HUMAN TRAFFICKING CAPACITY BUILDING CENTER

Supporting Victim Service Providers

APRIL 2019

Table of Contents

Victim Service Provider Survey

Victim Service Providers (VSPs) Perspectives

National Center for Victims of Crime COVID-19 Field Survey

In response to the global COVID-19 pandemic, the National Center for Victims of Crime (NCVC) solicited input from the victim services field to–

- Quickly identify and assess areas of critical support needed from the field;

- Understand impacts to day-to-day operations among various types of victim service providers; and

- Determine greatest areas of need and where NCVC and other sector leaders can provide guidance and support to meet field needs.

NCVC Survey

Areas of focus–

- Respondent information

- COVID-19 operational impacts

- Safety protocols and needs

- Areas for additional guidance and support

Key Takeaways

Field Engagement

- Data from the field included 420 survey respondents and ~1,400 webinar participants- a subset of whom responded to webinar polls.

- Through survey and poll data, NCVC sought to gather information on a broad range of topics critical to the victim services field to inform how best to adapt technical assistance to meet emerging needs.

- Respondents answered open- and closed-ended questions relating to COVID-19 impacts, challenges, and their needs.

- Respondents represented a diversity of geographies, types of victims served, services provided, and organizational sizes, service areas, and roles.

- Approximately 20% of survey respondents explicitly indicated serving victims of human trafficking.

Key Themes

- Landscape of available victim services significantly changed (e.g., unable to adapt to remote delivery, discontinued or temporarily stopped services, court closures).

- Disruptions in revenue and donation streams and a decline in volunteer availability, and interruption in partner services (e.g., discontinued or temporarily closed) undermine service delivery capabilities.

- Organizations are attempting to adapt quickly; many seek guidance on model approaches to service delivery, organization, and management during COVID-19.

- Anticipating impacts on victimization (e.g., increased) and shifts in victim needs (e.g., basic needs, access to technology for remote services) post-COVID-19.

- An abundance of information from a diversity of sources overwhelms organizations focused on meeting immediate and critical needs. Need for triaging information and identifying and synthesizing its practical application to their organizations' services.

- COVID-19 greatest impact is on direct services (i.e., service availability and how to deliver services). Organizations need support in modifying service delivery approaches and instituting the management and organizational adjustments to support these new approaches (e.g., policies, procedures, technological infrastructure, training).

COVID-19: Supporting the Field

Victim service providers (VSPs), including those serving victims of human trafficking, seek a thought leader to generate and consolidate information to inform how organizations must adapt, communicate with stakeholders, and adjust to long-term impacts.

Topics of Interest

- Adapting direct services to remote delivery

- Innovation in service delivery (e.g., new models to consider)

- Educating and communicating with victims on COVID-19, its impacts, and service availability

- Funding and sources for relief (e.g., accessing COVID-19 relief funds)

Immediate Actions

- Triage and curate information to produce collateral for VSPs to adapt to COVID-19 related impacts

- Hold thematic/topical, national check-in calls to compile resources and ideas for the field; push out content via tip sheets or FAQs

- Create remote learning opportunities for VSP personnel

Medium-term Actions

- Build coaching services to focus on new needs (e.g., special projects for volunteers, continuity of operations planning, fundraising and identifying new funding streams, partnerships)

- Identify and build collateral on post-COVID-19 organizational needs and impacts
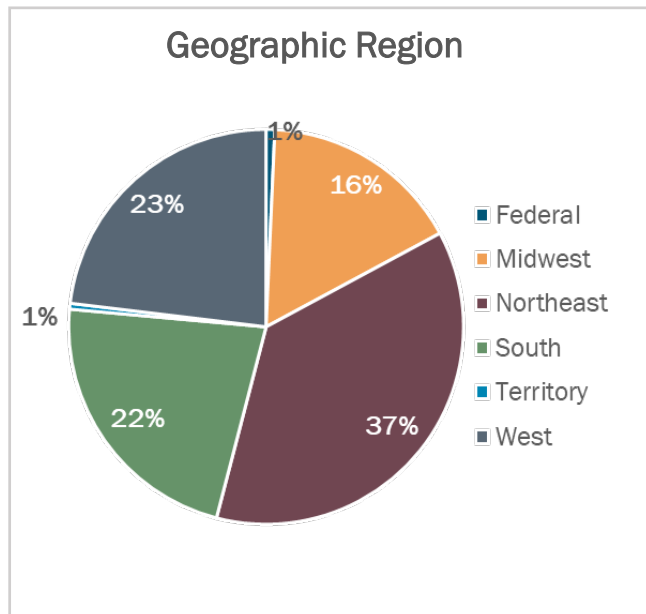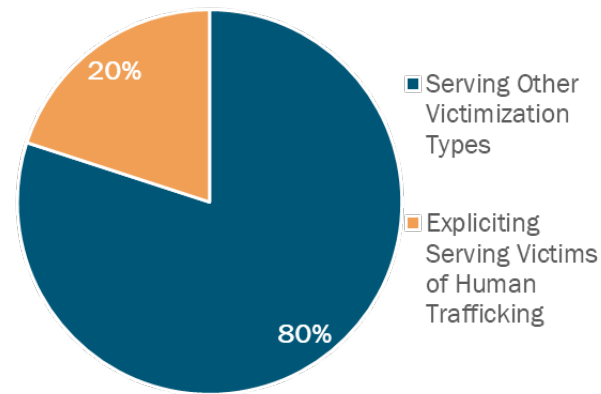
Appendix

NCVC Survey Results

NCVC Poll Data Results

NCVC Respondent Data: Background Information

Respondents

Geographic Region

- Federal
- Midwest
- Northeast
- South
- Territory
- West

(Pie chart values: 1%, 16%, 23%, 1%, 22%, 37%)

Serving Different Types of Victimization

- Serving Other Victimization Types (80%)
- Expliciting Serving Victims of Human Trafficking (20%)

VSPs Serving Victims of Human Trafficking (HT)

Geographic Distribution of Respondents by Type of Victimization Served
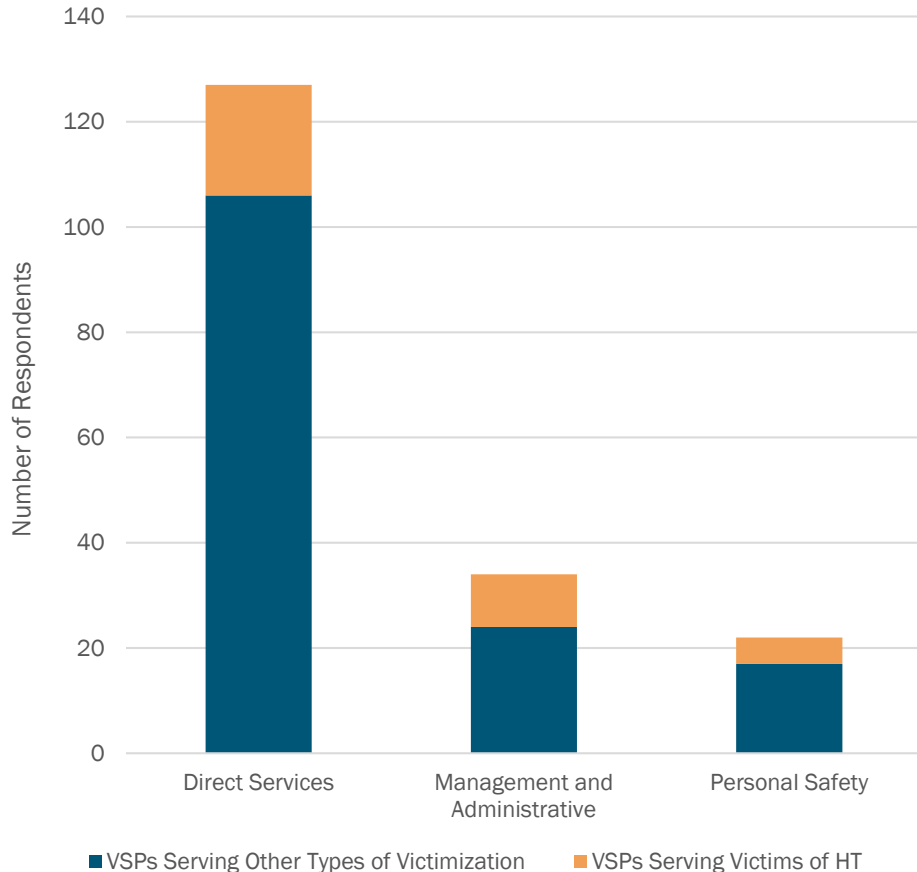

