

Survivors and Providers:

Lessons learned from a care coordination intervention for commercially sexually exploited (CSE) children and young adults in Florida

Maryum Khan, MPH

Voices for Florida, Tallahassee, FL

*Department of Health Law, Policy & Management, Boston University School of Public Health,
Boston, MA*



Overview

1. Intersection of sex trafficking and public health / in Florida
1. Statewide intervention: Open Doors Outreach Network
1. Lessons learned around caring for survivors
1. Addressing challenges and inefficiencies
1. Roles and responsibilities of providers
1. Next steps

Sex Trafficking & Public Health

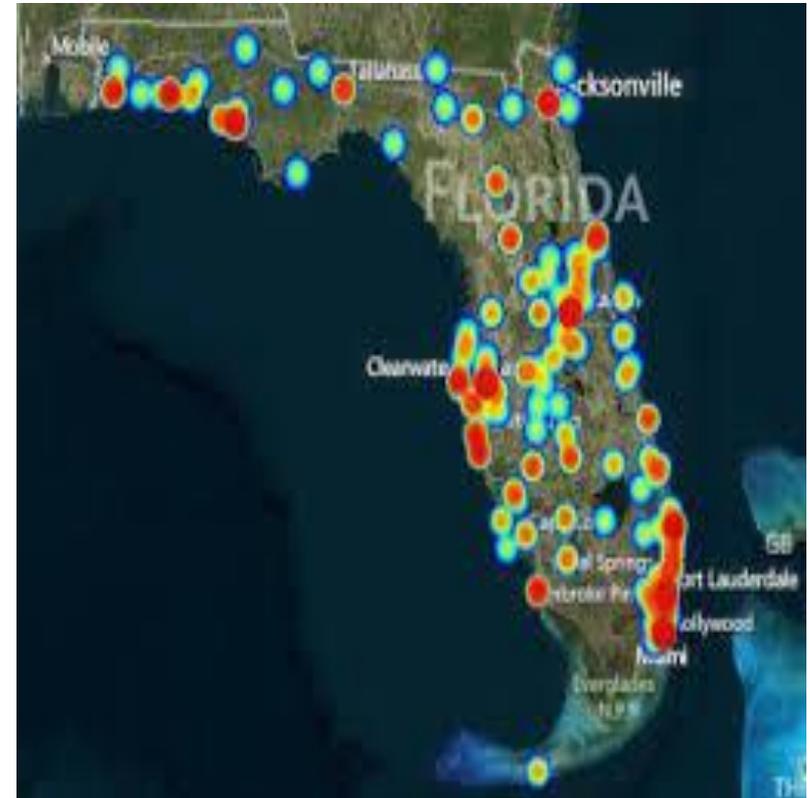
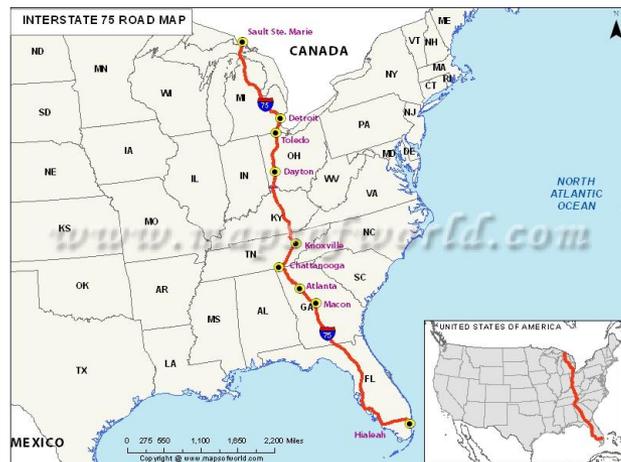
- Sex trafficking affects communities in nuanced ways:
 - Individuals affected
 - Vulnerable: Children → lifecourse and associated downstream effects
 - Overlap of other realms of public health (domestic violence, poverty, drug abuse, mental illness, lack of economic / family unit stability)
 - Violence: sexual assault, rape
 - Disease: transmission and/or exacerbation (i.e. chronic illness management)
 - Lack of choice; later criminalized during and after period of trafficking
 - Potential organization interface: healthcare settings, schools, businesses
- Reporting of cases
 - Why low numbers?
 - Perception vs reality
 - Prostitution? Voluntary Sex Work? versus (Involuntary) Trafficking

