED:

Respondents were asked to estimate the number of trafficking victims that were served by their agency/organization during a 5-year period from CY 2007 through CY 2011.

53% (63) reported that they did not serve any trafficking victims during this period

Of the 55 respondents that **did** serve human trafficking victims during the period from 2007–2011, the largest percentage (45%) served between one and five victims. Thirteen agencies/organizations (24%) reported serving 16 or more during the five-year period.

Number of Trafficking Victims Served from 2007–2011 (N = 55)		
Number of Trafficking Victims Served	Number of Respondents	Percent of Respondents
1 – 5	25	45%
6 – 10	11	20%
11 – 15	6	11%
16 – 20	6	11%
21 – 50	4	7%
51 – 99	1	2%
100 +	2	4%

CHANGE IN NUMBER OF TRAFFICKING VICTIMS SERVED:

Only one agency reported a decrease in the number of human trafficking cases.

While nearly half (23) of the 54 respondents said **they didn’t know** whether the number of trafficking victims they served in 2011 had increased or decreased when compared with 2010, of the 31 who **did** know, only one respondent said the number had decreased.

42% (13) said the number of trafficking cases had increased
55% (17) said the number of trafficking cases had stayed the same

STAFFING:

Respondents were asked to provide the number of full-time, part-time, and volunteer staff that work with human trafficking victims at their agency.

Full-time: 70% of respondents’ agencies have 6 or fewer full-time staff

Part-time: 87% of respondents’ agencies have 6 or fewer part-time staff

**Volunteers: 58% of respondents’ agencies have no volunteer staff;
88% of respondents’ agencies have 6 or fewer volunteer staff**

Staff that Work with Trafficking Victims			
Number of Staff	Full-time (N = 46)	Part-time (N = 31)	Volunteer (N = 24)
0	17% (8)	32% (10)	58% (14)
1–2	24% (11)	29% (9)	4% (1)
3–6	28% (13)	26% (8)	25% (6)
7–15	17% (8)	10% (3)	4% (1)
16 +	13% (6*)	3% (1)	8% (2)

*Agencies with 16 or more full time staff reported having: 22, 33, 50, 50, 52, and 75 full-time staff.

Although respondents were asked to provide the number of full-time, part-time, and volunteer staff in their agencies/organization that work with trafficking victims, they were not asked if they felt these staffing levels were sufficient. There was other feedback received from the survey suggesting that it may not be sufficient, but the question wasn’t asked directly.

COLLABORATION WITH OTHER AGENCIES:

Collaboration occurs most frequently between criminal justice agencies and with victim services/social services providers.

Respondents were given a list of 37 agencies and individuals and were asked to indicate which they collaborate/partner with in regard to human trafficking. The five most frequently identified partners are:

(N = 55)	
Agencies/Individuals	Percent of Respondents
Law enforcement (includes PDs and SOs)	65% (36)
Domestic violence shelters	62% (34)
Commonwealth’s Attorneys	56% (31)
Social workers	51% (28)
Victim/Witness programs	49% (27)

Respondents were asked to select all that apply so percentages add up to more than 100%.

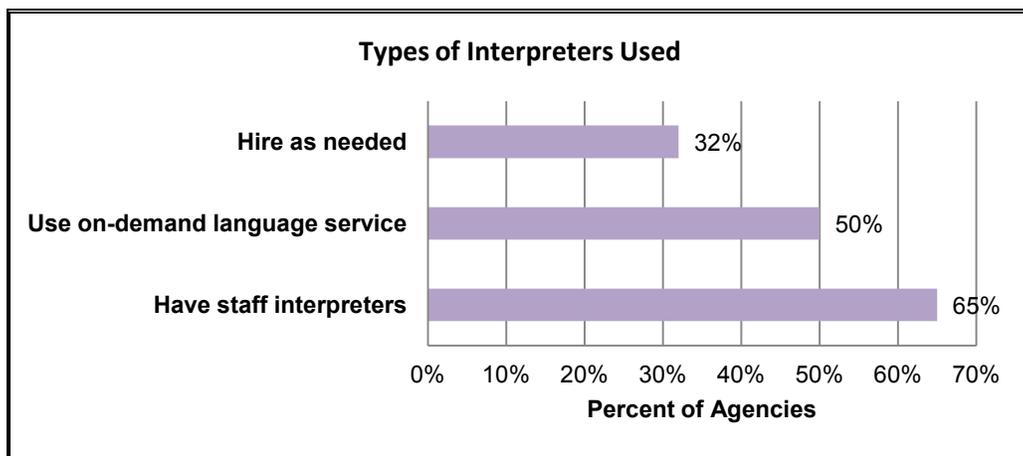
Other agencies/individuals that were selected by between 20%–47% of survey respondents included: Child Protective Services, advocacy groups, sexual assault crisis centers, faith community, health services, homeless shelters, human trafficking services organization, hospitals/emergency medical, private non-profit advocacy agencies, victim advocates, substance abuse agencies, community leaders, housing services, National Human Trafficking Resource Center, probation, family crisis centers, and local government.

Knowing what types of agencies are collaborating provides some insight to who should be involved in future training/conferences/awareness efforts. It also highlights the need for multi-agency/multi-discipline partnerships in addressing the problem of human trafficking.

INTERPRETIVE SERVICES:

Nearly two-thirds (62%) of respondents use interpreters for service delivery.