- Serving Other Types of Victimization
- VSPs Serving Victims of HT
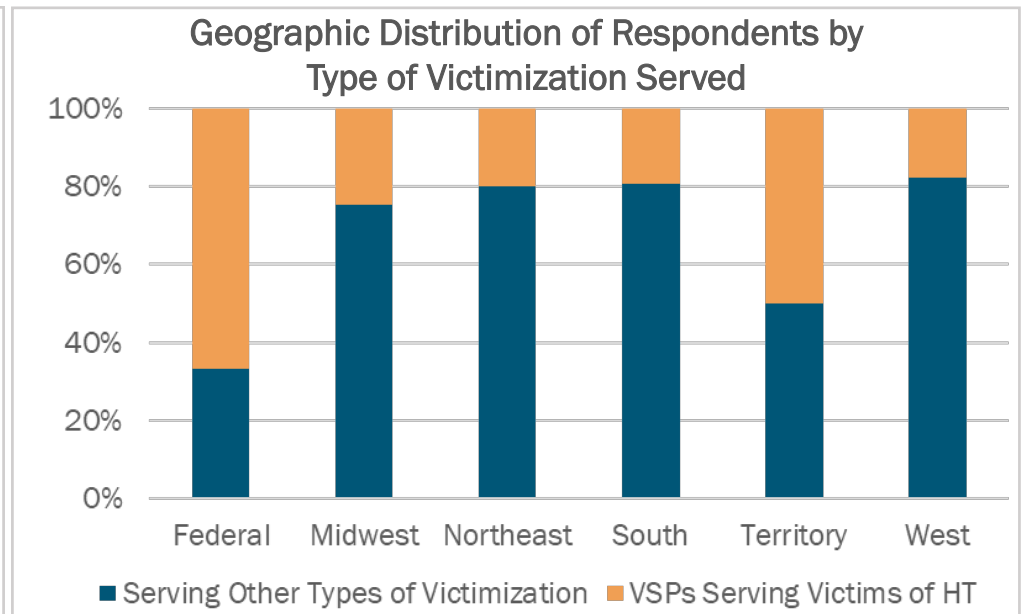
- NCVC received 420 responses, of which 20% indicated explicitly serving victims of human trafficking.
- Respondents represented 44 states plus the District of Columbia, Guam, and Puerto Rico, as well as three federal agencies (Department of Health and Human Services, Department of Justice, and Department of Homeland Security).
- Federal agencies, territories, and the Midwest had the greatest portion of attendees serving trafficking victims.

COVID-19 Impacts: Applying CDC Guidance

Respondents identified their most significant challenges implementing CDC COVID-19 guidelines

Legend:
- ■ VSPs Serving Other Types of Victimization
- ■ VSPs Serving Victims of HT

(Chart: Number of Respondents by category — Direct Services, Management and Administrative, Personal Safety)

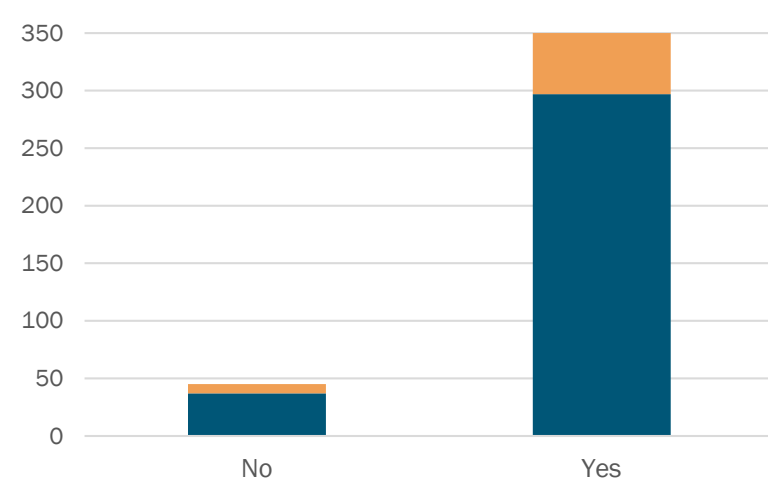### VSPs Serving All Other Types of Victimization

- Continuity and delivery of direct services, particularly in the areas of legal (access, protection, safety), advocacy, and shelter services.
- Ensuring adequate force protection measures are in place (e.g., social distance for in-office personnel, provision of personal protective equipment, and enhanced cleaning routines).
- Adjusting policies, procedures, and operations to meet new operational constraints (e.g., infrastructure to support remote work, tools and training to support effective teleworking).
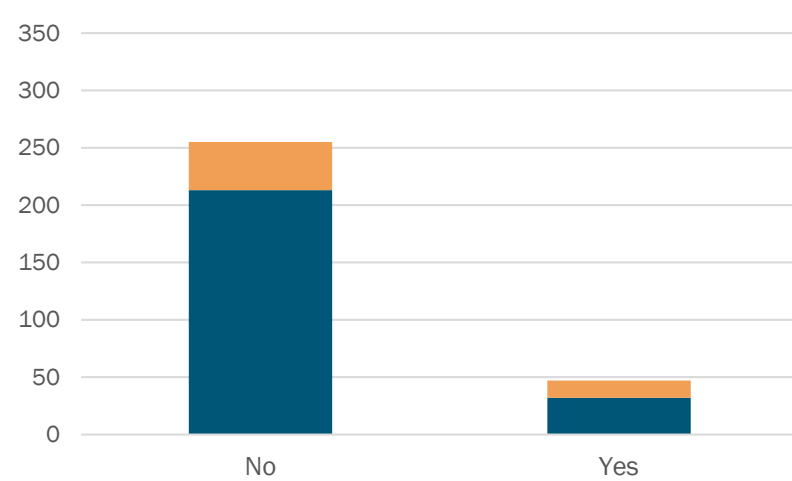
VSPs Serving Victims of Human Trafficking