¹ “Public Health in the Age of Health Care Reform” *Centers for Disease Control: Preventing Chronic Disease*.

https://www.cdc.gov/pcd/issues/2012/12_0151.htm

Florida & Sex Trafficking

- In 2016, of Florida's 556 total sex trafficking cases, 31% (172 cases) involved minors¹
- In 2017, 381 cases involved minors¹
- Long coastlines, tourist attractions, metropolitan areas, highways (Interstate-75) and a large population



Location of callers to the National Human Trafficking Research Center Hotline

¹ "Florida: Overview." National Human Trafficking Hotline 2017. <https://humantraffickinghotline.org/state/florida>

Source: National Human Trafficking Resource Center



Voices for Florida & The Open Doors Outreach Network (ODON)

- Voices for Florida, a Florida nonprofit organization, created the Open Doors Outreach Network (ODON) to streamline care coordination across the state
 - *Funding: FL Attorney General's Office, \$5 million-dollar Victim of Crime Act (VOCA) grant*
- **Objectives:** Define what “care” looks like to survivors, study care and identify gaps
 - To inform development of statewide protocols, training and education requirements and care coordination
- **Methods:**
 - Formative evaluation
 - June 2017-June 2019
 - 6 statewide regions, 19 counties
 - **Open Doors Outreach Intervention (ODON) :**
 - Identifies gaps in services and policy in 6 pilot regions
 - Process mapping to identify gaps
 - Public-private partnership
 - Partnering with local agencies in each pilot region to identify care needs for victims locally
 - Trauma-informed, coordinated care
 - Provides recovery and restoration services for CSE survivors :
 - ages 10-24

