Human Trafficking Services – Needs Assessment Survey

Author(s) of Instrument:
Sherri Johnson

Key References: Publications related to this instrument


Primary Use/Purpose: This section describes what this instrument was designed to measure.

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 and Development:** How and why this instrument was developed.

Relatively limited information exists on the needs of human trafficking victims and the needs of service providers working to meet those needs in Virginia. This survey was developed to fill this gap.

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. 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. 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.

**Psychometrics (if applicable):** Any testing of this instrument.

N/A.

**Link to Instrument:** Link to the instrument if available.

See attached.

**Submitted by:** Jim McDonough submitted this instrument to the CVR Instruments Collection and certified permission to publicly share this instrument.
Human Trafficking Services – Needs Assessment Survey

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.

Relatively limited information exists on the needs of human trafficking victims and the needs of service providers working to meet those needs in Virginia.

We invite you to complete the following survey in order to: 1) tell us how we can help you to serve and support victims of human trafficking; 2) better understand current services; 3) identify needs and gaps in services, and; 4) describe the progress local programs have made in their efforts to combat human trafficking and promote the development of more effective services for trafficking victims.

Thanks in advance for your participation!

Identification Information

1. Name
2. Title
3. Program Name
4. Program Address
5. Phone Number
6. Email Address
7. Where is your program located/sponsored? (select one) proglcsp
   - Commonwealth's Attorney's Office CA
   - Police Department PD
   - Sheriff's Office SO
   - Private Non-Profit Organization PrivNPO
   - Other (describe) _____________
8. In general, what type of clients does your agency/organization primarily serve? (select all that apply) primaryclnttype
   - Victims of All Types of Crimes (V/W program) genvic
   - Domestic Violence dv
   - Sexual Assault sa
   - Child Abuse chabuse
   - Human Trafficking hum traf
   - Other (describe) ______
9. What is your agency/organization’s average estimated monthly caseload? (estimate your number of cases per month based on ALL clients including trafficking victims) moavgcaseload
   - ______

Resources

10. Are you aware of the National Human Trafficking Resource Center? NHTRC
   - Yes
   - No
11. Is there a human trafficking services organization in your service area? HTSO in service area
   - Yes
   - No
   - Don't know
11a. Please provide the name(s) of the human trafficking service organizations in your service area and tell us whether or not you partner with them.

12. Does your agency/organization have formal written procedures/protocols in place for how to serve/treat trafficking victims?
   - Yes
   - No
   (If 12 = yes)
   12a. Please briefly describe the formal written procedures/protocols that your agency/organization has in place?

13. In the past year, have you attended formal workshops or classes on human trafficking?
   - Yes
   - No

14. In the past year, have you received formal training on how to serve victims of human trafficking?
   - Yes
   - No
   (If 14 = yes)
   14a. Please describe the type of formal training you received. (specific topic, approximate hours of training, who provided training)

Client Population

15. How many trafficking victims would you estimate your agency/organization has served in the past 5 years (CY2007 – CY2011)? (select one)
   - None
   - 1–5
   - 6–10
   - 11–15
   - 16–20
   - 21–50
   - 51–99
   - More than 100

16. How many trafficking victims would you estimate your agency/organization served in calendar year (CY) 2011? (select one)
   - None
   - 1–5
   - 6–10
   - 11–15
   - 16–20
   - 21–50
   - 51–99
   - More than 100

***

If Q15 AND Q16 = None, end the survey with:

Thank you for taking the time to complete this survey.

Since your organization has not served any trafficking victims in the past five years or more, you will not need to answer any further questions. Thank you for helping DCJS gain deeper insight into the organizations that do and do not treat trafficking victims.

***
If Q15 AND Q16 ≠ None, continue with the rest of the survey

17. Did the number of trafficking victims served by your agency/organization in CY 2011 increase, decrease or stay the same when compared with CY 2010? (select one)
   - Increase
   - Decrease
   - Stayed the same
   - Don’t know

18. Please estimate the percentage of your human trafficking clients that are:
   - Adult Female (18 or older) %
   - Adult Male (18 or older) %
   - Child Female (under 18) %
   - Child Male (under 18) %

19. Please estimate the percentage of your trafficking victims that are victims of the following: (estimate percentage of all trafficking victims)
   - Adult Sex trafficking (adult prostitution/commercial sex act) %
   - Child Sex trafficking (child prostitution or sexual exploitation) %
   - Labor trafficking %

20. Please estimate the age range of the population of trafficking victims that you work with: (Base estimate on the age of the client at the time they entered the system.)
   - Adult age range: 
   - Child age range: 

21. What is the number of staff (including the director) who work with trafficking victims at your agency/organization?
   - Full-time staff
   - Part-time staff
   - Volunteer staff

22. What kinds of trafficking victims do you typically work with? (select all that apply)
   - Agricultural labor
   - Bonded labor
   - Domestic worker (e.g., au pair, maid, etc.)
   - False adoption
   - Field labor
   - Food processing (e.g., slaughterhouses, etc.)
   - Forced begging
   - Forced prostitution
   - Industry/Sweatshops
   - Pornography
   - Restaurant work
   - Servile marriage
   - Sex tourism and entertainment
   - Use in criminal activity
   - Other (describe)

23. Which countries/areas of the U.S. do your trafficking victims come from?

24. What languages are spoken by your trafficking victims?
For the next 2 questions, we want you to compare your clients who are victims of human trafficking to your clients who are not victims of human trafficking.