- Similar concerns relating to maintaining the quality, frequency, and volume of direct services activities (e.g., shelter, advocacy).
- A greater portion of VSPs serving victims of HT identified management and administrative challenges than other VSPs, including determining how best to support operations under this new environment and maintaining adequate staffing levels.
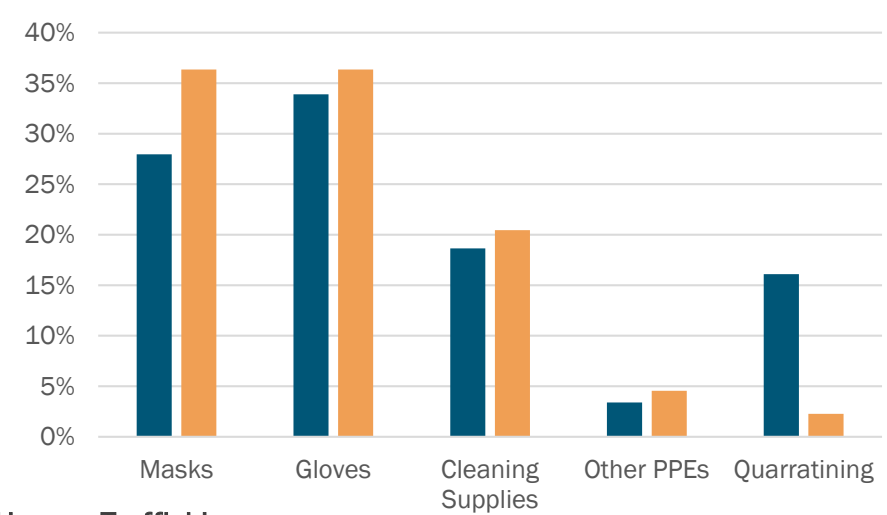
COVID-19 Impacts: Personal Safety

Implementing Self-Care Practices

(Bar chart with y-axis from 0 to 350, categories "No" and "Yes". "No" shows a small bar around 40-45; "Yes" shows a tall bar with dark portion around 295 and orange portion up to ~350.)

Using Personal Protective Equipment (PPEs)

(Bar chart with y-axis from 0 to 350, categories "No" and "Yes". "No" shows dark portion around 210 with orange to ~255; "Yes" shows dark portion around 32 with orange to ~48.)

Type of PPEs/Activities Used

(Grouped bar chart with y-axis from 0% to 40%, categories: Masks, Gloves, Cleaning Supplies, Other PPEs, Quarratining.
- Masks: ~28% (dark), ~36% (orange)
- Gloves: ~34% (dark), ~36% (orange)
- Cleaning Supplies: ~18% (dark), ~20% (orange)
- Other PPEs: ~3% (dark), ~4% (orange)
- Quarratining: ~16% (dark), ~2% (orange))

Legend: ■ Serving All Other Victimization Types   ■ Serving Victims of Human Trafficking
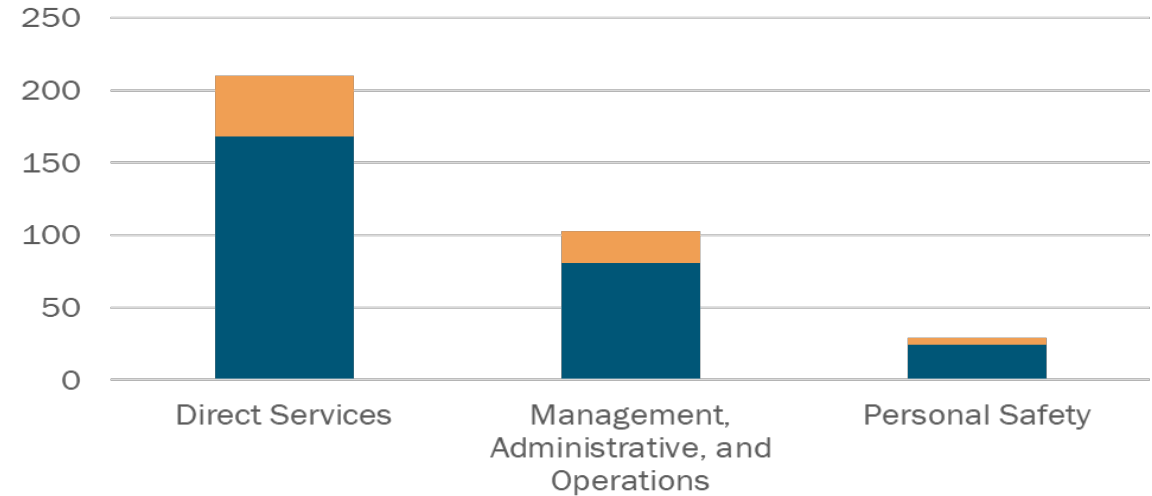
Key Observations

- A slightly higher percentage of respondents serving victims of human trafficking indicated their organizations were implementing self-care practices.
- Similarly, a greater portion (i.e., more than one quarter) of respondents serving victims of human trafficking were using personal protective equipment (PPEs) compared to respondents serving all other victimization types (~13%).
- VSPs serving victims of HT were more likely to report using multiple types of PPEs with half indicating using 2 or more PPEs (typically masks and gloves), compared with VSPs serving all other victimization types (~one-third using multiple PPEs).

COVID-19 Impacts: Organizational Preparedness and Challenges

Perceived preparedness to serve victims during COVID-19

Legend:
- Serving Victims of Human Trafficking
- Serving All Other Victimization Types
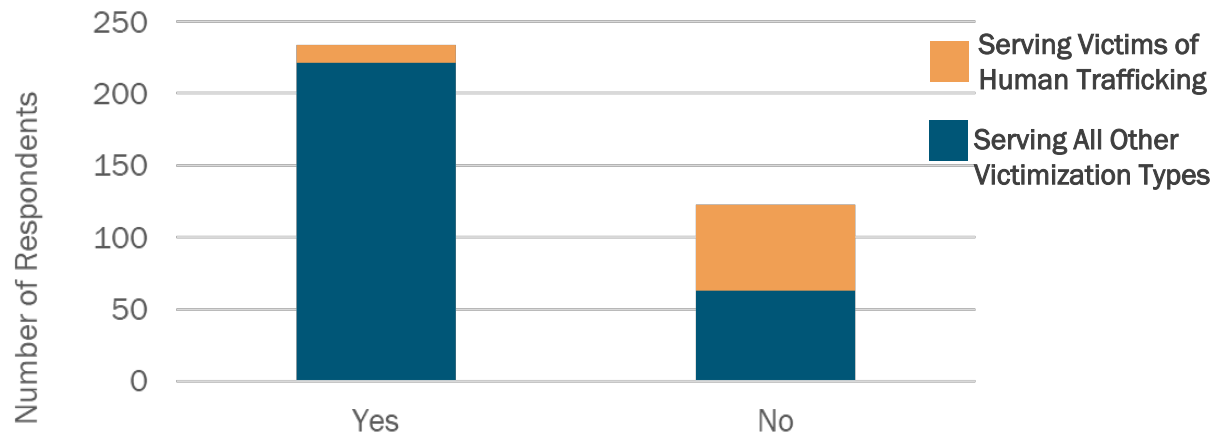
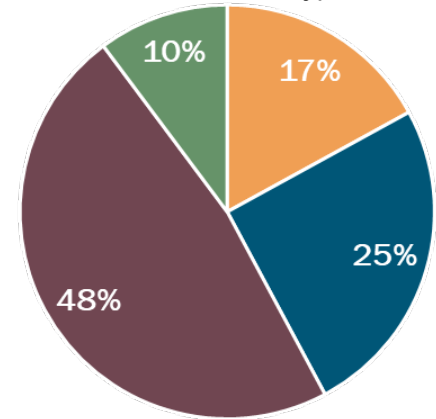### Greatest organizational challenges during COVID-19

Key Observations

- More than half of respondents indicating not being prepared to serve victims during this emergency response were VSPs serving victims of human trafficking
- Respondents indicating preparedness, reported having the ability to provide some direct services remotely, limiting staff in-person, and having PPE items.
- Those who feel unprepared reported lacking PPE, funding concerns, reduced services or lack of ability to provide direct services remotely, and impacts of court closures.