Respondents were asked whether their agency uses interpreters to assist in servicing trafficking victims and, if so, what types of interpreters are used. Of the 34 respondents that use interpreters for service delivery:



Respondents were asked to select all that apply so percentages add up to more than 100%. (N = 34)

- Others providing interpretive services to agencies include volunteers, police/detectives, and victim advocates.
- Of those with staff that provide interpretive services, most specified having Spanish interpreters on staff. Other languages cited by more than one respondent were: German, Hindi, Mongolian, Mandarin, Cantonese, and Korean.
- Also noted by one respondent regarding the use of Language Line, “it is very difficult (to) work with this tool.”

SUMMARY OF THE CURRENT STATUS OF SERVICE PROVIDERS

Findings suggest a need to increase awareness of national, state, and local resources that can assist with trafficking victims' issues.

Most of the identified local human trafficking service organizations (HTSOs) are located in Northern Virginia.

More training is needed in both human trafficking in general and in how to work with trafficking victims.

Training or technical assistance is also needed in helping agencies who work with trafficking victims to establish formal protocols/procedures.

Increasing use of data collection systems among service providers will help track services being provided to trafficking victims and may help determine which are most often used and/or most needed.

The number of trafficking victims needing services is either increasing or holding steady among service providers. This suggests the need for greater resources now and in the near future.

Although we have an idea of the number of staff providing services to trafficking victims, we don't know definitively whether these levels are sufficient.

Findings suggest the need for multi-agency/multi-discipline collaboration in addressing the problem of human trafficking, especially between victim/social service providers, law enforcement and the courts (to include prosecutors and probation/parole).

While a majority of respondents reported having staff that can provide some interpretive services, about half said they use on-demand interpreter/language services such as Language Line.

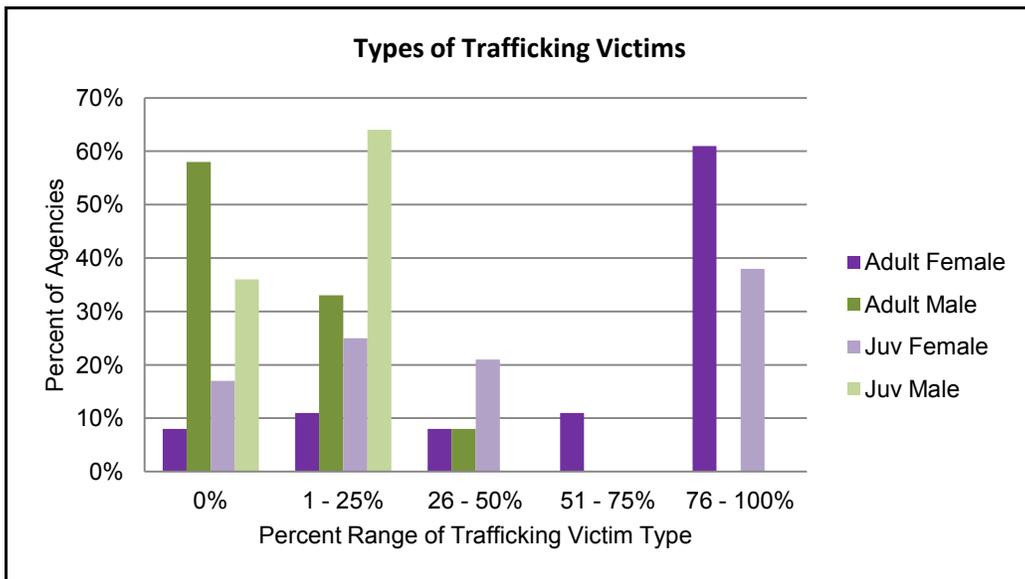
III. Description of Trafficking Victims and Their Needs

This section of the report describes the most common characteristics of trafficking victims such as gender, age, nationality, and the types of trafficking they endured. It also discusses how the needs of trafficking victims are more complex than other types of victims and how this challenges service providers. It identifies the needs and services most often required to assist trafficking victims, provides estimates on how long these services are typically needed, and relays suggestions on how to improve getting services to those who need them.

AGE AND GENDER:

Based on respondents’ descriptions, human trafficking victims are most likely to be adult females between the ages of 20–39.

Respondents were asked to estimate the percentage of their human trafficking clients that are adult female, adult male, juvenile female, and juvenile male.



Further,

- 56% (20 of 36) agencies said 100% of their trafficking victims were adult females
- 29% (7 of 24) agencies that said 99–100% of their trafficking victims were juvenile females

Respondents were also asked to estimate the age range of the adult and/or juvenile population of trafficking victims that they work with (estimate was based on age when the victim entered the system).