25. What is the severity of problems among trafficking victims when compared with other victims? (select one)
   - Much greater
   - Somewhat greater
   - About the same
   - Somewhat less
   - Much less

   If 25 = much or somewhat greater
   25a. Please provide some examples or specifics about how trafficking victims’ problems are more severe.

26. What is the complexity of need among trafficking victims that affects service provision when compared with other victims? (select one)
   - Much greater
   - Somewhat greater
   - About the same
   - Somewhat less
   - Much less

   If 26 = much or somewhat greater
   26a. Please provide some examples or specifics about how trafficking victims’ needs are more complex and how that affects service provision.

Service Delivery

27. Does your agency use interpreters to assist in serving trafficking victims (e.g., staff or contract-as-needed, including on-demand language services)? (select one)
   - Yes
   - No
   - Don’t Know

   (if 27 = yes)
   27a. Please select the types of interpreters used.
      - Staff
      - Contract/hire interpreter as needed
      - Use on-demand interpreter/language service
      - Other (describe)

   27a-1. Please specify the languages for which your staff provide interpretive services.

For the next 4 questions you will be given a list of needs/services for trafficking victims. For each of the listed needs/services, please select those that fit the following criteria:

- Trafficking victims served by your agency/organization typically need this service (Typically need)
- The service/need is provided by your program (Provided by program)
- The service/need is provided by referral to another program (Provided by referral)
## 28. Advocacy, Legal and General Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>need</th>
<th>provbyprog</th>
<th>provbyref</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy - Victims’ rights and services</td>
<td>adv-vicright</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Advocacy - Civil court</td>
<td>adv-citct</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Advocacy - Immigration</td>
<td>adv-immigr</td>
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<td>□</td>
</tr>
<tr>
<td>Case management/coordination of services</td>
<td>casemgmt</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Social Service coordination</td>
<td>socservcoord</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Outreach services</td>
<td>outreach</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Information and referral</td>
<td>inforef</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Interpreter/cultural liaison</td>
<td>interp</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Criminal justice process explanation</td>
<td>CJprocess</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Legal/paralegal services</td>
<td>legal</td>
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<tr>
<td>Court accompaniment</td>
<td>courtacomp</td>
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<tr>
<td>Repatriation services</td>
<td>repat</td>
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</tr>
</tbody>
</table>

## 29. Basic Needs, Employment-related Services

<table>
<thead>
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<th>Service Type</th>
<th>need</th>
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<th>provbyref</th>
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</thead>
<tbody>
<tr>
<td>Childcare</td>
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<tr>
<td>Clothing</td>
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<td>□</td>
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<tr>
<td>Education</td>
<td>educ</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Employment</td>
<td>employ</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Food</td>
<td>food</td>
<td>□</td>
<td>□</td>
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<tr>
<td>Foster care</td>
<td>foster</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Guardianship</td>
<td>guard</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Housing – emergency shelter</td>
<td>hous-emerg shelter</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Housing – long-term affordable housing</td>
<td>hous-longterm</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Housing – transitional housing</td>
<td>hous-transit</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Job training</td>
<td>job</td>
<td>□</td>
<td>□</td>
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<tr>
<td>Life skills</td>
<td>lifesk</td>
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<tr>
<td>Living stipend</td>
<td>stipend</td>
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<tr>
<td>Transportation</td>
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## 30. Crisis and Health Services

<table>
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<th>Service Type</th>
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<th>provbyref</th>
</tr>
</thead>
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<tr>
<td>Crisis intervention</td>
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<td>□</td>
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<tr>
<td>Drug treatment</td>
<td>drug</td>
<td>□</td>
<td>□</td>
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<tr>
<td>Dental services</td>
<td>dental</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Medical/health services</td>
<td>medical</td>
<td>□</td>
<td>□</td>
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<tr>
<td>Mental health services</td>
<td>mental</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Counseling/support groups</td>
<td>counsel</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
31. Victim-specific Services

<table>
<thead>
<tr>
<th></th>
<th>Typically need</th>
<th>Provided by program</th>
<th>Provided by referral</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 hour hotline</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victims’ Rights Explanation</td>
<td></td>
<td></td>
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<tr>
<td>Victim notification</td>
<td></td>
<td></td>
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<tr>
<td>Protection/protective order</td>
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<td></td>
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<tr>
<td>Domestic violence services</td>
<td></td>
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<tr>
<td>Sexual assault services</td>
<td></td>
<td></td>
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<tr>
<td>Victims’ compensation</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Victim impact statement</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