- All respondents reported experiencing similar challenges at comparable rates, with the greatest impact on direct services.
- Many respondents expressed concerns regarding the quality and effectiveness of services delivered remotely (e.g., not as effective or not feasible for some victims).
- Management, administrative and operational challenges focused on securing and maintaining additional funding, adjusting policies and procedure to support new operations; and ensuring continuity of resources to support victims.
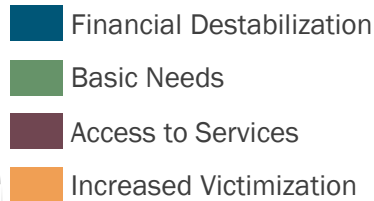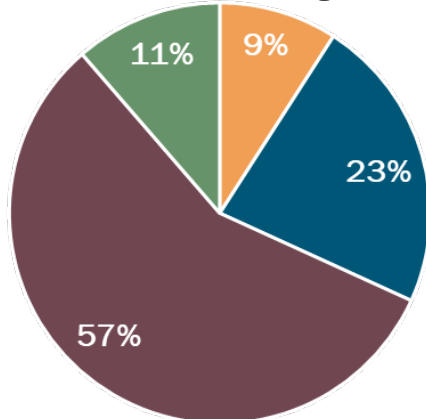
COVID-19 Impacts: Direct Victim Services

Respondents identified victim impacts as a result of COVID-19
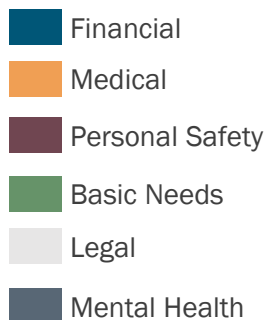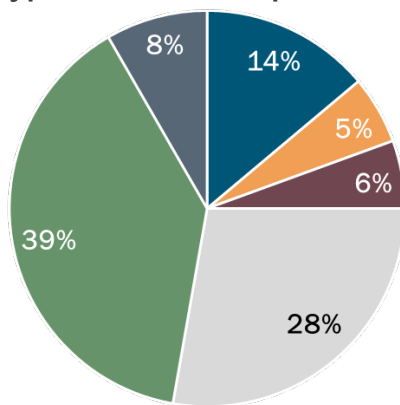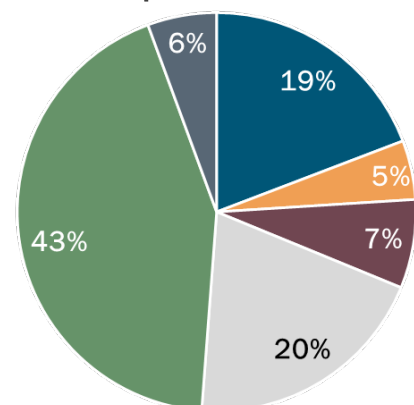
Serving All Other Victimization Types

- 10% Basic Needs
- 17% Increased Victimization
- 25% Financial Destabilization
- 48% Access to Services

Serving Victims of Human Trafficking

- 11% Basic Needs
- 9% Increased Victimization
- 23% Financial Destabilization
- 57% Access to Services

Legend:
- Financial Destabilization
- Basic Needs
- Access to Services
- Increased Victimization

Respondents identified types of client requests as a result of COVID-19

Chart 1:
- 6% Mental Health
- 19% Financial
- 5% Medical
- 7% Personal Safety
- 20% Legal
- 43% Basic Needs

Chart 2:
- 8% Mental Health
- 14% Financial
- 5% Medical
- 6% Personal Safety
- 28% Legal
- 39% Basic Needs

Legend:
- Financial
- Medical
- Personal Safety
- Basic Needs
- Legal
- Mental Health

Perception of Victim Impacts

- Access to services has the greatest impact on victims, as many services are reduced or on hold (e.g., court closures).
- Respondents serving all other victimization types reported an 8% higher rate of increased victimization than those who serve human trafficking victims with particular concern for victims quarantined with their abusers.

Client Requests for Services

- Respondents serving trafficking victims reported an 8% higher rate of client requests for legal assistance (e.g., case status inquiries, assistance with protective orders).
- Respondents across the board reported their most frequent client request is assistance in meeting basic needs, which includes acquiring food, clothing, child care, and paper goods.

COVID-19 Impacts: Referrals and Caseloads

Respondents identified how they are monitoring their referrals and caseloads as a result of COVID-19

Respondents identified new practices that have been implemented as a result of CDC COVID-19 guidelines
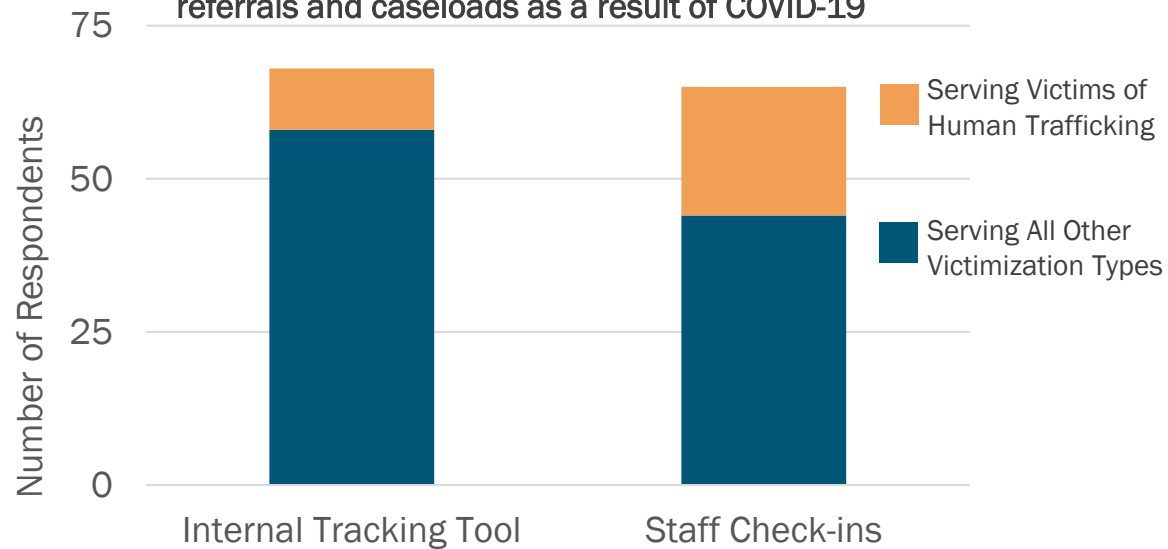
- Regardless of the types of victimization served, respondents means of monitoring referrals and caseloads were similar.
- Approximately 25% more respondents who serve human trafficking victims reported relying on staff check-ins, which ranged from daily to weekly.
- As such, more respondents serving all other victimization types reported relying on internal tracking tools, such as Microsoft Excel and other data management software.
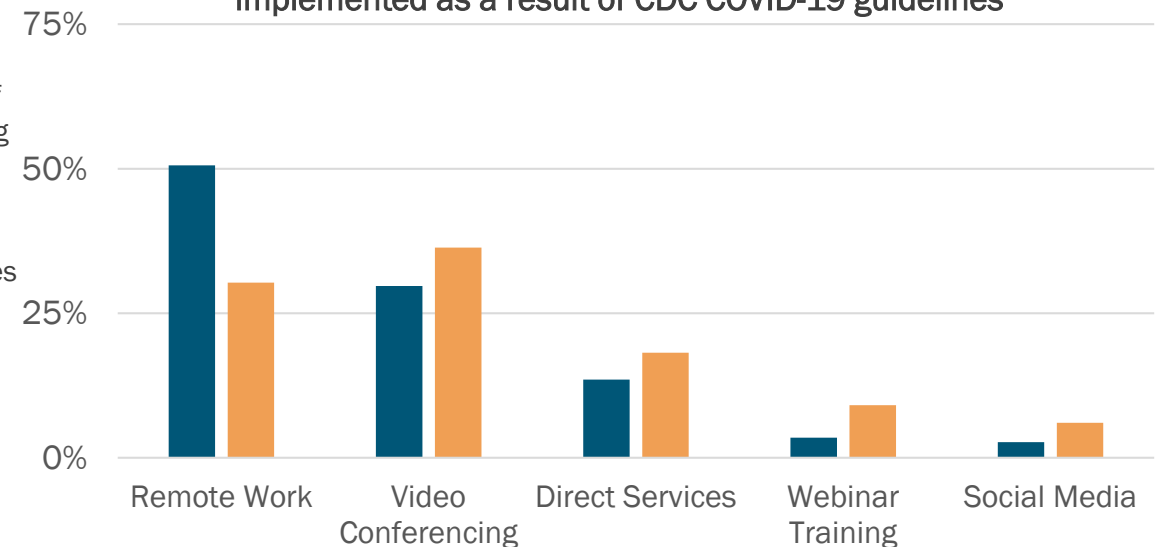
- A majority of respondents reported working remotely and utilizing various video conferencing platforms (e.g., Zoom, WebEx, GoToMeeting) to maintain contact with both staff and clients.
- Approximately 20% more respondents serving all victimization types reported using remote work than respondents serving victims of human trafficking.
- Respondents serving human trafficking victims, as well as other victimization types, reported similar use of technology to offer direct services remotely, including healthcare, case management, legal assistance, and counseling.