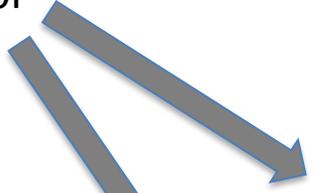
ODON & Trauma-informed care



survivor



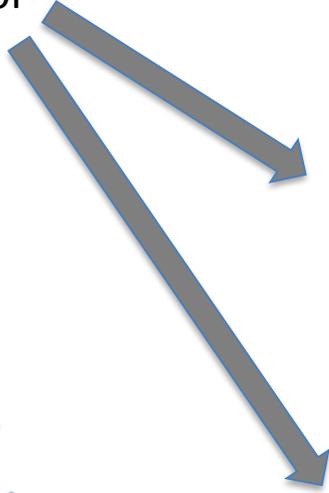
Judicial system



DCF



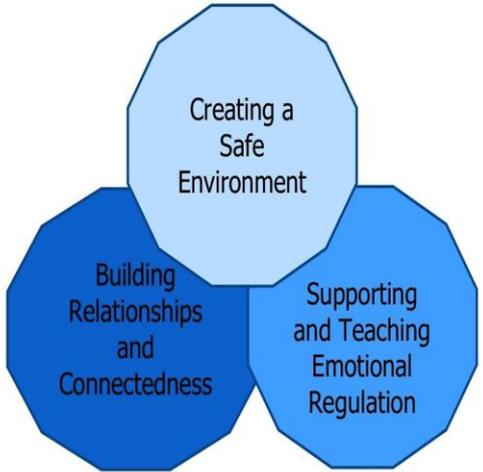
Law enforcement



Schools, churches, hospitals



Components of Trauma-Informed Care



Substance Abuse for Mental Health Services Administration, 2014



ODON Team

Providers: Roles and responsibilities

Two routes of interfacing with providers

- Through ODON

- Identification of survivor and their immediate/long term care needs

- Independent of ODON

- Provider level barriers

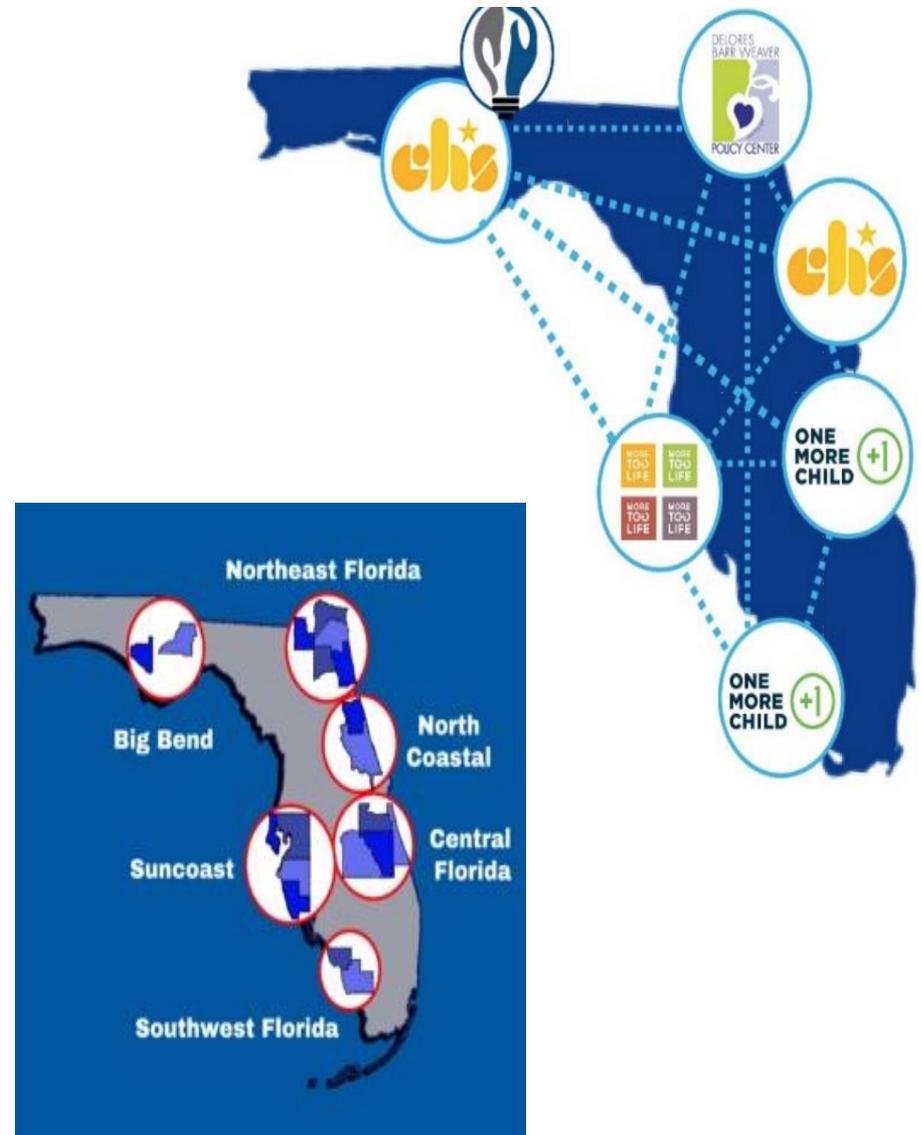
- Training, education, stigma

- Organizational level barriers

- Limitations related to time, management, scope of practice, lack of continuity of care

ODON Statewide: 2017-2019

- Agencies:
 - Children's Home Society
 - Delores-Barr Weaver Policy Center
 - More Too Life
 - One More Child
- 6 regions and 19 counties