Median age range for adults 20–39

Median age range for juveniles 13–17

COUNTRY OF ORIGIN:

56% of respondents (20) said they serve trafficking victims from Latin American countries

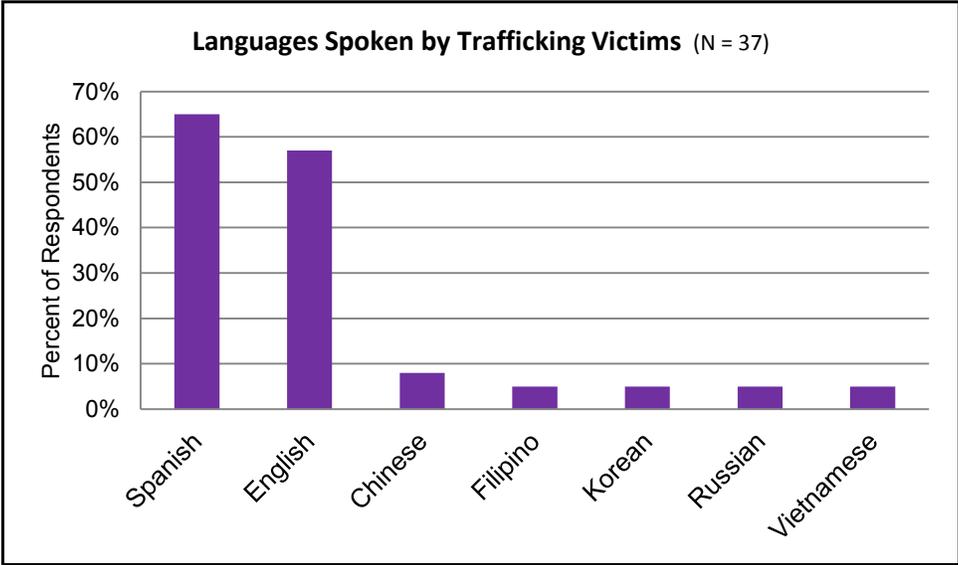
Respondents were asked which countries their trafficking victims come from. (Respondents were allowed to name as many countries as necessary to describe where their trafficking victims come from. Their responses are detailed below. For the above percentage of Latin American countries, all areas or countries that are considered “Latin America” were combined and includes Mexico and most of Central and South America.)

Victims’ Countries	Percent of Agencies (N = 36)
USA	53% (19)
Mexico	28% (10)
Central America	8% (3)
Honduras	8% (3)
India	8% (3)
Latin America	8% (3)
Russia	8% (3)
China	6% (2)
El Salvador	6% (2)
Philippines	6% (2)
South America	6% (2)

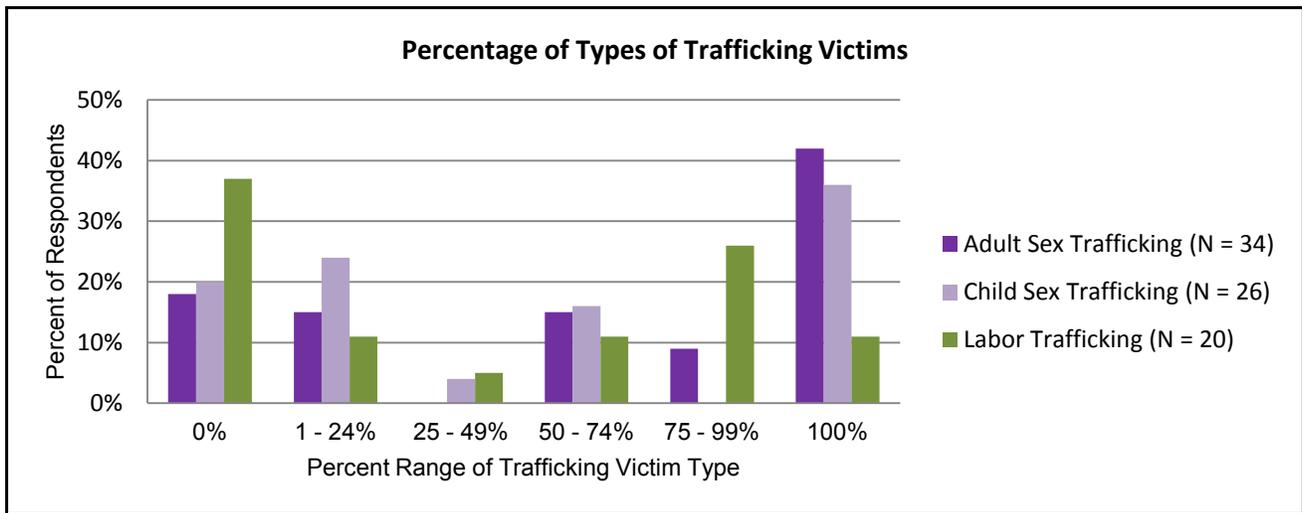
Respondents could select more than one country so percentages add up to more than 100%

Other countries/areas that were mentioned once include: Angola, Armenia, Asia, Burundi, Cameroon, Ethiopia, Germany, Ghana, Guatemala, Indonesia, Iran, Japan, Kenya, Korea, Mauritius, Morocco, Peru, Tanzania, Thailand, Uganda, Ukraine, Vietnam, Asian countries, and Eastern Europe.

LANGUAGE: Respondents were asked what languages are spoken by their trafficking victims. Those mentioned most frequently are: (N = 37)



TYPE OF TRAFFICKING: Respondents were asked to estimate the percentage of their human trafficking clients who are victims of adult sex trafficking, child sex trafficking and labor trafficking.



Respondents were also asked to indicate what specific types of trafficking victims they typically work with by selecting from a list of known types of trafficking.

(N = 55)

Types of Trafficking Experienced by Clients	Percent of Agencies
Forced prostitution	56% (31)
Domestic worker (e.g., au pair, maid, etc.)	24% (13)
Servile marriage	15% (8)
Sex tourism and entertainment	15% (8)
Restaurant work	9% (5)
Agricultural labor	7% (4)
Pornography	7% (4)
Field labor	5% (3)
Bonded labor	4% (2)
Food processing (e.g., slaughterhouses, etc.)	2% (1)
Use in criminal activity	2% (1)
False adoption	0
Forced begging	0
Industry/Sweatshops	0
Other	5% (3)

Respondents were asked to select all that apply so percentages add up to more than 100%.

