

**North Carolina Human Trafficking Commission**  
**Standards of Service for Survivors of Human Trafficking**

## INTRODUCTION AND PURPOSE

The purpose of this document is to provide best practice guidelines for North Carolina communities seeking to develop or strengthen a response system for survivors of human trafficking and to offer guidance for funders to reference when deciding whether or how to support organizations that intend or claim to provide direct services to victims of labor or sex trafficking. Any service provider should consider the guidelines that apply to the specific services they offer.

North Carolina General Statute §14-43.11 defines human trafficking thus: “A person commits the offense of human trafficking when that person (i) knowingly or in reckless disregard of the consequences of the action recruits, entices, harbors, transports, provides, or obtains by any means another person with the intent that the other person be held in involuntary servitude or sexual servitude or (ii) willfully or in reckless disregard of the consequences of the action causes a minor to be held in involuntary servitude or sexual servitude.”

The philosophy underlying the guidance in this document is “first, do no harm.” For the purpose of this document, “human trafficking” refers to all forms of labor and sex trafficking, adult or child trafficking, and trafficking of foreign-born or domestic born victims. The crime of human trafficking is complex, taking on many different forms, happening in very different types of places, and involving a broad range of people as victims, traffickers, or everyday citizens engaged in their communities. The needs of survivors of human trafficking are complex as well, in terms of both immediate intervention and long-term recovery.

Because these survivors are likely to have multiple forms of vulnerability – from youth or poverty to addictions or immigration status, to name a few – it is important that the State of North Carolina define basic expectations for agencies that will be providing direct services, i.e. Victim Service Providers (VSP). The VSP may use this guidance to design or clarify their values, practices, or programs, and funders may use this guidance to evaluate the VSP. While any organization is welcome to use these guidelines for reference, the intended focus is on those VSPs that are seeking public funding.

Just as every survivor presents a unique set of circumstances for response, every community has its own set of assets and challenges that should be considered when designing services or interventions. The basic standards provided in this document allow for necessary flexibility in creating community services while outlining the expectations that funders will expect to see.

This document includes definitions of the basic expectations that services be non-discriminatory, victim-centered, trauma-informed, and confidential. It then goes on to provide basic expectations of staff and volunteers in services that are likely to support survivors in exiting a

trafficking situation and developing a path to wellness and recovery. For each standard, the definition, goal, activities, and qualifications for staff and volunteers and standards for provider organizations are outlined. **Resources and links to existing documents, where included, are to provide examples and not considered part of the policy document.** The purpose is to provide communities detailed guidance in understanding what best practices are for trafficking survivors and to offer funders a framework to use in selecting the best qualified service providers.

Standards are organized into sections according to service and/or need, and each section is applicable only to VSPs that provide that service, with the exception of Ethical Standards, Media Standards, Staff Resilience and Organizational Health, and Assessment and Community Resources. For example, the standards for a drop-in center only apply to VSPs offering a drop-in center. Standards for shelters are only applicable to VSPs offering housing. VSPs who do not provide an essential recovery service, such as shelter, case management, or trauma-specific therapeutic services are expected to assist survivors with identifying available services and providing intake assistance and support, as noted in each section's standards.

Qualifications noted for various professionals were drawn from licensing requirements, and each field's rules and regulations take precedence over those listed in these standards. For activities such as residential treatment or shelter, the standards reference appropriate state or national accreditation standards. The ethical standards reflect established codes of conduct developed by the social work, survivor advocate, medical, legal, and other professions, and the nine principles outlined in the Ethical Standards for Counter-Trafficking Research and Programming developed by the United Nations Inter-Agency Project on Human Trafficking in 2008. Because of the potential risk of harm associated with media involvement in trafficking cases, the standards also provide specific guidelines for ethical involvement with the media. The media guidelines are designed to help providers avoid retraumatizing survivors and hindering the prosecution of traffickers. Anti-human trafficking advocates are encouraged to use these standards to select partners to participate in their service networks and to help organizations provide the best services possible. VSPs should seek professional guidance in applying these standards to their agency, seeking out in-house counsel or an attorney licensed to practice in North Carolina. These standards are not intended to be legal advice.

Standards document will be reviewed annually by the Standards Committee for potential revision.

*A Note about Language: This toolkit uses the term "victim" and "survivor" to refer to someone who has been trafficked in sex and/or labor settings. Historically, the term "victim" is commonly used in the context of criminal justice. Throughout this toolkit, the term "victim" may be used in this context, or to refer to someone who is still trapped in the trafficking situation. The term "survivor" may be used to refer to people who have exited the trafficking situation. However, we recognize that people who are living in trafficking situations are in fact survivors, as they are surviving each day through their strength and determination. Additionally, each survivor's journey is individualized and unlikely to fit into these simple categories. We understand that the best way to determine how to refer to a person impacted by human trafficking is to ask their preference.*

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## Checklist: Standards for Services to Trafficked Persons

It is important for agencies that receive funding and referrals from the North Carolina Human Trafficking Commission to meet the ethical standards outlined in this review; therefore, if the agency answers "no" to any of the following questions, the agency will automatically receive a "does not meet standards" rating.

All non-profit organizations can provide a copy of current 501-c-3 status:  Yes  No  Not applicable

Non-profit organizations are licensed with the North Carolina Secretary of State to solicit charitable contributions ([https://www.sosnc.gov/divisions/charities/online\\_filing](https://www.sosnc.gov/divisions/charities/online_filing)):  Yes  No  Not applicable

Agency can demonstrate that it has expertise in providing services to trafficked persons as evidenced by training and service documentation:  Yes  No

Agency can provide a copy of policies and procedures which demonstrates an inclusiveness of all populations through the provision of services internally or in collaboration with other agencies:  Yes  No

Agency has a mandated reporting policy that is consistent with North Carolina's mandated reporting laws:  Yes  No

Agency can provide a copy of non-discrimination policies and procedures:  Yes  No

Agency can identify how it adheres to whichever codes of conduct or ethics standards are relevant for its practice:  Yes  No

Agency will adhere to NC Human Trafficking Commission media standards and ensure their policies reflect those standards:  Yes  No

Staff and organizations are in good standing with state licensing bodies and demonstrate ethical practices, including 3 hours of ethics training every 2 years:  Yes  No

Background checks have been completed for supervisors, staff, and volunteers:  Yes  No

Supervisors, staff, and volunteers have completed required training:  Yes  No

Fiscal control procedures are written policies and have been reviewed and approved by a Board of Directors:  Yes  No

Annual fiscal audit is completed:  Yes  No

If nonprofit, agency has filed a Form 990:  Yes  No  Not Applicable

Agency can demonstrate that it has General Liability insurance coverage:  Yes  No

Agency can provide documentation of any relevant accreditations, if applicable:  Yes  No

Agency can provide a copy of a grievance policy outlining how program participants can provide feedback to the provider and/or to advocate for themselves in the program:  Yes  No

Agency has received legal counsel regarding client record content and retention, and has a protocol for responding to potential subpoena.  Yes  No

## Ethical Standards

**Definition:** Values and principles to guide professional conduct. All providers must meet ethical standards. These standards are the foundation of all services to trafficked persons.

**Goal:** Provide services to trafficked persons that adhere to each field's professional codes of ethics while encouraging an emphasis on participant well-being in all interactions with participants or actions taken on their behalf.

\* Apply to all VSPs.

Ethical Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<p><b>Adherence to appropriate Code(s) of Conduct/Ethics as evidenced by agency records. For example:</b></p> <ol style="list-style-type: none"> <li>1. NASW Code of Ethics</li> <li>2. National Organization for Victim Assistance</li> <li>3. Code of Professional Ethics for Victim Assistance Providers</li> </ol>			
<p><b>All staff with North Carolina residency of five years or more have passed both SBI and sex offender registry background checks. All staff with North Carolina residency of less than five years have passed both FBI background checks. Passing background check means that no prior criminal activity is identified.</b></p>	<p>State and federal background checks on file for 100% of staff and volunteers, demonstrating no prior criminal activity.</p>	<p>Agency has background checks on file for 100% of staff, demonstrating no prior criminal activity. Background checks for volunteers would include, at minimum, county background checks.</p>	<p>Background checks are completed for less than 100% of staff.</p>
<p><b>Exceptions made in the hiring of staff with criminal convictions are supported by an analysis of the severity of the offense, additional subsequent acts,</b></p>	<p>Rationale for making an exception in the hiring of staff and volunteers with prior criminal convictions is documented for each exception.</p>	<p>Agency documents rationale for making an exception in the hiring of staff with prior criminal convictions for each exception.</p>	<p>Rationale for making an exception in the hiring of staff with prior criminal convictions is incomplete or undocumented.</p>