COVID-19 Impacts: Implementing New Practices

Respondents identified new practices that have been implemented as a result of CDC COVID-19 guidelines

Chart — Number of Respondents (y-axis, 0 to 250) by category:
- Remote Work: Serving All Other Victimization Types ≈ 218; Serving Victims of Human Trafficking ≈ 53
- Policy Updates: Serving All Other Victimization Types ≈ 28; Serving Victims of Human Trafficking ≈ 7
- Increased Sanitation: Serving All Other Victimization Types ≈ 26; Serving Victims of Human Trafficking ≈ 11

Legend: ▮ Serving Victims of Human Trafficking   ▮ Serving All Other Victimization Types
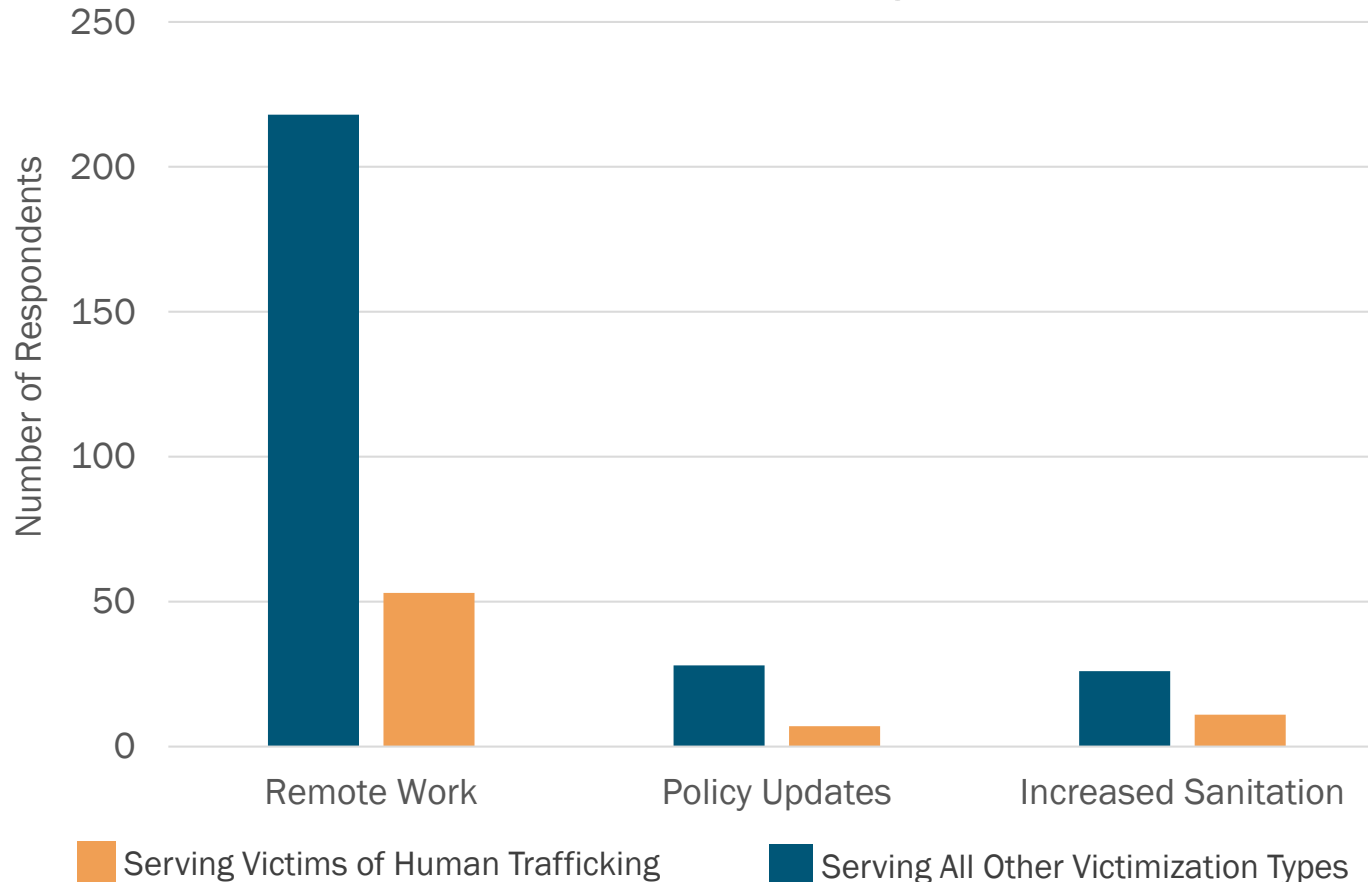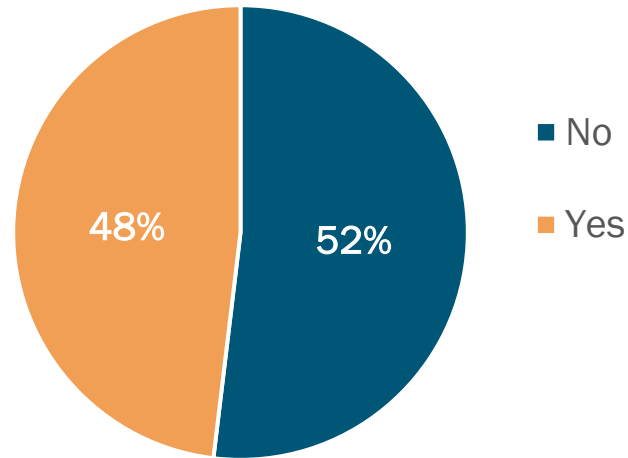
Key Themes