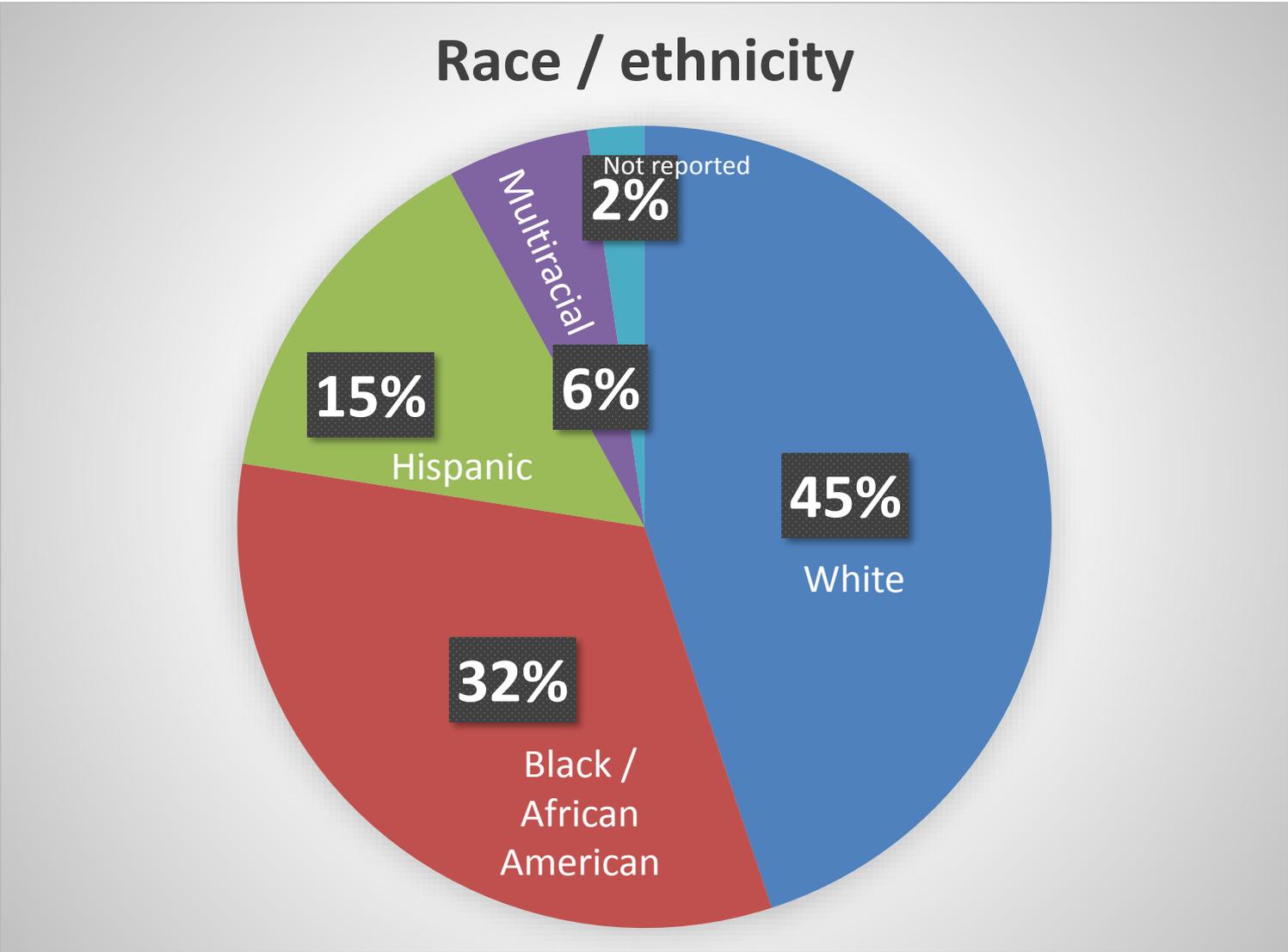
Preliminary Findings

- From June 2017 – June 2019, ODON has provided coordinated care/services to 684 survivors
- Process mapping and qualitative interviews with ODON staff revealed quality care requires
 1. Engagement from and respect for survivors
 2. Multidisciplinary care and providers
 3. Consistency
 4. Trust-building and patience (history of trauma)
 5. Coordination
 6. Non transient, safe housing
 7. 24/7/365 provider availability
 8. Support from judicial system and law enforcement
 9. Education and destigmatization of communities
- Currently, gaps in all aforementioned areas