<p>timeframe of the crime, compliance with sanctions, evidence of rehabilitation, and potential benefits.</p>			
<p><b>Training for staff with direct client contact in the following content areas, as defined by best practices in the relevant field:</b></p> <ol style="list-style-type: none"> <li>1. Ethics</li> <li>2. Confidentiality</li> <li>3. Trauma-informed care</li> <li>4. Safety protocols (first aid and CPR for housing/residential programs)</li> <li>5. Human trafficking 101 or equivalent</li> <li>6. Crisis intervention</li> <li>7. Community resources/partners through collaboration and community model action plan</li> <li>8. Vicarious trauma</li> <li>9. Guiding values for serving survivors of crime</li> <li>10. Core needs of survivors (safety, healing, justice, financial recovery)</li> <li>11. Survivor-informed programming</li> <li>12. The inherent power relationship between</li> </ol>	<p>All staff completed training on applicable required topics within first 90 days of employment, and repeat or update training every three years. Attendance forms noting required competencies and ongoing training are stored in personnel folders.</p>	<p>All staff completed training on required topics within first 90 days of employment. Attendance forms noting required competencies are stored in personnel folders.</p>	<p>No record of training evidenced by lack of documentation.</p>

<p>service recipients and service providers</p> <p><b>13. Cultural competence (see comment on metric below)</b></p>			
<p><b>The facility is committed to operating through culturally competent, trauma-informed protocol.</b></p>	<p>Facility operates with cultural competency and provides trauma-informed services. Documentation options and facility accommodations are available that cater to all gender and cultural identities. All staff and volunteers have trainings documented in their files and consistent ongoing trainings.</p>	<p>Facility appears to operate in a culturally competent manner and provides trauma-informed services to participants. Evidence of culturally competent training and documentation options.</p>	<p>Facility has no evidence of cultural competency trainings for staff or facility protocols. Documentation options do not cater to all gender and cultural identities.</p>
<p><b>The agency maintains client privacy and appropriate professional boundaries.</b></p>		<p>Agency maintains policies that: No third parties are invited to residential facilities while clients are present for the purposes of tours, education or fundraising. Any time a client's privacy will be denied or compromised the victim provides consent or is given a private area of the facility. Volunteers and staff are not permitted to bring clients and/or their belongings to their homes.</p>	<p>Agency does not have policies protecting client privacy or professional boundaries.</p>
<p><b>Staff, volunteers, and board members sign confidentiality statements.</b></p>	<p>Agency maintains signed confidentiality statements on file for 100% of staff, volunteers, and board.</p>	<p>Agency maintains signed confidentiality statements on file for 100% of staff. Survivor information, including potentially-identifying information, is not shared without client consent.</p>	<p>Signed confidentiality statements are on file for less than 100% of staff and volunteers. Survivor information is shared without consent.</p>
<p><b>Volunteers sign Memorandum of Understanding (MOU) with the</b></p>		<p>Agency maintains signed MOUs for 100% of volunteers.</p>	<p>Signed MOUs are on file for less than 100% of volunteers.</p>

agency outlining the scope of their work with or on behalf of survivors and adherence to ethical standards.			
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**Additional resources:**

1. Human Trafficking Awareness Training “TIP 101” (<https://www.state.gov/j/tip/training/>)
2. Power and Control Wheel (<https://humantraffickinghotline.org/resources/human-trafficking-power-and-control-wheel>)
3. Considerations When Using Interpreters for Victims with Limited English Proficiency (<https://www.api-gbv.org/resources/limited-english-proficiency/>)
4. Developing a Language Access Plan for Your Agency (<https://www.api-gbv.org/resources/language-access-plan/>)
5. Practice Guidelines for Treatment of Complex Trauma and Trauma Informed Care and Service Delivery ([https://www.blueknot.org.au/Portals/2/Practice%20Guidelines/Blue%20Knot%20Foundation%20Guidelines\\_WEB\\_Final.pdf](https://www.blueknot.org.au/Portals/2/Practice%20Guidelines/Blue%20Knot%20Foundation%20Guidelines_WEB_Final.pdf))

## Media and Confidentiality Standards

**Definition:** Guidelines to inform communications for journals, articles, the Internet, films, and other use on the issue of human trafficking.

**Goal:** Ensure that identities of trafficked persons are protected and that their dignity is preserved. To avoid any potential risk of harm to participants, service providers should request participants to interact with the media only after the end of their period of receiving services, with their full and ongoing consent, and after appropriate training and counseling.

\* Apply to all VSPs.

Media Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>Agencies will not prioritize media coverage, training, or fundraising efforts over the health and well-being and confidentiality of survivors.</b>	Agency gets client's affirmative consent from any survivors before incorporating any element of their personal histories into a composite story. Composite stories do not contain any identifying information.	Agency uses composite stories, rather than individual stories, for media, training, and fundraising outreach. Composite stories do not include any personally identifying information - even potentially identifying information.	Agency uses elements of personal stories that include personally identifying information - even potentially identifying information - without affirmative consent of survivors, or the agency asks survivors to share their stories, or if the agency can share their stories, for the benefit of the agency.
<b>Service providers must inform participants about the risks involved in sharing their story with the media or in other public settings while the investigation is ongoing and even after it is closed.</b>	Agency has an established protocol that informs participants about guidelines for responsible reporting and the risks of media coverage.	Participants are informed about the risk of media involvement or other publicity while their case is open and investigation is ongoing.	Participants are not informed about the risk of media involvement or other publicity while their case is open and investigation is ongoing.
<b>Agency encourages responsible media reporting on human trafficking.</b>	Agency includes information about responsible reporting in any responses to media inquiries (e.g. Tips for Using Images When Reporting on Human Trafficking or Tips for Interviewing Survivors). Agency provides media with original or credited	Agency's website and/or media kits includes information about responsible reporting and tips for interviewing survivors. Participants should not be depicted without consent.	Agency does not provide information on responsible reporting to media. Participants depicted without consent.

	photos/illustrations that do not stereotype or misrepresent the issue of trafficking. Participants should not be depicted without consent.		
<b>Agency supports survivors through media processes.</b>	Agency has a protocol for coordinating emotional support for survivors speaking to the media before and after the interview, as evidenced by in-house protocols or referrals to other community agencies, and offers accompaniment to interviews with media representatives.	Agency has a protocol for coordinating emotional support for survivors speaking to the media before, during, and after the interview, as evidenced by in-house protocols or referrals to other community agencies.	Agency has no plan for supporting survivors through media processes.
<b>Agency has formal process for documenting informed consent</b>		Agency maintains records documenting that survivors were informed of risks and challenges around sharing their story and media, and gave their informed consent.	Agency does not document informed consent in records.

**Additional Resources:**

1. Putting the Human Into Human Trafficking Reporting: Tips for Interviewing Survivors (<http://www.theirinaproject.org/tips-for-interviewing-survivors.html>)
2. Tips for Using Images When Reporting on Human Trafficking (<http://www.theirinaproject.org/using-images-when-reporting-on-human-trafficking.html>)
3. Media and Public Perception Guidelines (<https://www.ovcttac.gov/taskforceguide/eguide/3-operating-a-task-force/34-addressing-common-operational-challenges/media-public-perception/>)
4. Sex Trafficking and Exploitation Media Guide ([http://www.resource-sharingproject.org/sites/resource-sharingproject.org/files/2015\\_Maine\\_Sex\\_Trafficking\\_and\\_Exploitation\\_Network\\_Media\\_Guidelines.pdf](http://www.resource-sharingproject.org/sites/resource-sharingproject.org/files/2015_Maine_Sex_Trafficking_and_Exploitation_Network_Media_Guidelines.pdf))
5. The Irina Project (<http://www.theirinaproject.org/>)
6. HEAL Trafficking Media and Community Awareness Guidelines (<https://healtrafficking.org/media-and-community-awareness-guidelines/>)

7. Ohio Quick Tips Guide Sheet for Media Coverage for Crime Victims and Survivors  
<https://humantrafficking.ohio.gov/links/Media%20Guide%20for%20Victims.pdf>

## 24-Hour Response Line

**Definition:** Trained responders who are available 24/7 to link human trafficking persons with local support services.

**Goal:** Survivors of trafficking will be linked to trained service providers who have expertise in responding to the needs of trafficked persons.

National Hotline for Survivors	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>National Human Trafficking Hotline</b> <b>1-888-373-7888</b> <b>SMS: 233-733 (Text “HELP” or “INFO”)</b> <b>Hours: 24/7 , Text: 3-11 pm</b> <b>Languages: English, Spanish, and 200+</b>		Agency can provide evidence of linkage with National Hotline and efforts to spread awareness of the hotline as a resource.	No evidence of linkage with National Hotline or efforts to spread awareness of the hotline as a resource.