Respondents identified areas where they are implementing new practices–
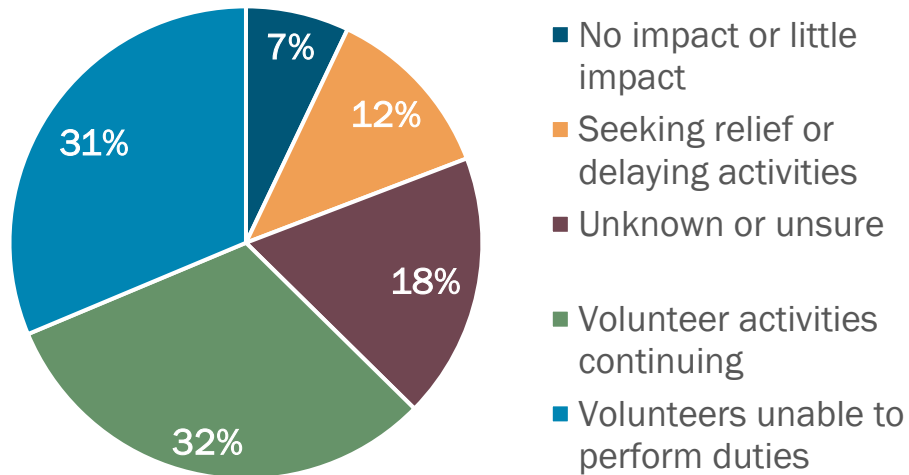
- Developing and executing COVID-19 response plans and pandemic action plans, requiring social distancing, and limiting in-person staff;
- Changing traditional in-person services by offering direct services and case management remotely, limiting in-person staff, conducting team meetings via video conferencing platforms; and
- Deploying more frequent cleaning and hand washing, acquiring more cleaning supplies, and ensuring compliance with COVID-19 CDC guidelines.

COVID-19 Impacts: Federal Match

Respondents Identifying as OVC Grantees

- No — 52%
- Yes — 48%

Federal Match Impacts

- No impact or little impact — 7%
- Seeking relief or delaying activities — 12%
- Unknown or unsure — 18%
- Volunteer activities continuing — 32%
- Volunteers unable to perform duties — 31%

Federal Match Key Themes

- Some respondents indicated that they either do not know or are unsure of COVID-19's impact on meeting federal match.
- Sources of match are significantly declining (e.g., community support to include cash and in-kind donations, volunteers, fees for service) and organizations may seek relief or waivers.
- Organizations indicated an ability to continue by–
  - Utilizing volunteers in the same way (e.g., hotlines, helplines, project-based activities to support programs, remote advocacy);
  - Redirecting volunteers to new activities (e.g., policy and procedures development, administrative process improvement, data entry, social media, training, research projects, outreach); and
  - Adjusting delivery models to meet current environment (e.g., uptrain volunteers to provide remote support, outreach).

COVID-19: Requests from the Field

Requests from the Field
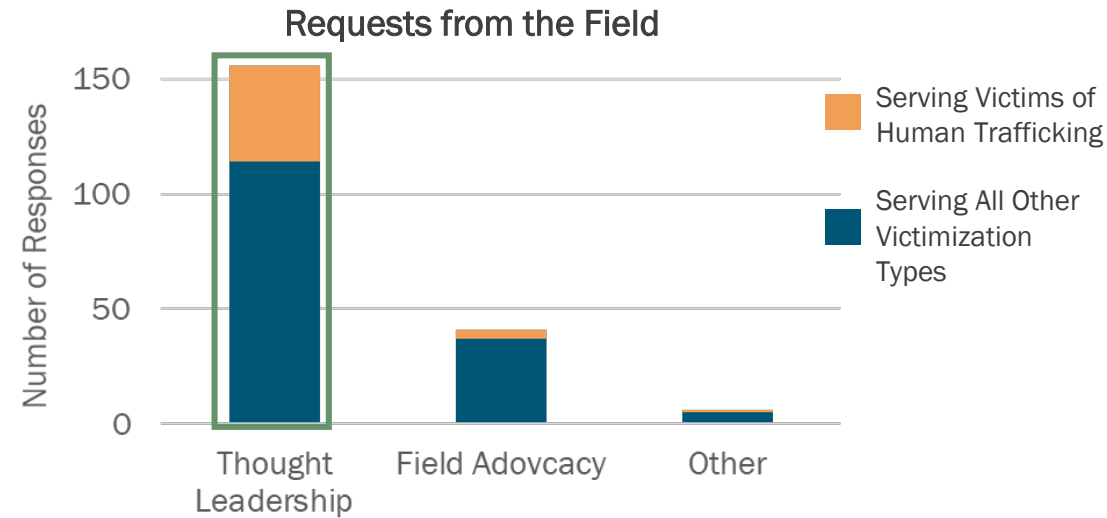
Percentage of Responses by Victimization Type Served

VSPs Serving All Other Victimization Types

VSPs Serving Victims of HT
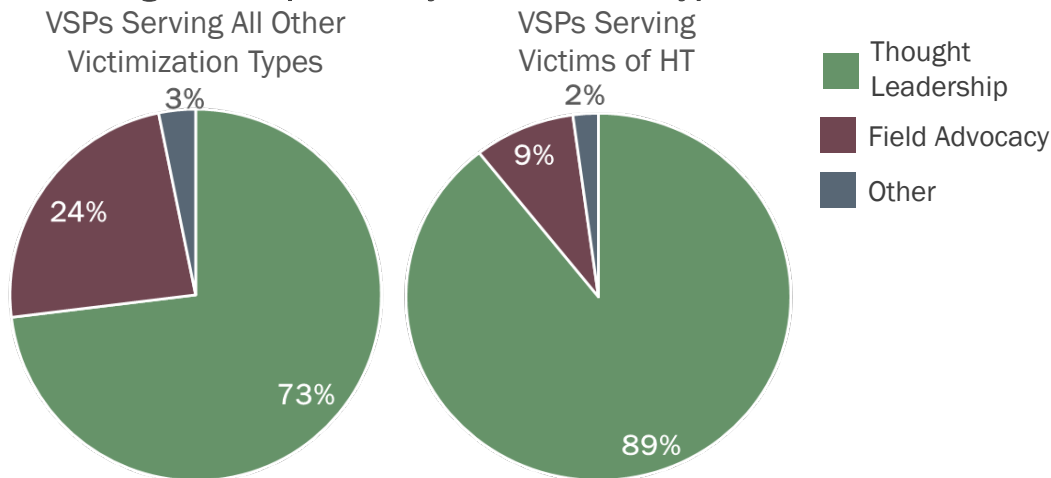
Thought Leadership

Most respondents identified a strong need for thought leadership for the victims services field to include (1) consolidating broad-ranging information into tangible guidance and actions to inform the organization's approach to direct services; (2) creating professional development opportunities for staff and volunteers; (3) identifying and sharing innovative operating and direct services delivery models and; (4) developing resources to help communicate with victims.