CHARACTER OF TRAFFICKING VICTIMS’ PROBLEMS/NEEDS:

Respondents were asked to compare their clients who are victims of human trafficking to their clients who are not victims of human trafficking in two aspects: severity of problems and complexity of needs affecting service provision.

77% said the severity of problems among trafficking victims was greater
84% said the complexity of needs among trafficking victims was greater

Character of the Problems/Needs of Trafficking Victims (N = 48)			
<i>Severity of Problems</i>		<i>Complexity of Needs</i>	
<i>Rating</i>	<i>Percent of Agencies</i>	<i>Rating</i>	<i>Percent of Agencies</i>
Much greater	25%	Much greater	44%
Somewhat greater	52%	Somewhat greater	40%
About the same	17%	About the same	15%
Somewhat less	2%	Somewhat less	2%
Much less	4%	Much less	0%

We also asked respondents to provide some examples or specifics about the needs and/or problems unique to trafficking victims. There were 62 text responses provided; a summary of these responses is provided below.

Mental health needs and specialized counseling

Victims of human trafficking often need specialized and targeted counseling/therapy to address the extreme trauma and indoctrination they’ve experienced. In particular, there is a need for counseling services specifically-designed for sexually-trafficked victims (victims of forced prostitution) and for comprehensive children’s counseling services.

Complexity of legal issues and impediments

Many victims of human trafficking face issues involving their undocumented status and they lack the resources to hire attorneys that could help with visas. Trafficked adults have custody concerns regarding their children.

Service-related challenges

Identifying those who are victims of human trafficking is often very difficult. Additionally, these victims are typically more isolated, and when they come from other countries, have few, if any, connections inside the US. Emergency housing that is safe, secure, and non-punitive is needed in order to temporarily house trafficking victims, especially for the first 24–72 hours after they are picked up. Additionally, more long-term housing is also needed until victims can be reunited with their families. Service needs for victims of human trafficking are often different from the needs of crime victims. Trafficking victims often require an all-around approach to services rather than crime-specific services. Additionally, language barriers can complicate assisting victims and some agencies lack interpreter services.

Familiarity and trust

Many trafficking victims are unfamiliar with how the US system works in regard to labor, law, and immigration and therefore don't know where to turn for help. They are often unaware of their rights, and may also distrust the court system and police for fear of being deported.

Trauma-related issues

Trafficking victims often suffer extreme trauma, posttraumatic stress disorder (PTSD) is not uncommon. Fear of retribution often affects their willingness to cooperate—they are typically more focused on safety concerns and need to be assured safety for their family. Coercive control and intimidation of trafficking victims is easier to accomplish due to their increased isolation. Victims of human trafficking often suffer indoctrination—they may be brainwashed by pimps and others to believe they are worthless; many have no self-esteem.

MOST NEEDED SERVICES:

The services needed most often by trafficking victims include: food, emergency housing, sexual assault services, counseling/support groups, and case management/coordination of services.

Respondents were shown a list of services that are often needed by/provided to victims of human trafficking. They were asked to select from a list of 40 services (in four categories) those most typically needed by the trafficking victims they serve.

The most frequently needed services are:

Basic Needs, Employment-related Services

- Food (tied with housing—emergency shelter)
- Housing—emergency shelter (tied with food)
- Transportation

Victim-specific Services

- Sexual assault services
- Domestic violence services
- Victims' rights explanation

Crisis and Health Services

- Counseling/support groups
- Crisis intervention
- Mental health services

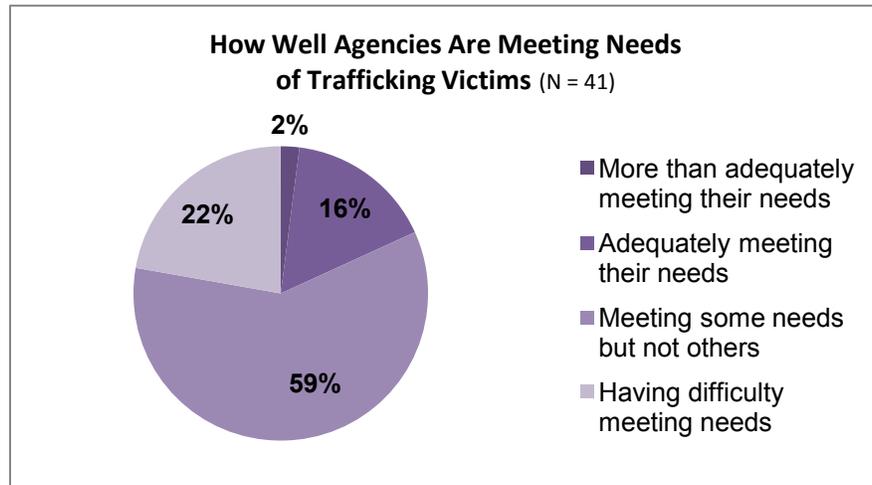
Advocacy, Legal and General Services

- Case management/coordination of services
- Information and referral
- Advocacy-victims' rights and services

MEETING THE NEEDS OF HUMAN TRAFFICKING VICTIMS:

Over 80% said their agency/organization is unable to adequately meet the needs of trafficking victims.