Qualifications	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>Supervisors, staff, and volunteers must complete training on the required topics identified in Section 1.</b>		Agency has record of training on file for supervisors, staff, and volunteers.	Record of training is missing or incomplete.
<b>The agency must provide personal support and assistance in accessing human trafficking related services/information.</b>		Agency is able to provide or link the caller with personal support and assistance in accessing human trafficking related service/information, as evidenced by call log/form tracking linkages.	Call log/form not in use, or records do not demonstrate linkage to personal support and assistance in accessing human trafficking related services/information.
<b>Agency must follow a model protocol for hotline operation.</b>	Agency can demonstrate that a model protocol is in use and has documented evidence of staff training on the protocol.	Agency can demonstrate that it adheres to a model protocol.	No evidence that a model protocol is in use.

<b>Agency offers prompt response to hotline contacts and inquiries.</b>		Agency ensures all hotline contacts are answered immediately by a live person and connected to a trained advocate within 20 minutes, as evidenced by training protocols and response time information in call log.	No plan for hotline contacts to be answered by a live person, or contacts are not connected to a trained advocate in under 20 minutes. Agency does not follow up on all hotline contacts.
<b>Any reports of suspected trafficking, abuse, or neglect of a minor will be reported to Law Enforcement and Child Welfare within 30 minutes.</b>	Agency has a protocol for informing clients about mandatory reporting laws.	Agency reports suspected trafficking, abuse, or neglect of minors to Law Enforcement and Child Welfare within 30 minutes, as evidenced by response time information in the call log.	Call log does not note response time or response time exceeds 30 minutes.
<b>Weekly meetings are implemented for hotline staff in order to debrief calls and patterns as well as provide support for hotline staff.</b>	Agency implements weekly debrief meetings into design of program, evidenced by documentation and agency protocol to support hotline staff.	Agency can provide evidence that program is supporting hotline staff through efficient communication and implementation of at minimum bi-weekly meetings.	There is no evidence or documentation provided by agency that indicates program is supporting hotline staff through efficient communication.
<b>The agency seeks and utilizes client and/or survivor leader input in designing and delivering services.</b>		Agency can describe and document its process for seeking and using survivor input.	The agency cannot describe or document its process for seeking and using survivor input.
<b>The agency's staffing schedule indicates 24/7 coverage.</b>		Agency's staffing schedule reflects 24/7 coverage.	There is no schedule for 24/7 coverage.
<b>The agency's hotline services allow for language access for non-English speakers.</b>	Hotline staffing includes staff and/or volunteers who speak most common languages in agency's area, e.g. Spanish, Arabic, Mandarin.	Agency shows partnerships with language line or other unaffiliated interpretive services to provide 24/7 access to interpretation in caller's language.	Agency does not have 24/7 language line/interpretation access or only interpretation is available through investigating agency, law enforcement, or an acquaintance or family member of the survivor.

## Emergency Response

**Definition:** Based on a safety assessment, respond 24/7 in person to direct requests for assistance related to human trafficking. This response should be provided actively by one or more qualified organizations that have agreed to provide this role in the community's human trafficking response network. Due to safety concerns, this activity should not be provided by individuals outside of an agency.

**Goal:** To assist survivors in determining their immediate needs, safety planning, resources, and referrals. When requested by the survivor, assist with leaving the trafficking situation and getting to safety. To help trafficked persons take the first steps in rebuilding their lives.

Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
Agency assesses current or emerging safety concerns as part of intake, referral, and placement processes, and provides appropriate response in a timely manner.		Agency has protocol for immediate safety assessment. Direct contact staff and volunteers are trained in implementation of safety assessment and appropriate response.	Agency has no protocol for immediate safety assessment, or protocol is not consistently applied. Staff and volunteers are not trained in protocol.
Assess if situation meets definition of human trafficking using established assessment tool.		Agency's program procedures include assessment of evidence of trafficking. Provides referrals to appropriate agencies when trafficking definition is not met.	No evidence that this service is provided.
Assist participant in evaluating his/her immediate needs, including safety planning.		Agency's program procedures document that survivors are assisted in assessing immediate needs. Safety planning is addressed, verbally or in writing, with every survivor.	No evidence that this service is provided.
Provide information verbally or in writing about available resources/services.		Agency's procedures document method for resource/service information.	No evidence that this service is provided.

<b>Coordinate participant's safe removal from trafficking situation, engaging law enforcement as required by mandatory reporting or survivor request, through trauma-informed care with the understanding a survivor may choose not to leave the situation.</b>		Agency assists with removal in a trauma-informed manner, engaging law enforcement by survivor request or mandatory reporting, as evidenced by program procedures and signed agreements with law enforcement.	No evidence that this service is provided or coordinated.
<b>Coordinate safe, supportive, appropriate, temporary shelter for participants who leave their trafficking situation including care for dependent children of the participant and transportation as needed.</b>		Agency coordinates safe, supportive, appropriate, temporary shelter for participants who choose to leave, and shelter plan accounts for care of dependent children, as evidenced by program procedures and signed agreements with shelter providers.	No evidence that this service is provided or coordinated.
<b>If needed, coordinate language interpretation.</b>	Emergency services include staff and/or volunteers who speak most common languages in agency's area, e.g. Spanish, Arabic, Mandarin.	Agency shows partnerships with language line or other unaffiliated interpretive services to provide 24/7 access to interpretation in client's language.	Agency does not have 24/7 language line/interpretation access or only interpretation is available through investigating agency, law enforcement, or an acquaintance or family member of the survivor.
<b>Ensure that participant's basic needs are met. (Food, shelter, clothing, medical, detox, etc.)</b>		Agency's program procedures and signed agreements with basic needs providers ensure meeting survivor's immediate needs.	No evidence that this service is provided.
<b>Once immediate needs are met, link participant with ongoing comprehensive services (Continuum of care and wraparound supports)</b>		Yes, as evidenced by program procedures, documentation, and referrals.	No evidence that this service is provided.
<b>Supervisors, staff, and volunteers</b>		Agency maintains record of	Record of training is missing or

<b>must complete training on the required topics identified in Section 1.</b>		training for supervisors, staff, and volunteers.	incomplete.
<b>Supervisors must complete training in emergency response and supervision.</b>		Agency trains supervisor in emergency response (or verifies prior training), as evidenced by training attendance forms. Agency ensures supervisor has been trained in supervision, as evidence by degree or training attendance forms.	No evidence that supervisor is trained in emergency response. No evidence that supervisor has been trained in supervision.
<b>24/7 response availability.</b>		Agency's staffing schedule reflects 24/7 emergency response availability.	Staffing or scheduling does not allow for 24/7 emergency response availability.
<b>The agency should seek out and make use of survivor input in designing and delivering services.</b>		Agency can describe and document its process for seeking and using survivor input.	The agency cannot describe or document its process for seeking and using survivor input.
<b>Provide referral for service when specialized knowledge or expertise is needed to serve survivors fully.</b>		Agency maintains a service matrix that includes providers of specialized services. Agency can describe when and how it makes referrals to specialized services.	Service matrix does not include providers of specialized services. Agency cannot describe how and when it makes referrals to specialized services.
<b>If agency does not provide services to minors, provide referral for age-appropriate services.</b>		Agency has a process for referral of children and youth as evidenced by program procedures, documentation, and referrals and in accordance with North Carolina mandatory reporting laws.	The agency does not have a referral process, or process is not in accordance with North Carolina mandatory reporting laws.

**Additional Resources:**

1. Creating and Sustaining a Local Response to Human Trafficking: Compendium of Promising Practices (<https://humantraffickinghotline.org/resources/creating-and-sustaining-local-response-human-trafficking-compendium-promising-practices>)
2. Building a Local Crisis Response to Human Trafficking (<https://humantraffickinghotline.org/resources/building-local-crisis-response-human-trafficking>)

## Case Management/Victim Advocacy

**Definition:** A client-centered, goal-oriented process for assessing the need of an individual for particular services and obtaining those services by a licensed case manager through an agency.

**Goal:** To ensure needed services and adequate support to enhance recovery.

Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>If agency does not provide case management or victim advocacy, agency can provide survivors with referrals to other local agencies that do.</b>	Agency maintains referral list of any local agencies that provide case management or victim advocacy and provides assistance and support to survivors with the intake process.	Agency maintains referral list of any local agencies that provide case management or victim advocacy.	Agency does not have or implement a protocol for referring survivors to other agencies who provide case management or victim advocacy.
<b>All activities and services are survivor-centered and survivor-driven. A survivor-centered approach means that all those who are engaged in trafficking and trafficking-related violence programming prioritize the rights, needs, and wishes of the survivor.</b> ( <a href="http://www.endvawnow.org/en/articles/652-survivor-centred-approach.html">http://www.endvawnow.org/en/articles/652-survivor-centred-approach.html</a> )	Agency has documentation of assessment utilized for survivor-driven care.	Agency can describe how the services are survivor-centered and driven activities.	Agency cannot describe how services are survivor-centered and survivor-driven.
<b>The following activities are provided:</b>			
<b>1. Ongoing personal support, including outreach call/visits.</b>	Agency has consistent and clear documentation of all outreach and outreach attempts for contact with participant.	Agency can describe and demonstrate its process for providing ongoing support.	No evidence that follow up support is provided.
<b>2. Provide, coordinate, or participate in a</b>	MOUs with collaborative partners are established and utilized with a	Agency can describe how services are provided.	Limited or no evidence of internal capacity or collaborative partners.