Field Advocacy

Many respondents expressed desire for advocacy and action on behalf of the victim services field to include flexibility in some grant and other funding requirements and access to additional funds and resources to include supplies for staff and clients, such as technology, PPEs, funds to support greater victim needs, etc.
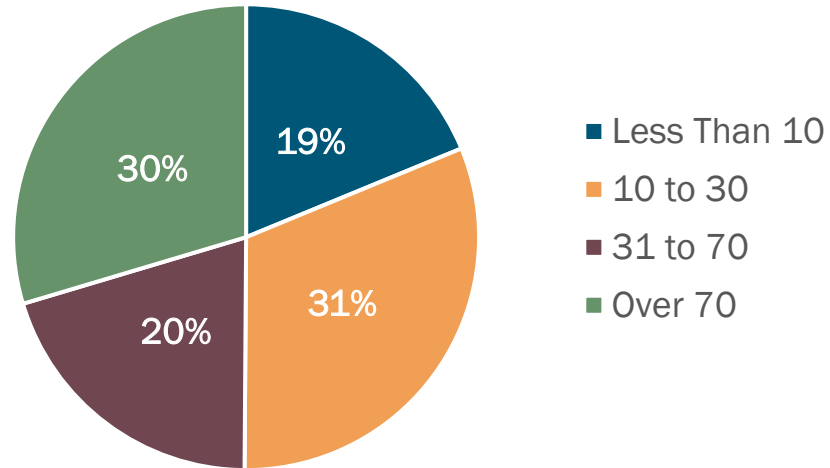
Other

Additional topics focused on the need for emotional and social support resources and opportunities to support self-care and mindfulness for staff and clients.
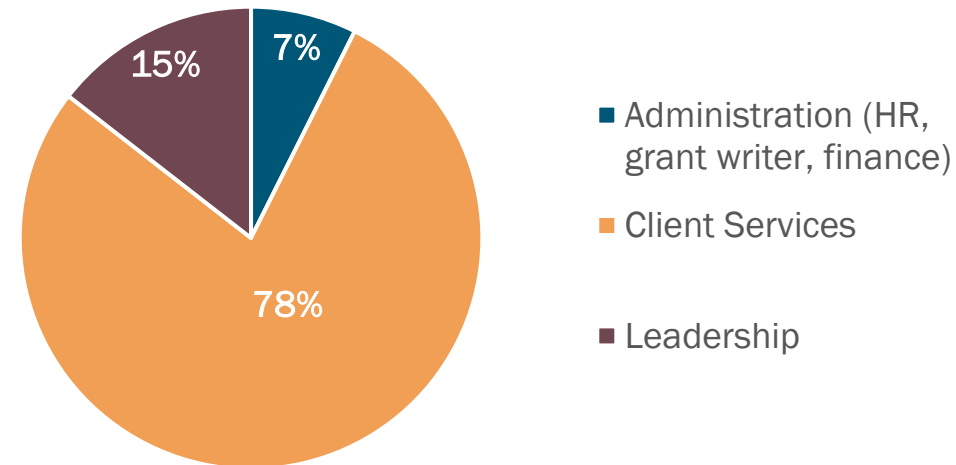
Poll 1

Of the 1,382 webinar attendees, 932 (67 percent) attendees answered the first poll.

Number of Employees

- Less Than 10 — 19%
- 10 to 30 — 31%
- 31 to 70 — 20%
- Over 70 — 30%

Respondent Role

- Administration (HR, grant writer, finance) — 7%
- Client Services — 78%
- Leadership — 15%

Service Area

- Urban — 46%
- Rural — 26%
- Suburban — 25%
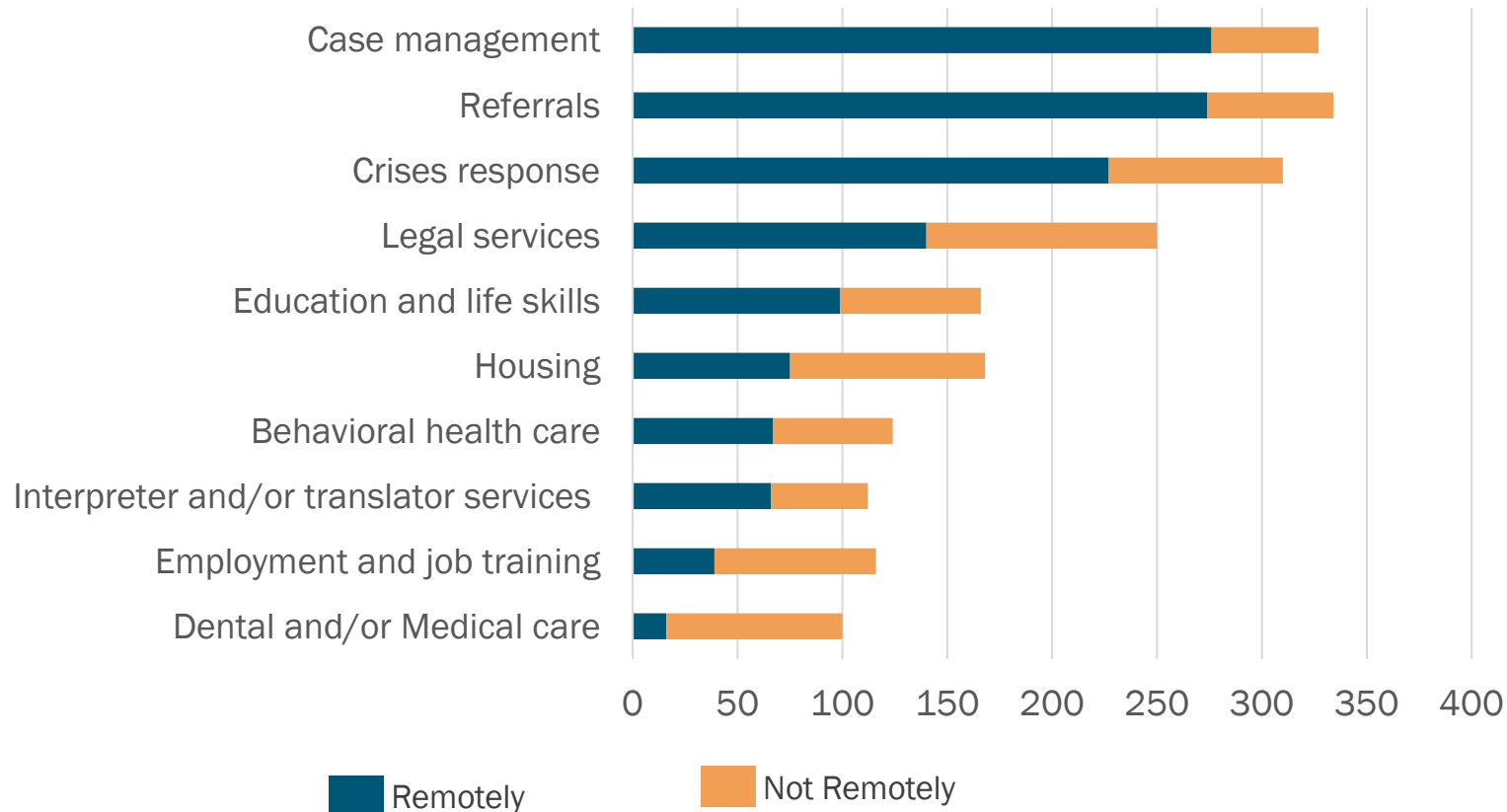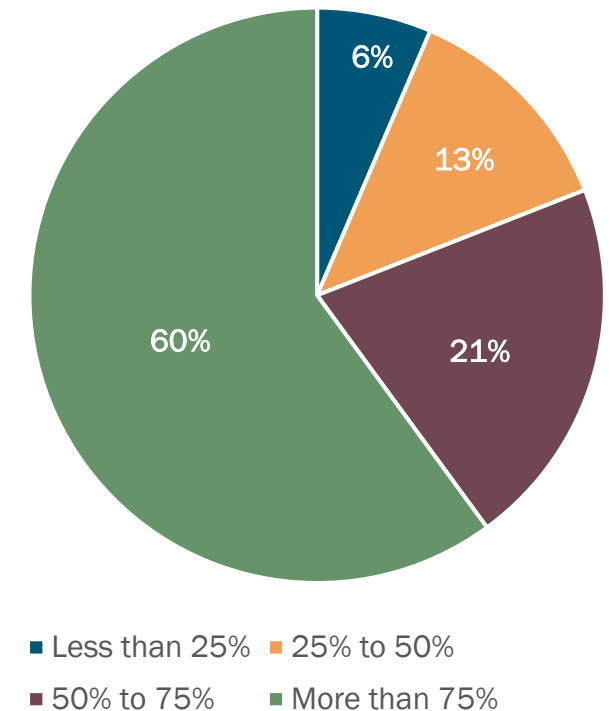- Tribal — 3%
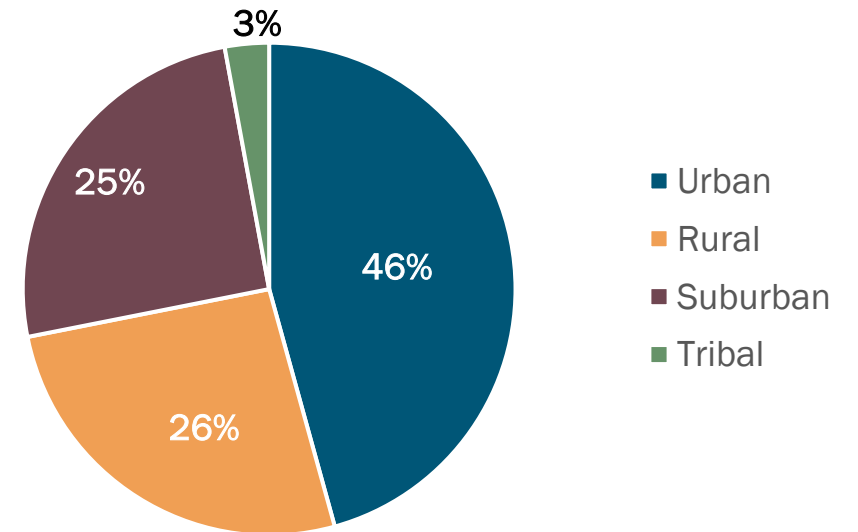
Poll 2 – Delivering Services Remotely