32. Are there any other services that your program's trafficking victims typically need that were not addressed in the lists of the previous 4 questions? And if so, are they provided by your program, are they provided by referral to another program, or are the needed services unavailable? (other need - serv)

33. What is the average length of the service your agency/organization provides to trafficking victims? (select one) (serv-length)

- Less than 1 week <1wk
- 1 week to 1 month 1wk-1mo
- More than 1 month, up to 3 months >1-3mo
- More than 3 months, up to 6 months >3-6mo
- More than 6 months, up to 12 months >6-12mo
- More than 12 months >12mo
- Don’t know dk

34. For those services that your agency/organization provides to its trafficking victims, how well do you think your agency/organization is meeting their needs? (select one) (adqserv)

- More than adequately meeting their needs +adq
- Adequately meeting their needs adq
- Meeting some needs but not others some
- Having difficulty meeting needs diff
- Don’t know dk

35. Do you have a data collection system to track the services you provide to trafficking victims? (select one) datacoll

- Yes
- No

   (If 35 = yes)

35a. Please briefly describe the data collection system you use to track the services you provide to trafficking victims. datacolldescip

36. How do trafficking victims learn about your agency/organization? (select all that apply) learn

- Brochures or other written materials in (other) offices broch
- Community outreach commoutr
- Informational letter infoletter
- Newspaper ads newsp
- Radio announcements radio
- Referrals from allied professionals referral
TV announcements  TVannoun

Walk-in  walkin

“Word of mouth”  wordofmouth

Don’t know  dk
Other (describe) ____________________

37. Which agencies or individuals do you collaborate with in addressing human trafficking? (select all that apply)  collab

Advocacy groups (e.g., immigrant groups)  advocgrp
Business and private sector  busin
Clergy working outside of faith community  clergy
Child Protective Services  CPS
Commonwealth’s Attorneys  CA
Community leaders  commlead
Consulate  consulate
Court-appointed special advocates  specadvoc
Domestic violence shelters  dvshield
Educational institutions  educinst
Faith community  faith
Family crisis centers  famcris
Health services  health
Homeless shelters  homlss
Hospitals/emergency medical  hoptl
Housing services  housing
Human trafficking services organization  HTSO
Local government  localgov
Media  media
Mental health services  mental
National Human Trafficking Resource Center  NHTRC
Police department  PD
Private non-profit advocacy agencies  provNPadv
Probation  prob
Public defender’s office  pubdef
Sexual assault crisis centers  SACrisis
Sheriff’s offices  SO
Social workers  social
Substance abuse agencies  subab
U.S. Attorney’s Office  USAO
U.S. Department of Justice  DOJ
U.S. Department of Social Services – Office of Newcomer Services  DSS
U.S. Immigration and Customs Enforcement (ICE)
Victim advocates  vicadvoc
Victim/Witness programs  vw
Witness protection program  winprot
Other (describe) ____________________

Barriers to Service
38. What are the most critical barriers/challenges your agency/organization encounters when providing services to trafficking victims? (select all that apply)

- Coordinating with federal agencies
- Coordination with local agencies
- Coordination with state agencies
- Human trafficking not recognized
- Lack of adequate funding
- Lack of adequate resources (besides funding)
- Lack of adequate training
- Lack of formal rules/regulations
- Lack of in-house procedures
- Lack of knowledge about victims’ rights
- Lack of needed services
- Language concerns
- Safety concerns
- Service providers who feel a lack of support and isolation
- Other (describe) ____________________

39. Based on what you know about trafficking victims, what are the most common reasons why some trafficking victims do not seek out services? (select all that apply)

- Fear of deportation/legal status
- Fear of retaliation to self and/or family
- Feelings of shame or embarrassment
- Lack of knowledge about available services
- Lack of knowledge about victims’ rights
- Lack of social support
- Lack of trust of the system
- Language differences
- Not able to identify self as a victim
- Other (describe) ____________________

40. What do you or your agency/organization need to help you do a better job in providing services to trafficking victims? (select all that apply)

- Facilities
- Formal protocols/procedures
- Funding
- More staff
- New services/programs
- Training
- Other (describe) ____________________

40a. Please describe the types of new services/programs that would help you or your agency/organization. ____________________

40b. Please describe the types of training that would help you or your agency/organization. ____________________

41. Please provide any additional comments or information about providing services to victims of human trafficking that you think we should know.

42. Please provide any additional information that you think we should know.
Thank you for taking the time to complete this important survey. Your input will help DCJS gain deeper insight into the needs of human trafficking victims and how we may be able to help you better meet those needs. Additionally, your input will help us to better understand current services and to identify promising practices.