<p><b>continuum of care with comprehensive services for the needs of survivors which may include: support through legal process, mental health services, primary health services, interpreter/translation services, employment/literacy/life skills services, refugee services, housing assistance.</b></p>	<p>positive relationship between agencies.</p>		
<p><b>3. Referral tracking: A system of record keeping/documentation defined by the agency that identifies individuals who receive services and what activities were provided or referred.</b></p>	<p>Supervisor(s) actively work with team to audit documentation and ensure high-quality survivor-driven service and support.</p>	<p>Agency maintains up-to-date records of referral tracking on established form.</p>	<p>No referral tracking form established.</p>
<p><b>4. Provide a Needs Assessment and Individual Service Plan (ISP). Assess, plan implement, coordinate, monitor, and evaluate the services required to meet the participant's needs, including safety</b></p>	<p>Survivor input drives ISP, and case worker provides choices to survivor throughout participation.</p>	<p>Agency completes a needs assessment, including safety planning, for each participant. Participant needs are outlined in the ISP. Safety assessments are conducted whenever there are any changes to the original status, (eg the perpetrator is now out of jail; or, the victim has had contact with the perpetrator or</p>	<p>No needs assessment completed. No ISP.</p>

<b>planning. Ex. Steps to consider in planning and initiating an intake</b>		associates) to ensure that placement is still safe.	
<b>5. Provide advocacy for the participant.</b>		Agency can describe the ways in which it provides advocacy services.	Agency does not provide advocacy services.
<b>Agency seeks and utilizes client and/or survivor leader input in designing and implementing programs.</b>	Agency has a protocol to collect survivor input in a variety of ways for appropriate use in program design. Agency has survivor(s) serve on staff or board.	Agency can describe and document its process for seeking and using survivor input.	The agency cannot describe or document its process for seeking and using survivor input.

<b>Qualifications</b>	<b>Exceeds Standards (if applicable)</b>	<b>Meets Standards</b>	<b>Does Not Meet Standards</b>
<p><b>Case managers must meet one of the following qualifications:</b></p> <ol style="list-style-type: none"> <li><b>1. Victim Advocates: Must be employed at an agency that provides services to crime survivors and perform duties consistent with survivor advocacy as documented by a job description.</b></li> <li><b>2. All licensed professionals must maintain current North Carolina licensure and comply with licensing requirements.</b></li> </ol>	<p>Documentation of staff qualifications on file for each member of team; staff documentation of CEUs on file and current for each member of team.</p> <p>Interns must have weekly, documented supervision by licensed professional.</p>	<p>Agency's staff meets qualifications and licensed professionals maintain current license.</p>	<p>Staff do not meet qualifications.</p>
<b>Supervisors, staff, and volunteers must complete training on the required topics identified in</b>		Agency maintains record of training for supervisors, staff, and volunteers.	Record of training is missing or incomplete.

<b>Section 1.</b>			
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**Additional Resources:**

Aftercare Services for International Sex Trafficking Survivors (<http://sswrti.web.unc.edu/files/2014/01/Sex-Trafficking-Macy-Johns.pdf>)

Case Management and Victims of Human Trafficking (<https://humantraffickinghotline.org/resources/case-management-and-victims-human-trafficking-0>)

An Effective Model of Case Management Collaboration for Victims of Human Trafficking (<http://mspny.org/wp-content/uploads/2013/06/Victims-of-Human-Trafficking1.pdf>)

## Trauma-Specific Therapeutic Services

**Definition:** Beneficial activities that apply the therapeutic process for trafficked persons to achieve the successful performance of mental functions, in terms of thought, mood, and behavior that results in productive activities, fulfilling relationships with others, and the ability to adapt to change and to cope with adversity. Services to fully recover.

**Goal:** To identify, understand, and ameliorate the effects of human trafficking to promote healing and to integrate the survivor back into society. To build/strengthen/restore the wellness necessary to return to community/societal living in an age-appropriate way, with relatively little to no residual trauma-related symptomatology present at levels that may significantly interfere with adaptive occupational and relational functioning.

<b>Standards</b>	<b>Exceeds Standards (if applicable)</b>	<b>Meets Standards</b>	<b>Does Not Meet Standards</b>
<b>If agency does not provide therapy as part of its services, appropriate referrals are made for therapeutic services.</b>	Agency makes referrals to licensed clinicians with experience working with survivors of trauma and/or human trafficking as documented by procedures, referral documentation, and signed agreements with clinicians.	Agency makes referrals to licensed clinicians as documented by procedures and referral documentation.	Agency does not make referrals to licensed clinicians or cannot show documentation.
<b>Provider in good standing with North Carolina licensing body.</b>		Agency's therapeutic practitioners are licensed with the State of North Carolina to provide therapeutic services with valid certificate date.	Is not licensed.
<b>Adhere to professional ethical standards.</b>	Provider has consistent meetings with team to debrief ethical dilemmas as they arise.	Agency verifies that no ethical violations have been substantiated for any direct services staff.	Has substantiated ethical violation reports.
<b>Agency should seek out and make use of survivor input in program design and delivery.</b>	Agency has survivor(s) on staff or board.	Agency can describe and document its process for seeking and using survivor input.	The agency cannot describe or document its process for seeking and using survivor input.
<b>Practitioners must be licensed or be registered or be certified professionals in the State of North Carolina and have a</b>		Agency's practitioners are licensed professionals in the State of North Carolina and have the appropriate degrees.	Practitioners do not have the proper degree and/or are not licensed.

<p><b>minimum of a Master's degree in one of more of the following: mental health counseling, marriage and family therapy, social work, psychology, or a related field.</b></p>		<p>License is in an appropriate area of competence.</p>	
<p><b>Practitioners who are completing an internship for a Master's degree in any of the fields listed above and have completed the training are also eligible providers, as long as they are receiving supervision from a qualified person.</b></p>	<p>Consistent documentation of supervision of Master's level interns is available.</p>	<p>Agency's Master's level interns are supervised by the appropriate staff.</p>	<p>Master's level interns are not appropriately supervised.</p>
<p><b>Social workers, counselors, therapists, as well as individuals conducting assessments, must have regular supervision, consultation and/or review of cases, preferably by a North Carolina state licensed psychiatrist, psychologist, or certified therapist.</b></p>		<p>Agency employs Individuals to conduct assessments who have regular supervision by described professional.</p>	<p>Individuals conducting assessments have no regular supervision, consultation, or review of cases by described professional.</p>
<p><b>Therapeutic interventions are appropriate for trauma survivors and evidence informed.</b></p>	<p>Victims with complex trauma are offered treatment that is multi-modality and holistic. (This is important considering the limits of TFCBT with respect to complex trauma, especially for minors.) Multi-modality opportunities include: yoga therapy, art therapy, mindfulness therapies, equine assisted therapy; opportunities to enhance mind-body integrity; multi-sensorial treatments.</p>	<p>Therapeutic interventions are trauma-informed and appropriate to the survivor's level of trauma.</p>	<p>Therapeutic interventions are not trauma-informed or appropriate to the survivor's level of trauma.</p>
<p><b>Practitioners must complete</b></p>	<p>Practitioners attend annual</p>	<p>Agency maintains record of</p>	<p>Record of training is missing or</p>

<b>training on human trafficking at least annually.</b>	training appropriate to their level of experience for the purpose of expanding their knowledge and ability to serve clients.	training for any therapeutic staff.	incomplete.
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**Additional Resources:**

1. Understanding Survivor Mindset (<https://humantraffickinghotline.org/resources/understanding-victim-mindsets>)
2. Trauma Recovery Empowerment Model (TREM) ([http://www.scattergoodfoundation.org/sites/default/files/supporting\\_files/TREM.pdf](http://www.scattergoodfoundation.org/sites/default/files/supporting_files/TREM.pdf))
3. Seeking Safety Model (<https://www.treatment-innovations.org/seeking-safety.html>)
4. Trauma-Informed Human Trafficking Screenings (<https://humantraffickinghotline.org/resources/trauma-informed-human-trafficking-screenings>)
5. Psychotherapy for Commercially Sexually Exploited Children: A Practice Guide ([http://www.westcoastcc.org/wp-content/uploads/2018/10/MH\\_Treatment\\_Guide\\_CSEC.pdf](http://www.westcoastcc.org/wp-content/uploads/2018/10/MH_Treatment_Guide_CSEC.pdf))
6. Practice Guidelines for Treatment of Complex Trauma and Trauma Informed Care and Service Delivery ([https://www.blueknot.org.au/Portals/2/Practice%20Guidelines/Blue%20Knot%20Foundation%20Guidelines\\_WEB\\_Final.pdf](https://www.blueknot.org.au/Portals/2/Practice%20Guidelines/Blue%20Knot%20Foundation%20Guidelines_WEB_Final.pdf))

## Survivor Peer Support

**Definition:** Personal support, mentoring, advocacy, and education provided by a survivor of human trafficking to a trafficked person who is considering leaving the trafficking situation or has recently left the situation.