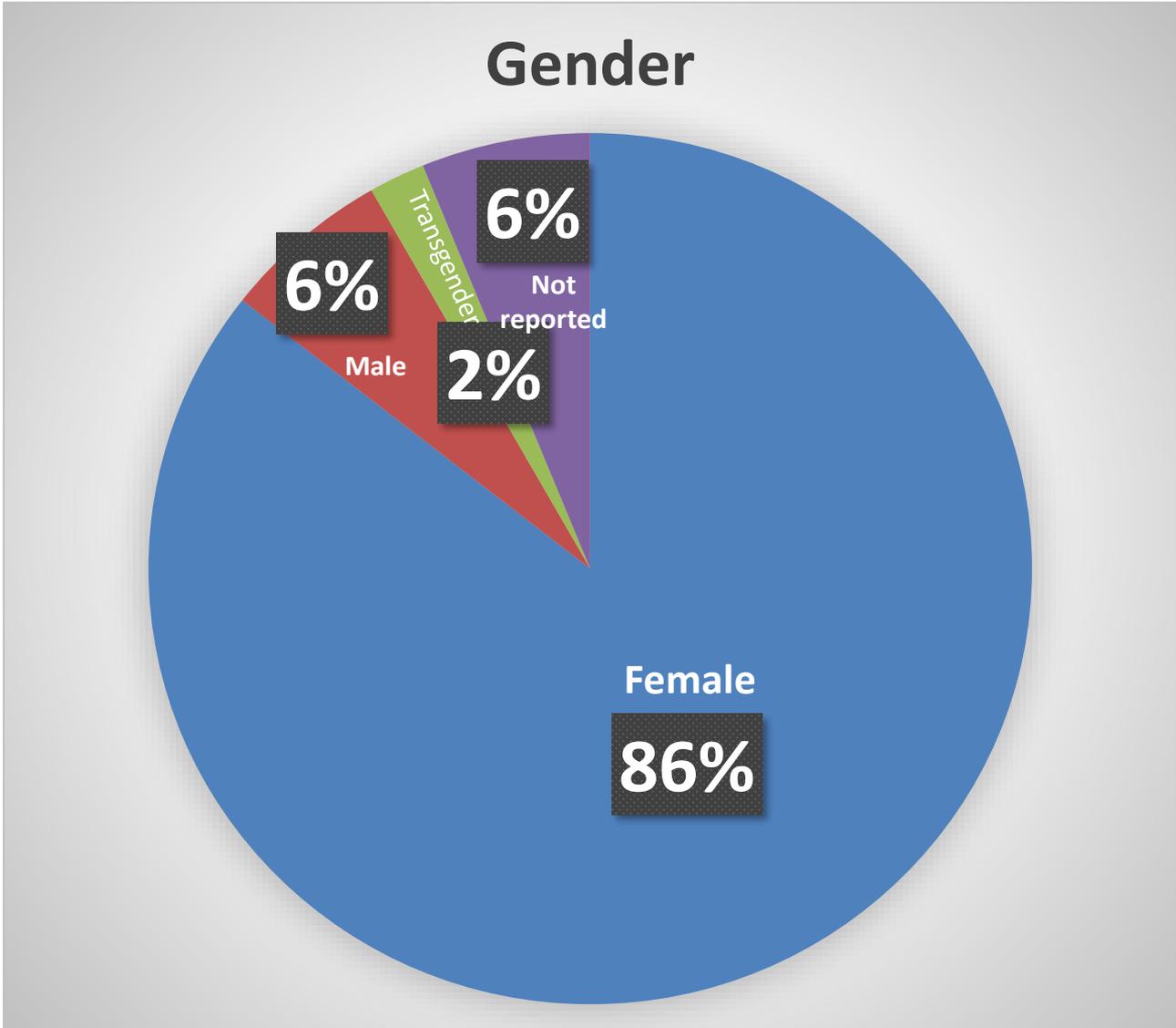
Survivor-Led Initiative

- Giving survivors a leading voice allows for more effective coordination of care
- Survivor chooses the depth and frequency of involvement with
 - ODON
 - its network of public and private services
- Services coordinated by the outreach team include
 - medical / dental care
 - trauma-informed counseling
 - emotional and social support / peer support
 - social services
 - crisis stabilization
 - transportation
 - housing