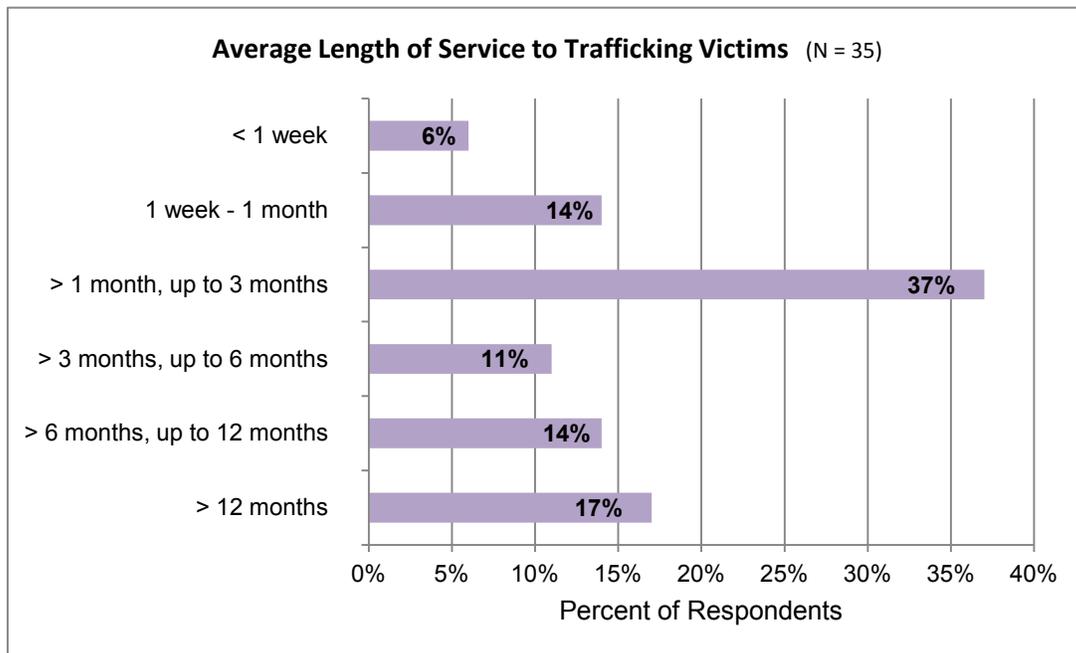
Respondents were asked how well they think their agency is meeting the needs of trafficking victims with the services that they provide.



LENGTH OF SERVICE PROVIDED:

43% of agencies (15) estimate their trafficking victims require services for about 3 months or more

Respondents were asked to estimate the average length of time that their agency/organization provides services to individual trafficking victims.



VICTIM AWARENESS OF SERVICES:

The importance of improving collaboration and outreach is supported by the finding that more trafficking victims learn about services from referrals and community outreach.

Respondents were asked to indicate the methods by which trafficking victims learn about their agency’s/organization’s services from a given list. The five selected most frequently were:

(N = 55)	
Referrals from allied professionals	55% (30)
Community outreach	42% (23)
Brochures or other written materials	40% (22)
Word-of-mouth	40% (22)
Walk-in	29% (16)

Respondents were asked to select all that apply so percentages add up to more than 100%.

Other less-frequently selected methods by which trafficking victims were made aware of services were: newspaper ads, informational letter, radio announcements, TV announcements, law enforcement referrals, hospital referrals, and websites.

SUMMARY DESCRIPTION OF TRAFFICKING VICTIMS AND THEIR NEEDS

Based on respondents’ descriptions, human trafficking victims are most likely to be adult females between the ages of 20–39. The median age range for juvenile trafficking victims is 13–17.

Most of the trafficking victims served by the respondents were from the Americas: 56% reported serving trafficking victims from Latin American countries and 53% reported serving victims from the U.S. When asked what languages are spoken by the trafficking victims they serve, 65% of respondents said Spanish, 57% said English.

Respondents were asked to indicate what specific types of trafficking victims they typically work with by selecting from a list of known types of trafficking. Prostitution/sex-related and domestic dominate the types of trafficking reported by respondents. (This may help explain the high rates of adult female victims reported.)

Over three-quarters of respondents said that trafficking victims have more severe problems and more complex needs than other victims they serve. Specific areas of concern include: mental health needs and specialized counseling; legal issues and impediments; service-related challenges such as emergency housing and language barriers; lack of familiarity about their rights and how the U.S. system works in regard to labor, law, and immigration; distrust of the criminal justice system; and extreme trauma-related issues such as PTSD, indoctrination and a fear of retribution.

Services that are most often needed by trafficking victims were: food, emergency housing, sexual assault services, counseling/support groups, and case management/coordination of services.

Most respondents reported that their agency/organization struggles to meet the needs of trafficking victims—over 80% said they are unable to adequately meet the needs of trafficking victims. Some of this may be due to the length of time for which services are needed. Forty-two percent of agencies estimate individual trafficking victims require services for about 3 months or more and 31% said the average was around six months or more.

The importance of improving collaboration and outreach to improve services for trafficking victims was supported by the findings. Respondents reported that trafficking victims most often found out about their services through referrals and community outreach efforts.