**Goal:** Trafficking survivors will benefit from a trusting, helping relationship with peers who serve as mentors, role models, and bridges to treatment, recovery, and other social services, resulting in reduced feelings of stigmatization and a stronger sense of hope.

Qualifications	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>If agency does not provide peer support and mentoring, it provides appropriate referrals.</b>		Agency provides survivor with referrals to survivor peer support and mentoring programs.	Agency does not provide referrals to appropriate peer support and mentoring programs.
<b>Peer Support is provided by survivors of human trafficking or commercial sexual exploitation whose personal levels of healing are strong enough to prevent self-harm and the inadvertent harm of others.</b>	Any agency operating a peer support or mentoring program has obtained training on how to implement a peer support program. Survivor has been released from treatment and has counselor's recommendation that they are emotionally ready to provide such a role.	Agency ensures survivor mentor has been released from treatment and has counselor's recommendation that they are emotionally ready to provide such a role.	Survivor is still in the trafficking situation and/or does not demonstrate emotional healing.
<b>Survivors serving as mentors have obtained North Carolina Peer Support Specialist Certification or equivalent advocate or mentor training through a relevant direct service agency.</b>		North Carolina certification, or appropriate advocate/mentor training, has been obtained and documentation is on file.*	Mentoring training has not been completed and certification has not been obtained.
<b>Agencies operating Survivor Peer Support programs can demonstrate that they have sought out and received training on peer support.</b>		Agency can document that it has sought out and completed peer support training.	No evidence of peer support training.
<b>Program should seek out and</b>	Agency routinely employs	Agency can describe and	The agency cannot describe or

<b>make use of survivor input in all aspects of program design and operation.</b>	program satisfaction surveys of staff and participants to analyze program effectiveness and include survivor input.	document its process for seeking and using survivor input.	document its process for seeking and using survivor input.
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\* NC's peer support specialist requirements and process can be found at <https://pss.unc.edu/>. Other appropriate trainings, such as those offered for advocate privilege at rape crisis or domestic violence centers, may also meet this requirement. Any peer support mentors will have also completed the appropriate trainings as outlined in the ethics section of this document.

**Additional Resources:**

1. Engaging Women in Trauma-Informed Peer Support: A Guidebook (<https://www.nasmhpd.org/content/engaging-women-trauma-informed-peer-support-guidebook>)

## Sheltering and Short-Term Housing for Adults

**Definition:** Temporary/Emergency housing provides short-term stabilization in a non-shelter setting, such as hotels, conference centers, and other residential settings. Twenty-four hour onsite staff support may be provided, depending on the survivor's circumstances and needs. Emergency shelter means a facility operated publicly or privately to provide housing for trafficked persons or individuals who are otherwise homeless and have no immediate living options available to them. Emergency shelter is staffed 24/7 and will employ at least one licensed staff person.

**Goal:** Provide safe and appropriate shelter to trafficked persons.

Qualifications	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>If agency does not provide short-term housing or shelter, shelter is coordinated.</b>		Agency has procedures to support survivors in identifying appropriate shelter options as evidenced by documentation and signed agreements with regional shelters.	Agency does not assist survivors in coordination of shelter/short-term housing.
<b>Emergency shelter provides for mental health needs of residents.</b>	Shelter has a LCSW, LPC, or other licensed clinician on staff.	Agency has a plan for supporting the mental health needs of residents, as evidenced by procedures and signed agreements with licensed mental health providers.	Agency does not employ a licensed clinician or have agreements on file for partnerships with them.
<b>Shelter will meet state and local zoning and licensing requirements.</b>		Agency meets state and local zoning and licensing requirements.	Agency does not meet state and local zoning and licensing requirements.
<b>Shelter will ensure that the ratio of staff-to-resident coverage is adequate to maintain the safety and well-being of the residents.</b>	Agency's staff-to-resident ratio is in part made up of at least one licensed staff at all times.	Agency's staff-to-resident ratio ensures safety and well-being of residents.	Agency's staff schedule does not reflect coverage that is adequate to maintain safety and well-being of residents.
<b>Shelter will integrate safety assessments and planning into the intake, referral, and placement processes.</b>	Agency completes individualized safety assessment with all survivors as part of the intake, referral, and placement	Agency completes Individualized safety assessment with all survivors as part of the intake, referral, and placement	Agency's intake, referral, and placement processes do not consistently include safety assessment.

<p><b>Safety Planning and Prevention</b>  <a href="http://www.traffickingresourcecenter.org/sites/default/files/Safety%20Planning%20At%20A%20Glance.pdf">http://www.traffickingresourcecenter.org/sites/default/files/Safety%20Planning%20At%20A%20Glance.pdf</a>  <b>Safety Considerations Working with Survivors</b>  <a href="https://www.umt.edu/mansfield/events/conference/2014-archive/workshop/resources/safety-considerations-working-with-victims.pdf">https://www.umt.edu/mansfield/events/conference/2014-archive/workshop/resources/safety-considerations-working-with-victims.pdf</a></p>	<p>processes. Agency formally documents safety plan and survivors have copies to keep with them.</p>	<p>processes, including assessment and resources for whether relocation is needed. Agency documents safety plan, when appropriate, and survivors have copies to keep with them. Safety assessments are conducted whenever there are any changes to the original status, (eg the perpetrator is now out of jail; or, the victim has had contact with the perpetrator or associates) to ensure that placement is still safe.</p>	
<p><b>Emergency shelter provides culturally competent services in the preferred language of the resident.</b></p>	<p>Agency staff has completed training on cultural competency, and has a plan for accessing resources such as interpretive services to meet the language needs of residents.</p>	<p>Agency has a plan for accessing resources such as interpretive services to meet the language needs of residents.</p>	<p>Agency does not have plan for providing culturally and linguistically competent services to residents.</p>
<p><b>Agency should seek out and make use of survivor input in designing and delivering services.</b></p>	<p>Agency has survivor(s) on staff or board.</p>	<p>Agency can describe and document its process for seeking and using survivor input.</p>	<p>Agency cannot describe or document its process for seeking and using survivor input.</p>
<p><b>If agency shelters minors, agency is licensed with the State of North Carolina to do so.</b></p>		<p>Agency has copy of state licensing to house minors on file.</p>	<p>Agency does not have documentation of state license.</p>
<p><b>Agency ensures trauma-informed safety planning for exit, removal, or transfer of survivor out of shelter program.</b></p>		<p>The agency has a specific, complex trauma-informed protocol for when a victim is asked to leave a facility that includes a safety assessment for the survivor's relocation.</p>	<p>Agency does not have a protocol for safety planning upon shelter exit or transfer.</p>

**Additional Resources:**

1. Survivor Toolkits (<https://safehousingpartnerships.org/key-approaches/survivor-centered-services/survivor-toolkits>)

2. Shelter and Housing Options for Human Trafficking Victims  
([https://www.ovcttac.gov/downloads/Trafficking/files/2014\\_September\\_Webinar\\_Transcript%20Shelter\\_and\\_Housing\\_Options\\_for\\_H\\_T\\_Victims\\_508c\\_10\\_2\\_2014\\_ML\\_SP.pdf](https://www.ovcttac.gov/downloads/Trafficking/files/2014_September_Webinar_Transcript%20Shelter_and_Housing_Options_for_H_T_Victims_508c_10_2_2014_ML_SP.pdf))
3. NC Coalition Against Domestic Violence Referral Locator by County (<https://nccadv.org/get-help>)
4. Transitional Housing: Providing Trauma- Specific and Trauma-Informed Services for Survivors and Their Children  
(<https://www.air.org/resource/report-challenges-and-approaches-providing-transitional-housing-survivors-domestic-and#11>)

## Residential Programs for Adults

**Definition:** Programs caring for adult trafficking survivors in a residential setting for periods of 3 months or longer. Services may include alcohol and drug treatment, trauma therapy, and other ongoing activities necessary for the survivor to heal and establish a productive, fulfilling life.

**Goal:** Trafficking survivors will have access to long-term, comprehensive, residential trauma, alcohol, and drug treatment.

Staffing Standard	Exceeds Standard	Meets Standard	Does Not Meet Standard
<b>Facility will employ a LCSW or LPC with a North Carolina license</b>	Agency has an appropriate licensed or certified employee to participant ratio.	Agency can demonstrate that at least one employee has license(s) or certification(s).	No evidence of a licensed or certified staff person.

Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>If agency does not provide residential treatment services, it provides appropriate referrals.</b>	Agency provides survivor with multiple referrals to appropriate residential treatment options that meet these standards, and assists with intake process.	Agency provides survivor with multiple referrals to appropriate residential treatment and assists with intake process.	Agency does not provide referrals to appropriate residential treatment. Agency does not assist survivors with the intake process.
<b>Agency manages an appropriate housing facility which is safe and secure. The home shall comply with applicable local and state fire, environmental, health, and safety standards and regulations, including the availability of first aid equipment. Refer to North Carolina Housing</b>	Facility has met inspections; locks are on doors and windows, security system, outside cameras, security guard, and first aid kit accessible.	Agency maintains records of inspections and proof of locks on doors and windows, security system, including outside camera.	Facility has not met inspection codes, safety hazards exist.

<b>Code for details.</b>			
<b>The facility shall not require participants to participate in religious services or other forms of religious expression.</b>	Participants can choose whether to practice their chosen forms of faith, or abstain from any practice.	Agency does not require participants to participate in faith-based activities. Participants are able to receive services according to religious preference.	Attending faith-based activities is a requirement of the program.
<b>The facility shall have secure physical and/or online storage space for confidential documents relating to participants and personnel in accordance with HIPPA/.</b>		Agency can provide evidence of locked file cabinets outside of the residential rooms and confidential storage of electronic data.	Participant and personnel files are not kept and/or not locked and filed.
<b>The facility shall have a policy manual, which includes the facility's purpose, population served, program descriptions, non-discrimination policy, confidentiality statement, program regulations, rules, and procedures.</b>	Policy manual is available and accessible to all residents or all residents have a copy.	Agency's policy manual includes all listed components.	Policy manual is not complete, not followed, or has not been developed.
<b>The residential facility shall have adequate, trained on-site staff coverage 24 hours a day.</b>		Agency records indicate that staff have been trained and on-call employees are scheduled to ensure 24-hour coverage schedule.	Staff are not trained. There are gaps in 24-hour coverage.
<b>The facility shall have reasonable access to transportation services.</b>	Facility provides private transportation for participants to get to appointments, and is near public transportation to allow for increasing participant independence.	Agency ensures participants meet all appointments due to adequate transportation provisions. Facility has transportation available.	Participants are unable to meet appointments due to lack of transportation.
<b>The facility shall encourage the involvement of residents in the decision-making processes of the facility. This can be accomplished in a variety of ways, including</b>	Agency has survivor(s) on staff or board. Survivor input is encouraged among general residents by predetermined communication.	Agency can describe and document its process for seeking and using survivor input.	Agency cannot describe or document its process for seeking and using survivor input.

<p><b>having resident and advisory councils that provide input into the operations of the facility . The agency should seek out and make use of survivor input in designing and delivering services.</b></p>			
<p><b>The facility operates using culturally competent, trauma-informed protocols.</b></p>	<p>Agency operates with cultural competency and services are provided using trauma-informed practices. Documentation options and facility accommodations appropriate for all gender and cultural identities are available . All staff and volunteers have trainings documented in their files and consistent, ongoing trainings.</p>	<p>Agency appears to operate in a culturally competent manner and provides trauma-informed services to participants. Some evidence of cultural competency training and of documentation of options.</p>	<p>Agency has no evidence of cultural competency trainings for staff or facility protocols. Documentation options are not appropriate for all gender and cultural identities.</p>
<p><b>The facility has accessible community resources for participants who need support or therapy.</b></p>	<p>Agency offers therapy on-site using staff or contract licensed providers.</p>	<p>Agency can provide information for support or therapy.</p>	<p>Agency cannot provide information for support or therapy.</p>

## Alcohol and Substance Use Assessment

**Definition:** Detox coordinated, if needed, followed by individual therapy and pharmacological intervention of alcohol and/or substance use disorder for trafficked persons.

**Goal:** Individual will have control of acute withdrawal and negative consequences of recent drug use and mood enhancements.

Qualifications	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>If agency does not provide alcohol and substance use disorder treatment, it provides appropriate referrals.</b>		Agency provides survivor with multiple referrals to appropriate substance use disorder treatment and assists with intake process.	Agency does not provide referrals to appropriate substance use disorder treatment. Agency does not assist survivors with the intake process.
<b>Ability to recognize unusual or threatening conditions and take appropriate action.</b>		Any substance-related crisis intervention provided by the agency includes trauma sensitive or trauma-informed practice, as evidenced by agency procedures or proof of training.	No evidence that trauma-informed care is considered in all participant interactions.
<b>Experience in observing and recognizing signs of alcohol and other drug trauma issues.</b>	Agency has licensed Substance Abuse Counselor on staff with certification documented in employee's file.	Agency ensures staff has experience or training with recognition of alcohol and drug related issues, as evidenced by work history.	Agency cannot provide evidence that staff has experience with observation and diagnosis of alcohol and drug related issues.
<b>Employee training on agency policies and procedures relative to alcohol and drug dependency</b>		Agency includes content on alcohol and drug dependency in its employee orientation and	Agency cannot provide evidence that training for employees includes content on alcohol and

counseling.		training.	drug dependency.
<b>If substance use disorder treatment is offered on-site, it is by a licensed professional recognized to perform substance use disorder treatment services working with a provider licensed by NC Substance Abuse Professional Practice Board (NCSAPPB).</b>		If agency directly provides substance use disorder treatment, provider of substance use disorder treatment services is NCSAPPB certified with ongoing renewal certification documented in employee's file.	No evidence that substance use disorder treatment provider is NCSAPPB certified.
<b>If substance use disorder treatment is offered on-site, licensed professional recognized to perform substance use disorder treatment services uses evidence-based screening tools to assess participants.</b>		If agency directly provides substance use disorder treatment, practitioner of substance use disorder treatment services only uses evidence-based screening tools for assessments/evaluations evidence through documentation.	No documented evidence that provider of substance use disorder treatment services only uses evidence-based screening tools for assessments/evaluations.
<b>Practitioners must complete training on human trafficking.</b>		Agency maintains records of human trafficking training for practitioners engaged in substance use disorder treatment.	Record of training is missing or incomplete.

**Additional Resources:**

1. Identifying Trauma and Substance Abuse in Adolescents ([https://www.nctsn.org/sites/default/files/resources//making\\_the\\_connection\\_trauma\\_substance\\_abuse.pdf](https://www.nctsn.org/sites/default/files/resources//making_the_connection_trauma_substance_abuse.pdf))
2. List of North Carolina Mental Health and Substance Abuse Service Providers by County (<https://www.ncdmh.net/providerlist/CountyList.aspx>)
3. OVCTTAC – Substance Abuse Needs (<https://www.ovcttac.gov/taskforceguide/eguide/4-supporting-victims/44-comprehensive-victim-services/mental-health-needs/>)

## Drop-In Center

**Definition:** Without previous scheduling, the drop-in center offers services and support to persons who have been sexually exploited or trafficked for purposes of sex or labor..

**Goal:** To assist survivors of human trafficking in building relationships, accessing services, and taking initial steps toward stabilization.

<b>Standards</b>	<b>Exceeds Standards (if applicable)</b>	<b>Meets Standards</b>	<b>Does Not Meet Standards</b>
<b>If agency does not offer drop-in services, maintains and shares a list of any regional centers that do.</b>		Agency maintains a list of local drop-in centers and shares list with survivors.	Agency does not show awareness of local drop-in centers.
<b>Staff and volunteers must be supervised by a staff person who has completed training outlined in Ethical Standards.</b>		Agency staff and volunteers are supervised by staff person who has completed training as indicated by personnel records.	Staff and volunteers are not supervised by staff who has completed training.
<b>Supervisors, staff, and volunteers must complete training on the required topics identified in Section 1.</b>		Agency maintains record of training for supervisors, staff, and volunteers.	Record of training is missing or incomplete.
<b>The agency should seek out and make use of survivor input in designing and delivering services.</b>	Agency has survivor(s) on staff or board.	Agency can describe and document its process for seeking and using survivor input.	Agency cannot describe or document its process for seeking and using survivor input.
<b>The agency will assess and meet the basic and immediate needs of participants.</b>		Agency maintains records showing that each participant has had an assessment and basic needs have been met.	Assessments have not been given to participants.