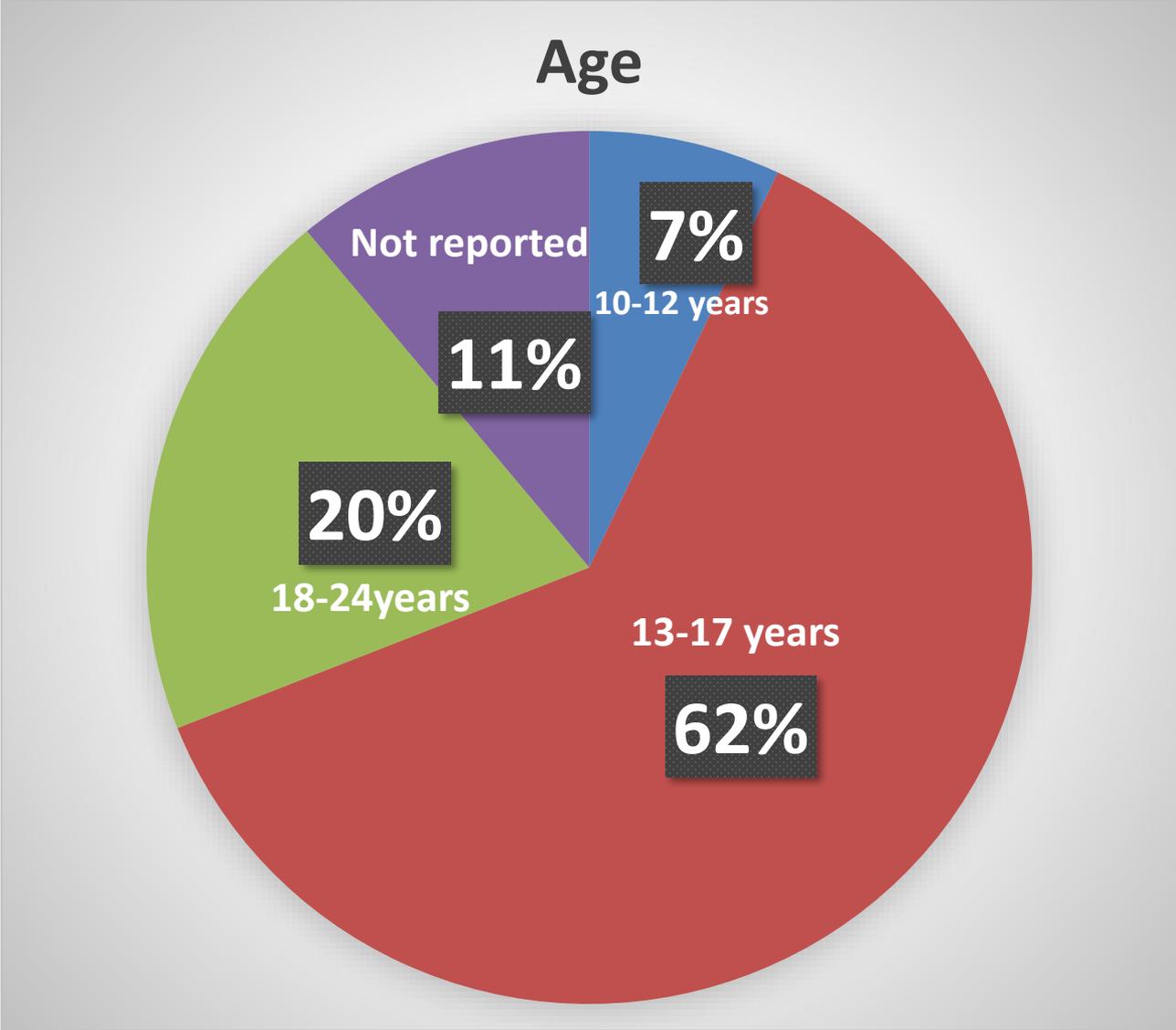
Survivors served are:



Survivors served are:



Survivors served are:



Lessons Learned

- Define
 - Care
 - Services
 - Providers
 - Need
- Coordination immensely important
 - Directly correlated with continuity of care
- Patient-centered care → survivor-led care
- Community based participatory research (CBPR) is crucial