IV. Barriers to Service and Needs of Service Providers

Generally, this section of the report suggests there is a need for greater awareness among first responders and service providers, and for greater collaboration among agencies. Additionally, it suggests there is a need for more outreach efforts to trafficking victims. It describes the most critical barriers and challenges encountered in providing services to trafficking victims and common reasons why trafficking victims do not seek out services. Finally, it identifies the types of training and services that service providers believe will help them in their work with trafficking victims.

BARRIERS TO SERVICES:

The three most critical barriers/challenges to providing services to trafficking victims are the lack of adequate resources, problems identifying the victims of human trafficking, and a lack of adequate training.

Respondents were asked to select the most critical barriers or challenges that their agency/organization encounters when providing services to trafficking victims. The full list of barriers is displayed below:

(N = 55)

Barrier/Challenge	Percent of Agencies
Lack of adequate resources	58% (32)
Problems identifying victims of human trafficking	55% (30)
Lack of adequate training	55% (30)
Lack of adequate funding	45% (25)
Language concerns	35% (19)
Safety concerns	35% (19)
Lack of formal rules/regulations	33% (18)
Lack of needed services	31% (17)
Lack of in-house procedures	29% (16)
Lack of knowledge about victims’ rights	20% (11)
Coordination with local agencies	18% (10)
Coordinating with federal agencies	16% (9)
Coordination with state agencies	11% (6)
Service providers who feel a lack of support and isolation	11% (6)
Other	9% (5)

Respondents were asked to select all that apply so percentages add up to more than 100%.

Other includes: victims sometime suspicious of providers and/or uncomfortable with disclosing details; victims that are still involved with the person(s) victimizing them; and coordinated response procedures and crisis intervention type teams.

Trafficking victims may not seek out services due to fear of the system, fear of retaliation, and lack of knowledge about available services.

Based on what they know about trafficking victims, respondents were asked to indicate the most common reasons why some trafficking victims do not seek out services.

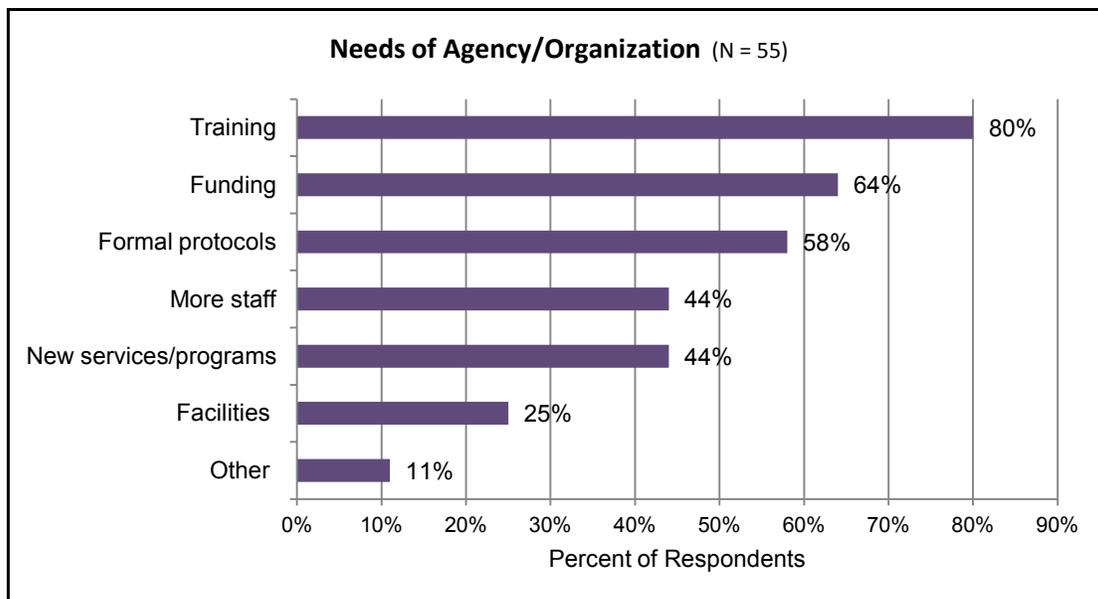
Most Common Reasons Some Trafficking Victims Do No Seek Out Services (N = 55)	
Reason	Percent of Agencies
Lack of trust in the system	71% (39)
Fear of deportation/legal status	65% (36)
Fear of retaliation to self and/or family	60% (33)
Lack of knowledge about available services	60% (33)
Language differences	58% (32)
Lack of knowledge about victims' rights	55% (30)
Feelings of shame or embarrassment	53% (29)
Not able to identify self as a victim	51% (28)
Lack of social support	47% (26)
Other	5% (3)

Other includes: not able to escape their trafficker to seek help; vulnerable to negative influences due to indoctrination.

NEEDS OF SERVICE PROVIDERS:

80% of respondents feel more training is needed to improve the provision of services to trafficking victims

Respondents were asked to indicate from a list what their agency or organization needs to do a better job providing services to trafficking victims.



Respondents were asked to select all that apply so percentages add up to more than 100%.

Other includes: Clear roles and coordination with other local programs committed to responding to human trafficking; emergency/temporary/secure housing facility (safe house) which addresses immediate needs of these victims; identification of trafficking victims; outreach material; and someone with a bully pulpit who can focus some energy and resources without overdoing public alarm.