<p><b>Volunteers are screened prior to volunteering, including memorandum of understanding outlining their responsibilities, confidentiality and ethics agreement, and background check.</b></p>		<p>Agency screens all volunteers as noted in standard as evidenced by documentation of signed agreements and background checks.</p>	<p>Agency does not screen volunteers prior to volunteering.</p>
<p><b>The agency should engage in safety and crisis planning by creating a written individualized safety plan for each participant.</b></p>		<p>Agency maintains a safety plan for each participant which includes goals and plans, a list of triggers, a list of ways that the consumer shows that they are stressed or overwhelmed, strategies or responses that are helpful when the participant is upset or overwhelmed, and a list of people that the participant feels safe around.</p>	<p>Safety plans are incomplete or nonexistent.</p>

## Outreach and Indicators Standards

**Definition:** The outreach program enables organizations to help persons trafficked and/or sexually exploited to connect them with support and services. The program promotes efforts to build relationships between outreach workers and persons who are being trafficked and/or sexually exploited. Outreach workers also provide support services that aim to offer to help those burdened and seeking a way out.

**Goal:** To build rapport with persons who are being trafficked and/or sexually exploited and offer them a 24/7 helpline in case they need anything.

\* Apply to all VSPs that do outreach.

Standards	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>Supervisors, staff, and volunteers must complete training on the required topics identified in Section 1.</b>		Agency maintains record of training for supervisors, staff, and volunteers.	Record of training is missing or incomplete.
<b>The agency should seek out and make use of survivor input in designing and delivering services.</b>	Agency has survivor(s) on staff or board.	Agency can describe and document its process for seeking and using survivor input.	Agency cannot describe or document its process for seeking and using survivor input.
<b>Outreach programs should have clearly-defined target populations and provide services appropriate to the population served.</b>	Agency has dedicated staff and budget for outreach.	Agency has defined goals and protocols for outreach to targeted populations. Outreach efforts are appropriate for the target population and documented in agency records.	Outreach programs do not have clearly defined goals or customized strategies for target populations. Outreach activities are not documented.

### **Additional Outreach Methods and Resources for How To Identify Survivors:**

1. What to Look for in a Healthcare Setting (<https://humantraffickinghotline.org/resources/what-look-healthcare-setting>)
2. Human Trafficking Awareness for Mental Health Professionals (<https://humantraffickinghotline.org/resources/human-trafficking-awareness-mental-health-professionals>)
3. Framework for a Human Trafficking Protocol in Healthcare Settings (<https://humantraffickinghotline.org/resources/framework-human-trafficking-protocol-healthcare-settings>)
4. Fake Massage Businesses at a Glance(<https://humantraffickinghotline.org/resources/fake-massage-businesses-glance>)
5. Role of State Refugee Coordinators in Assisting Trafficking Victims (<https://humantraffickinghotline.org/resources/role-state-refugee-coordinators-assisting-trafficking-victims>)
6. Needs of Male Survivors  
([https://www.ovcttac.gov/downloads/Trafficking/files/HT\\_Grantee\\_Webinar\\_Male\\_Victims\\_508c\\_031417\\_DM.pdf](https://www.ovcttac.gov/downloads/Trafficking/files/HT_Grantee_Webinar_Male_Victims_508c_031417_DM.pdf))
7. Using Interpreters and Overcoming Language Barriers (<https://www.ovcttac.gov/taskforceguide/eguide/3-operating-a-task-force/34-addressing-common-operational-challenges/overcoming-language-barriers/>)
8. Guidance on Recognizing Activity that May Be Associated with Human Smuggling and Human Trafficking: Financial Red Flags  
(<https://humantraffickinghotline.org/resources/guidance-recognizing-activity-may-be-associated-human-smuggling-and-human-trafficking>)
9. Red Flag Indicators of Trafficking (<https://www.google.com/url?q=https://humantraffickinghotline.org/human-trafficking/recognizing-signs&sa=D&ust=1542380713075000&usg=AFQjCNGuA0x8UQ7Jw43RnoqF9G6zcSKZIQ>)
10. Building a Child Welfare Response to Child Trafficking (<https://humantraffickinghotline.org/resources/building-child-welfare-response-child-trafficking>)
11. Gang-Involved Sex Trafficking (<https://humantraffickinghotline.org/resources/gang-involved-sex-trafficking>)
12. Women: Invisible in Labor and Labor Trafficking (<https://humantraffickinghotline.org/resources/women-invisible-labor-and-labor-trafficking>)
13. Task Force: Suggested Outreach and Awareness (<https://www.ovcttac.gov/taskforceguide/eguide/3-operating-a-task-force/33-other-task-force-activities/outreach-awareness/>)
14. Conducting Outreach on Human Trafficking to Immigrant Communities (<https://humantraffickinghotline.org/resources/conducting-outreach-human-trafficking-immigrant-communities>)
15. Injustice on our Plates: Immigrant Women in the U.S. Food Industry (<https://humantraffickinghotline.org/resources/injustice-our-plates-immigrant-women-us-food-industry>)

## Staff Resilience and Organizational Health

**Definition:** The degree to which systems and people within those systems identify feelings of positive well-being and are able to live into the organization's mission in a sustainable way.

**Goal:** To reduce vicarious trauma and staff turnover through policies that support employee well-being.

\* Apply to all VSPs.

Standard	Exceeds Standards (if applicable)	Meets Standards	Does Not Meet Standards
<b>Agency recognizes the importance of self-care for staff to avoid burnout and vicarious trauma. It is never selfish and always necessary.</b>	The agency can provide discussion or documentation encouraging staff to engage in self-care practices at home and at work and frequently practices self-care as a team. Agency provides training on self-care.	The agency can provide evidence of discussion or documentation encouraging staff to engage in self-care practices at home and at work.	The agency has no discussion or documentation encouraging staff to engage in self-care practices at home and at work.
<b>Staff are given opportunities for continued professional development.</b>	Agency has plan and dedicated funding for staff to obtain and attend ongoing professional development.	Agency provides in-house or supports staff in obtaining professional development on a regular basis.	Agency does not support staff in obtaining professional development.

## Assessment Tools and Additional Community Resources

**Definition:** Planned, goal-oriented use of formal assessment tools and community resources to assess program efficacy and improve quality of services provided.

**Goal:** To provide community-based resources and effective tools in order to enhance service provider practices and ensure all receivers of services are treated ethically and in the best interest of the survivor at all times.

\* Apply to all VSPs.

Standard	Exceeds Standards	Meets Standards	Does Not Meet Standards
<b>Accurate data is maintained on trafficking survivors served.</b>		Agency maintains accurate data internally on numbers of survivors served, using available information*	Agency does not keep consistent internal documentation of demographics and numbers of survivors served.

\* Commission understands that it is not always possible to collect extensive demographic information. Demographics should include, at a minimum, information known about each survivor that is procured through the process of assisting the survivor.

### Assessment Tools and Toolkits:

1. Human Trafficking Assessment for Domestic Workers (<https://humantraffickinghotline.org/resources/human-trafficking-assessment-domestic-workers>)
2. Potential Indicators of Human Trafficking (<https://humantraffickinghotline.org/resources/potential-indicators-human-trafficking>)
3. HEAL Human Trafficking Protocol Toolkit for Healthcare Settings (<https://docs.google.com/forms/d/e/1FAIpQLSdBxqQOhiKGM0miga2Qd6hzfxgLYiUIJqdAePIvf8PgE1gkXQ/viewform>)
4. Human Trafficking Assessment for Runaway and Homeless Youth (<https://humantraffickinghotline.org/resources/human-trafficking-assessment-runaway-and-homeless-youth>)

5. Human Trafficking Assessment Tool for Educators (<https://humantraffickinghotline.org/resources/human-trafficking-assessment-tool-educators>)
6. End Trafficking: High School Educator's Guide (<https://humantraffickinghotline.org/resources/end-trafficking-high-school-educators-guide>)
7. Combatting Forced Labor: A Handbook for Employers and Businesses (<https://humantraffickinghotline.org/resources/combating-forced-labor-handbook-employers-business>)
8. Out of the Shadows: A Tool for the Identification of Victims of Human Trafficking (<https://nicic.gov/out-shadows-tool-identification-victims-human-trafficking>)
9. Trauma and Adults and the Aces Study (<https://www.samhsa.gov/capt/practicing-effective-prevention/prevention-behavioral-health/adverse-childhood-experiences>)
10. Assessing Existing Awareness and Knowledge Gaps (<https://humantrafficking.ohio.gov/tool-kit-assessing.html>)
11. Survivor Translation Assistance Tool: Life Support Messages for Survivors of Human Trafficking (<https://humantraffickinghotline.org/resources/victim-translation-assistance-tool-life-support-messages-victims-human-trafficking>)
12. Comprehensive Human Trafficking Assessment Tool (<https://humantraffickinghotline.org/resources/comprehensive-human-trafficking-assessment-tool>)
13. Promoting a Paradigm Shift Within the Court and Trauma-Informed Court (<https://www.ovcttac.gov/taskforceguide/eguide/6-the-role-of-courts/63-trauma-informed-courts/promoting-a-paradigm-shift-within-the-court/>)
14. Lawyer's Manual on Human Trafficking ([http://ww2.nycourts.gov/sites/default/files/document/files/2018-07/LMHT\\_0.pdf](http://ww2.nycourts.gov/sites/default/files/document/files/2018-07/LMHT_0.pdf))
15. Voices for Victims: Lawyers Against Human Trafficking Tool Kit for Bar Associations ([https://www.americanbar.org/content/dam/aba/multimedia/trafficking\\_task\\_force/resources/TFHT\\_Toolkit/HumanTrafficking\\_Bar.authcheckdam.pdf](https://www.americanbar.org/content/dam/aba/multimedia/trafficking_task_force/resources/TFHT_Toolkit/HumanTrafficking_Bar.authcheckdam.pdf))
16. National Institute of Justice, A Screening Tool for Identifying Trafficking Victims, 2016 (<https://www.nij.gov/topics/crime/human-trafficking/Pages/screening-tool-for-identifying-human-trafficking-victim.aspx>)
17. OVCTTAC – All-encompassing Task Force E-Guide for Development and Guidance on formation of Effective HT Task Force (<https://www.ovcttac.gov/taskforceguide/eguide/>)