Challenges & their associated implications

1. Providing care
 - Lack of trauma-informed competent care
 - What does care entail?
 - What is the extent?
 - Institute of Medicine: is it safe, effective, patient-centered, timely, efficient and equitable? ¹
2. Coordinating this care
 - Mobile population, technology, distances
3. Continuity of care
 - Disruption to any progress or trust
4. Regional variability
 - Resources, cultural competency, needs of survivor



¹ "Crossing the Quality Chasm: A New Health System for the 21st Century." *Committee on Quality of Healthcare in America, Institute of Medicine.* Washington, DC, USA: National Academies Press, 2001.

Providers: Implications of Roles and Responsibilities

- Discipline / specialty specific
- Next steps unknown
 - Medical issue? Social work issue?
 - Criminalization of caretaking
 - Information overload → deferral of responsibility
 - Workload pressures



Next Steps / Future Work

- Inspired my PhD dissertation:
 “Management of pediatric and young adult
 Human trafficking in the emergency room:

An exploration of the role of provider, organization and state policy in appropriate identification, diagnoses and referrals in Florida”

- Study aims to understand:
 1. Identification and care of victims
 2. Organizational level barriers and facilitators (resultant care/ referrals/services) in emergency medicine
 3. How state-level policies can fund, prioritize and support care for this vulnerable population



Providers: Potential Next Steps

1. Identify your desired role
1. Define responsibility
1. Identify associated care and its pathway
1. Determine discipline guidelines / best practices
1. Determine organization support / leadership buy-in
1. Group and incentivize efforts
1. Sustainability considerations
 - Fatigue / burnout

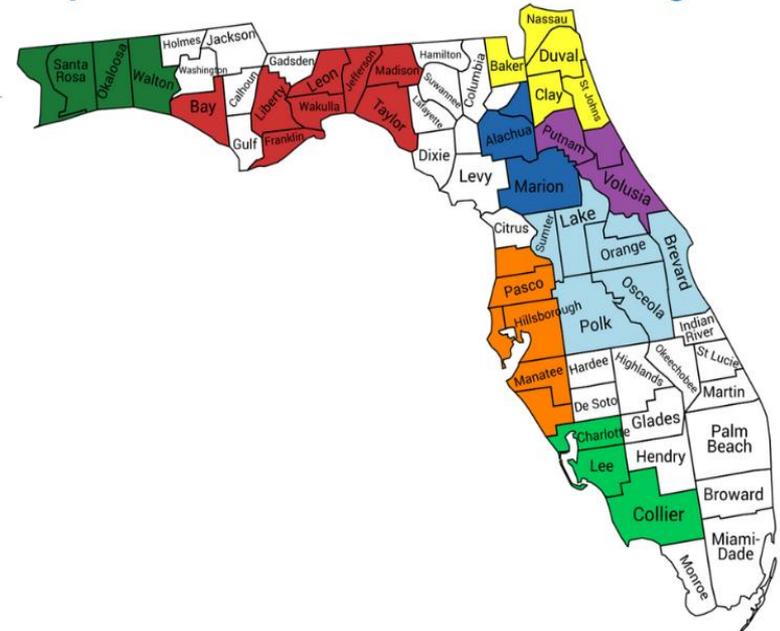


Next Steps / Future Work

- ODON: identify and implement best practices for assisting CSE survivors in a single network with significant regional variability
- Evaluation
 - Quantitative and qualitative analysis
- Policy implementation



Expansion Plan: 40 Counties in 8 Regions



"Each day I get the opportunity to connect with survivors, to hear their stories of strength and resilience, and work with them on finding hope again...Voices for Florida...has given me a platform to represent survivor leadership and victim-centered services in my community, the state of Florida, and beyond."

Jamie Rosseland

Survivor Mentor,

pictured with Attorney General Pam Bondi &
Governor Rick Scott

Open Doors Outreach Network
(Delores Barr Weaver Policy Center)
Jacksonville, FL

Questions?

Maryum at mkj@bu.edu