Respondents that said they need training to better serve victims of human trafficking were asked to describe the types of training that would help them or their agency/organization. A summary of their responses follows:

Types of Training Needed

Basic and advanced training: Basic training that includes identification of trafficking victims for all staff, allied agencies, and local law enforcement. Advanced and intensive training for advocates and other staff members.

Identifying trafficking victims: Training in how to identify all types of trafficking victims and address their needs; educate front-line staff to identify trafficking victims and not have them labeled as runaway or prostitutes; incorporate identification of trafficking victims into assessment tools; how to identify offenders that are also victims of crime.

Legislative: How state and federal laws affect victims/children of human trafficking.

Service-related: How to ensure client and staff safety; how to establish trust and safety to help victims overcome resistance to treatment; how to properly refer clients for services and what agencies can be referral resources.

Trauma-related: How to address victims' trauma, grief and loss, and dealing with multiple traumas; where to find counselors who specialize in trauma recovery.

Those respondents that named new services/programs as an agency need were asked to describe the types of new services/programs that would help them or their agency/organization. A summary of their responses follows:

New Services and Programs Needed

Housing and safety: A specific shelter program that serves trafficking victims in a more focused and comprehensive manner. Assistance with safe planning based on the approach taken by the federal Witness Protection Program.

Youth services: Facilities for trafficked youth which include intensive and wrap-around services.

Collaboration: Develop regional responses and coordination for trafficking services and programming; coordinate with local agencies to identify trafficking victims and determine how to help them; collaboration to support outreach and counseling.

SUMMARY OF BARRIERS TO SERVICE AND CHANGES NEEDED

Overall, these findings suggest a need for greater awareness of human trafficking among first responders and service providers, and for greater collaboration among agencies. Additionally, it suggests a need for greater outreach efforts to trafficking victims.

The three most critical barriers/challenges to providing services to trafficking victims are the lack of adequate resources, difficulties identifying victims of human trafficking, and a lack of adequate training for those in a position to assist trafficking victims.

Based on what they know about trafficking victims, respondents said that the most common reasons why some trafficking victims do not seek out services are due to their fear and unfamiliarity of the system, fear of retaliation by traffickers, and a lack of knowledge about available services.

Most respondents believe more training is needed among those who may interact with trafficking victims to improve the provision of services to that population. When asked to describe the types of training that would help, they cited basic and advanced training including intensive training for advocates and other staff; how to identify all types of trafficking victims and incorporate identification of trafficking victims into assessment tools; how state and federal laws affect trafficking victims; how to ensure client and staff safety, help victims establish trust, more information about referral resources and how to properly refer clients to those resources; how to help victim deal with multiple traumas, grief and loss, and where to find counselors who specialize in trauma recovery.

The types of new services and programs that were identified by respondents as those that would help agencies and organizations that serve trafficking victims were: shelter programs that serve trafficking victims in a focused, comprehensive manner and assistance with safe planning somewhat modeled on the approach taken by the federal Witness Protection Program; facilities for trafficked youth that include intensive and wrap-around services; programs that help develop regional responses and coordination for trafficking services and collaboration to support outreach and counseling.

V. Current Efforts and Next Steps

The Human Trafficking Services Needs Assessment Survey was a first step in obtaining information on the needs of human trafficking victims and victim service providers in Virginia. The findings from this survey will help the Victim Assistance Workgroup of the Victims of Human Trafficking Initiative (VHTI) and the Virginia Steering Committee Against Human Trafficking (VASCAHT) develop a plan to identify victims of human trafficking, provide victim assistance, and develop public outreach and educational materials for victims of human trafficking.

Based on the findings it will be determined if further information might be needed in order to assess the needs of other partners such as prosecutors and law enforcement who are involved in identifying and providing assistance to victims of human trafficking in Virginia. If so, additional needs assessment surveys may be conducted.

The findings of this needs assessment will also be used to identify any gaps in training that may exist and will be used to develop additional training for victim service providers throughout the Commonwealth. The Victim Services Section at the Department of Criminal Justice Services (DCJS) provides and facilitates trainings and the findings will be provided to the staff that helps develop these trainings.

Currently the Office of the Attorney General (OAG) is preparing to conduct four two-day trainings geared specifically for prosecutors and investigators, and victim-witness coordinators from law enforcement agencies. These trainings are funded by a 2012 Byrne JAG grant awarded to the OAG through the DCJS.

VI. Resources

State Government:

Victims of Human Trafficking Initiative (VHTI)/Victim Assistance Workgroup:

Joe Speidel (co-chair), 804-662-7062, Joe.Speidel@dss.virginia.gov

Mattie Satterfield (co-chair), 757-664-3236, Mattie.Satterfield@norfolk.gov

Virginia Department of Social Services/VDSS Office of Newcomer Services:

Dianne Mallory (Program Specialist), 804-726-7935, Dianne.Mallory@dss.virginia.gov

Virginia Steering Committee Against Human Trafficking (VASCAHT):

Dianne Mallory (Program Specialist), 804-726-7935, Dianne.Mallory@dss.virginia.gov

Department of Criminal Justice Services:

Kristina Vadas (Sexual Assault Program Coordinator), 804-786-7802, Kristina.Vadas@dcjs.virginia.gov

Reports:

Finding Victims of Human Trafficking (prepared by National Opinion Research Center at the University of Chicago) for the National Institute of Justice, Office of Justice Programs and the U.S. Department of Justice in 2008)