### **Community Resources:**

1. North Carolina Human Trafficking Commission (<https://www.nccourts.gov/commissions/human-trafficking-commission>)
2. National 2-1-1 to find local resources for survivors (<http://www.211.org/services/human-trafficking>)
3. Services Available to Survivors ([https://www.acf.hhs.gov/sites/default/files/orr/traffickingservices\\_0.pdf](https://www.acf.hhs.gov/sites/default/files/orr/traffickingservices_0.pdf))
4. An Overview of the T and U Visa Process for Foreign National Survivors ([https://www.ovcttac.gov/downloads/Trafficking/files/2014\\_July\\_Webinar\\_Transcript\\_An\\_Overview\\_of\\_the\\_T\\_and\\_U\\_Visa\\_Process\\_w\\_Slides\\_508c\\_9-10-14.pdf](https://www.ovcttac.gov/downloads/Trafficking/files/2014_July_Webinar_Transcript_An_Overview_of_the_T_and_U_Visa_Process_w_Slides_508c_9-10-14.pdf))
5. Examples of State Legislation Addressing Trafficking (<http://www.ncsl.org/research/civil-and-criminal-justice/human-trafficking-laws.aspx>)

6. Civil Litigation on Behalf of Victims of Human Trafficking (<https://humantraffickinghotline.org/resources/civil-litigation-behalf-victims-human-trafficking>)
7. North Carolina Coalition Against Human Trafficking
8. North Carolina Coalition Against Sexual Assault (<http://nccasa.org/>)
9. North Carolina DV Shelter and Program Referral Locator by County (<https://nccadv.org/get-help>)
10. Project No Rest Comprehensive Statewide Plan (<http://projectnoreset.web.unc.edu/comprehensive-plan-2/>)
11. SAMHSA – Behavioral Health Treatment Services Locator (<https://findtreatment.samhsa.gov/>)
12. The Trevor Project – Confidential 24/7 Crisis Hotline for Young People with a focus in LGBTQIA Community (<https://www.thetrevorproject.org/#sm.0000zemx9iepnrcr4qgm2qee39kism>)
13. North Carolina Department of Social Services (<https://www.ncdhhs.gov/divisions/dss>)
14. Addressing Common Operational Challenges (<https://www.ovcttac.gov/taskforceguide/eguide/3-operating-a-task-force/34-addressing-common-operational-challenges/limited-resources-and-personnel-turnover/>)

**Additional Resources:**

1. Survivor’s Ink – Supports Trafficking Survivors by Funding Cover-Up Tattoos to Replace Trafficking Brands (<https://traffickingresourcecenter.org/sites/default/files/AMP%20Model.pdf>)
2. TVPA 2000, The Action, Means, and Purpose (A-M-P) Model – Illustrates Federal Definition of Human Trafficking (<https://traffickingresourcecenter.org/sites/default/files/AMP%20Model.pdf>)

## Additional Resources: Assisting Minors; Cultural Competency

**Definition:** “Cultural competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, spiritual traditions, immigration status, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each (Fong, 2004; Fong and Furoto, 2001; Lum, 2001).” **NASW – Standards and Indicators for Cultural Competence in Social Work Practice**

**Goal:** To provide community-based resources and effective tools in order to enhance service provider practices and ensure all receivers of services are treated respectfully, ethically, responsibly, and in the best interest of the survivor at all times through culturally competent services.

### Assisting Minors of Child Trafficking:

1. Red Flag Indicators of Trafficking
2. Human Trafficking Assessment for Runaway and Homeless Youth (<https://humantraffickinghotline.org/resources/human-trafficking-assessment-runaway-and-homeless-youth>)
3. Building a Child Welfare Response to Child Trafficking (<https://humantraffickinghotline.org/resources/building-child-welfare-response-child-trafficking>)
4. Health Benefits for Eliminating Child Labor (<https://humantraffickinghotline.org/resources/health-benefits-eliminating-child-labor>)
5. Justice for Juveniles: Exploring Non-Criminal Response Mechanisms for Child Sex Trafficking (<http://sharedhope.org/wp-content/uploads/2014/04/NonCriminal-Response-Mechanisms-Field-Guidance.pdf>)
6. Assisting Foreign Child Trafficking Victims (<https://humantraffickinghotline.org/resources/assisting-foreign-child-trafficking-victims>)
7. Requesting Assistance for Child Survivors of Human Trafficking with DHHS (<https://www.acf.hhs.gov/otip/news/newrfa>)
8. Meeting the Legal Needs of Child Victims: An Intro for Children’s Attorneys and Advocates (<https://humantraffickinghotline.org/resources/meeting-legal-needs-child-victims-introduction-childrens-attorneys-and-advocates>)
9. Survivors with Physical, Cognitive, or Emotional Disabilities (<https://www.ovcttac.gov/taskforceguide/eguide/4-supporting-victims/45-victim-populations/victims-with-physical-cognitive-or-emotional-disabilities/>)

10. Engaging Parents and Guardians of High School Aged Sons (<https://humantraffickinghotline.org/resources/engaging-parents-and-guardians-high-school-aged-sons>)
11. Pathways Into and Out of Commercial Sexual Victimization of Children: Understanding and Responding to Sexually Exploited Teens (<https://traffickingresourcecenter.org/sites/default/files/Williams%20Pathways%20Final%20Report%202006-MU-FX-0060%2010-31-09L.pdf>)
12. Human Trafficking: A Resource Guide for Runaway and Homeless Youth Service Providers (<https://nspn.memberclicks.net/assets/docs/HTR3/resource%20guide%20draft%20final%20compilation.pdf>)
13. Addressing Human Trafficking with Minors and Adolescents ([https://www.acf.hhs.gov/sites/default/files/cb/acyf\\_human\\_trafficking\\_guidance.pdf](https://www.acf.hhs.gov/sites/default/files/cb/acyf_human_trafficking_guidance.pdf))

### **Cultural Competency:**

1. An Overview of the T and U Visa Process for Foreign National Survivors (<https://nationallatinonetwork.org/help-with-legal-cases/immigration-remedies/survivor-specific-u-visas>)
2. Role of State Refugee Coordinators in Assisting Trafficking Victims (<https://humantraffickinghotline.org/resources/role-state-refugee-coordinators-assisting-trafficking-victims>)
3. Assessing Existing Awareness and Knowledge Gaps (<https://humantrafficking.ohio.gov/tool-kit-assessing.html>)
4. Providing Inclusive Services and Care for LGBT People: A Guide for Health Care Staff (<https://www.lgbthealtheducation.org/wp-content/uploads/Providing-Inclusive-Services-and-Care-for-LGBT-People.pdf>)
5. Human Trafficking and the LGBTQI Community (<https://humantraffickinghotline.org/resources/human-trafficking-and-lgbtqi-community>)
6. Supporting Survivors with Physical, Cognitive, or Emotional Disabilities (<https://www.ovcttac.gov/taskforceguide/eguide/4-supporting-victims/45-victim-populations/victims-with-physical-cognitive-or-emotional-disabilities/>)
7. Communicating with People with Disabilities (<http://www.nln.org/professional-development-programs/teaching-resources/ace-d/additional-resources/communicating-with-people-with-disabilities>)
8. KIRAN, Inc (<https://www.kiraninc.org/>)
9. Psychological Treatment of Ethnic Minority Populations (<https://www.apa.org/pi/oema/resources/brochures/treatment-minority.pdf>)
10. How to Assist American Indian Sex Trafficking Victims (<https://humantraffickinghotline.org/resources/how-assist-american-indian-sex-trafficking-victims>)
11. Human Trafficking and Minorities: Vulnerability Compounded by Discrimination (<https://www.du.edu/korbel/hrhw/researchdigest/minority/Trafficking.pdf>)
12. Faith-Based Partnerships to Combat Human Trafficking (<https://humantraffickinghotline.org/resources/faith-based-partnerships-combat-human-trafficking>)