Of the 1,382 webinar attendees, 373 (27%) attendees answered the second poll.

What services have you been able to deliver remotely or not remotely?

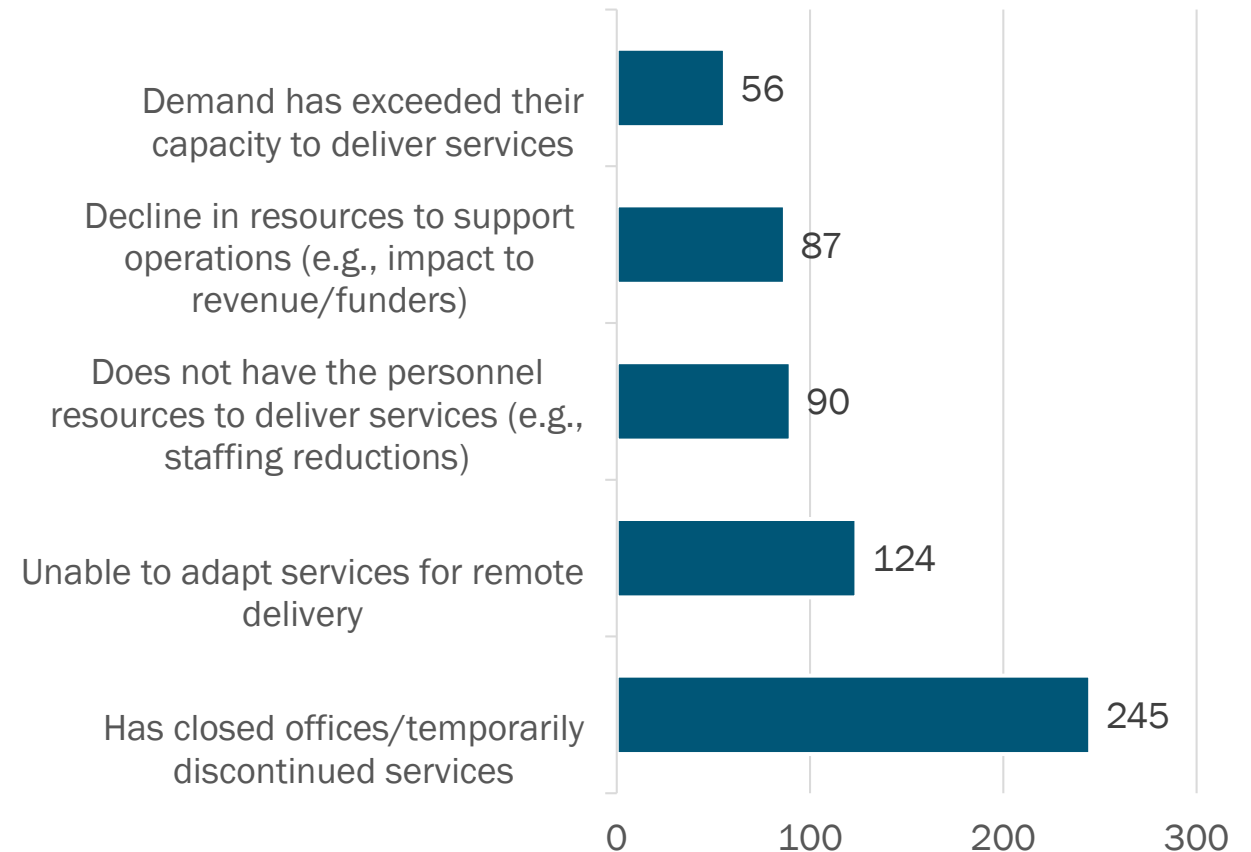**To what extend is your organization performing work remotely?**

Less than 25%: 6%
25% to 50%: 13%
50% to 75%: 21%
More than 75%: 60%

Remotely   Not Remotely

Poll 2 – Grant and Partnership Challenges

Are you an OVC grantee or receive other DOJ federal funding?

64%	36%

- Yes (blue)
- No (orange)

If you are an OJP grantee, what grant requirements or special conditions are you most concerned about meeting?

Victim services requirements
Training and outreach
Grant reporting
Budget
Personnel/staffing
Match requirement
Program evaluation
Grant onboarding activities…
Program management

(0, 50, 100, 150, 200)

What changes in your partners' operations have had the greatest impact on your ability to deliver services?

Demand has exceeded their capacity to deliver services — 56

Decline in resources to support operations (e.g., impact to revenue/funders) — 87

Does not have the personnel resources to deliver services (e.g., staffing reductions) — 90

Unable to adapt services for remote delivery — 124

Has closed offices/temporarily discontinued services — 245

(0, 100, 200, 300)