<https://www.ncjrs.gov/pdffiles1/nij/grants/224393.pdf>

Needs Assessment for Service Providers and Trafficking Victims (prepared by Caliber Associates, Inc. for National Institute of Justice/Department of Justice in 2003)

<https://www.ncjrs.gov/pdffiles1/nij/grants/202469.pdf>

National HTSOs:

Polaris Project: a non-profit, non-governmental organization working exclusively on human trafficking since 2002

www.polarisproject.org/

The National Human Trafficking Resource Center (NHTRC): a national, toll-free hotline, and a program of Polaris Project

<http://www.polarisproject.org/what-we-do/national-human-trafficking-hotline/the-nhtrc/overview>

Local HTSOs named by survey respondents:

Ayuda

Ayuda's mission is to protect the rights of low-income immigrants in the DC metropolitan area. We are the District's leading source of multi-lingual legal and social assistance for low-income immigrants in the areas of immigration, human trafficking, domestic violence and sexual assault. Our overall goal is to improve the ability of our clients to live safe, violence-free lives and become fully participating members of our community.

www.ayudainc.org/

Boat People SOS (Falls Church, VA)

We are a national Vietnamese American community organization with the mission to "empower, organize, and equip Vietnamese individuals and communities in their pursuit of liberty and dignity."

<http://www.bpsos.org>

Courtney's House

Courtney's House is committed to providing a loving environment for girls and boys between the ages of 12 and 18 who are survivors of sex trafficking. We are dedicated to addressing the overlooked issues of domestic sex trafficking by providing essential services to survivors.

www.courtneyshouse.org/

FAIR Girls

FAIR Girls (formerly FAIR Fund) prevents the exploitation of girls worldwide with empowerment and education. Through prevention education, compassionate care, and survivor inclusive advocacy, FAIR Girls creates opportunities for girls to become confident, happy, healthy young women.

<http://fairgirls.org/>

Just Neighbors

Our vision is that immigrants in Northern Virginia will be welcomed into the community so that they can take their places as self-sufficient, contributing members of mainstream society.

Our mission is to provide immigration legal services to low-income immigrants and refugees of all faiths and nationalities, especially those who are most vulnerable. We also seek to foster enriching experiences that enhance community and mutual understanding among our clients, volunteers and staff.

www.justneighbors.org/

Multicultural Clinical Center

Multicultural Clinical Center (MCC), located in Springfield, Virginia, provides cross-cultural outpatient diagnostic and treatment services for children, adolescents and adults.

www.mccva.com/

Northern Virginia Family Services

Northern Virginia Family Service (NVFS) is a private, nonprofit community service organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures.

Our mission: To empower individuals and families to improve their quality of life and to promote community cooperation and support in responding to family needs.

www.nvfs.org/

Project to End Human Trafficking — Southeastern VA–Hampton Roads

The Project to End Human Trafficking (PEHT) is a non-profit organization that was founded in 2004 as part of the anti-slavery movement. The initial goal of the founders was not to begin an organization, but simply to offer educational lectures about human trafficking. They quickly found that the need for information about slavery was great and they consulted with similar groups, such as Free the Slaves, to determine the best way to move forward with their work. Today, PEHT engages in anti-trafficking coalition building, educational outreach, direct service to victims, and collaboration with other national and international organizations in the global fight against human trafficking.

Hampton Roads Contacts: Nicole Travis: ntravis@endhumantrafficking.org;

Dustin Jensen: djensen@endhumantrafficking.org

<http://www2.carlow.edu/sites/endhumantrafficking/index.html>

Safe House of Hope

Our mission is to help victims of sex-trafficking become an active part of a healthy community through education and training, and to provide support for the physical, mental, emotional, and spiritual needs of these victims.

Our vision is to prevent and identify victims of sex trafficking, and then empower them to lead a healthy life.

www.safehouseofhope.org

SAVAS

Mission Statement: SAVAS is dedicated to survivors of sexual assault, and to ending sexual assault in our community. We provide a safe environment in order to encourage survivors of rape and sexual abuse to come forward. We are pledged to return to these survivors the power of making their own decisions and helping them contribute to their own recovery. To this end, SAVAS advocates for survivors and their loved ones and works to educate the community on childhood sexual abuse and rape.

<http://www.savasofpwc.org/>

Tahirih Justice Center

Mission: The Tahirih Justice Center works to protect immigrant women and girls seeking justice in the United States from gender-based violence. Leveraging both in-house and pro bono attorneys, we empower our clients to achieve justice and equality through holistic direct legal services and national public policy advocacy.

www.tahirih.org/

Turnaround, Inc.

TurnAround's mission is to build a community free of violence by working with adults and children affected by intimate partner and sexual violence to address their needs and prevent further violence through advocacy and education.

www.turnaroundinc.org

U.S. Committee for Refugees and Immigrants

Our Mission: To protect the rights and address the needs of persons in forced or voluntary migration worldwide by advancing fair and humane public policy, facilitating and providing direct professional services, and promoting the full participation of migrants in community life.

www.refugees.org/

Youth for Tomorrow

Youth for Tomorrow provides safe and healthy residences for boys and girls 12-18 years of age. These children attend our state accredited secondary school and receive regularly scheduled therapy from certified/licensed therapists. YFT employs dedicated teachers, counselors, house parents and other professional staff. Since 1986, YFT has reached over 1,000 youth who have been successfully served by our integrated three component program: Residential, Education, and Counseling.

www.youthfortomorrow.org/