

# Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking



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# TERMS & ACRONYMS

For the purposes of this document, the subsequent terms are defined as follows:

**Trafficking in Persons**<sup>1</sup>: “Trafficking in persons shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.”

**Victim of trafficking**: This report acknowledges the application of the phrase ‘survivor of trafficking’ in other works but it will use the term ‘victim of trafficking,’ which is more commonly used in related literature worldwide.

**Source, Origin or Home Country**: The country from where victims of trafficking are initially trafficked.

**Transit Country**: Intermediary country through which victims of trafficking are moved, during which the victim may or may not be exploited.

**Destination Country**: The country to which victims are trafficked.

**Sex Trafficking**: The trafficking of a person, as defined above, for the purpose of sexual exploitation.

**Shelter**: For the purposes of this document, this term only refers to group homes run by a designated staff for the purpose of providing housing and assistance to victims of trafficking. The shelter may also provide services for victims of other types of crime. This document does not include a review of other possible shelter options such as hotel rooms, semi-independent living in apartments or foster families.

## COMMONLY USED ACRONYMS

<b>CAST</b>	Coalition to Abolish Slavery and Trafficking
<b>CIS</b>	Commonwealth of Independent States
<b>EU</b>	European Union
<b>ILO</b>	International Labor Organization
<b>IOFA</b>	International Organization for Adolescents
<b>IOM</b>	International Organization for Migration
<b>NGO</b>	Non-governmental organization
<b>ODIHR</b>	Office for Democratic Institutions and Human Rights
<b>OSCE</b>	Organization for Security and Cooperation in Europe
<b>UN</b>	United Nations

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<sup>1</sup> United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention Against Transnational Organized Crime. Article 3. 2000.



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# EXECUTIVE SUMMARY

In the past decade, increasing attention has been paid to the crime of human trafficking. Programs have been developed and implemented at the local, national and international levels to combat this modern-day form of slavery and to assist its victims. Services for victims of trafficking are critical to the victims' successful reintegration into society. One such service is shelter for victims. A victim's experience at a shelter can have a significant impact on the victim's future decisions and outcomes.

In September 2004, the U.S. Department of State requested that the International Organization for Adolescents (IOFA) evaluate the possible use of a shelter for general asylum seekers in Latvia for the housing of victims of trafficking. In preparation for this evaluation, it was critical for IOFA to identify lessons learned and successful practices from established, experienced shelters throughout the world. It was also important for IOFA to learn about existing shelter models, and how different types of shelters are able to provide services to victims. Therefore, IOFA undertook a project to survey existing shelters for victims of trafficking and to review relevant literature and guidelines for shelter operation.

This *Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking* details how shelters serving victims of trafficking worldwide operate. The assessment identifies target populations of the shelters, including gender, age and type of trafficking experienced. It investigates the physical set up of the facilities, including where the victims are housed, security features, the sustainability of shelters and sources of funding, and trends in services provided by shelters and their partner organizations.

Shelter facilities vary widely and can include, for example, private homes, institutional facilities, hotels and churches. This assessment focused only on shelters that were staffed group homes established for the purpose of housing victims.

The research, carried out by a team of graduate students from New York University's Robert F. Wagner Graduate School for Public Service, was conducted in two parts. The first part consisted of a literature review including recent documents published by governments, international bodies, and non-governmental organizations regarding protection services for victims, rehabilitation and reintegration of victims, victims health issues, service provider networks, and shelter best practices. Websites of existing shelters were also consulted.

The second part of the research consisted of conducting a global survey of existing shelters to determine best practices for running a shelter for victims of human trafficking. The assessment tool, a self-administered survey questionnaire, included 18 multiple-choice questions and two open-ended questions. Initially 163 shelters were identified with 129 shelters having e-mail addresses. The questionnaire was emailed to the 129 shelters and was successfully received by 100 shelters in 59 countries. An additional six surveys were e-mailed at a later date to shelters that were discovered after the initial e-mail was sent. The questionnaire was also translated into Spanish and re-sent to shelters in Latin America to increase response rates. A total of 106 shelters received the survey and a total of 27 responses were received, for a response rate of 25.5%.

There were a number of limitations affecting the outcome of this assessment including a lack of evaluations conducted of existing shelters and shelter programs. Other limitations included shelter managers being unable to respond to the survey within the time frame requested, shelter managers not responding due to concerns about revealing confidential information, the lack of contact information for some shelters, the lack of an English speaker on staff who could complete the survey, lack of Internet access, and the fact that shelters without an Internet presence were not discovered in

the research and, therefore, were not included in the survey contact list.

During the analysis three shelter models or categories emerged. The first category of shelters, referred to as “Model 1 Shelters,” are shelters serving victims who have already been repatriated to their home country or who have been victims of domestic trafficking. The second category, referred to as “Model 2 Shelters,” are shelters in destination or transit countries serving foreign victims who are outside of their home country. And finally, the third category of shelters, or “Model 3 Shelters,” includes shelters that serve both victims who were trafficked domestically or who have already been repatriated as well as foreign victims.

An analysis of the literature review and the survey was conducted and the following is a summary of the research findings and recommendations:

1. Experts indicated that shelters serving victims of trafficking should serve only this population.<sup>1</sup> However, if victims of trafficking are accommodated together with other beneficiaries, special attention must be paid to their unique needs, including possible cultural barriers, safety issues and problems related to social stigma from which they might suffer.
2. Victims should be segregated in the shelter by gender and minors should be separated from adults.
3. A sense of security is critical for a victim’s recovery. At times, it is necessary for the location of the shelter to remain confidential.
4. The most common mode of referral to a shelter is referral by law enforcement. Victim identification and referral also occurs through community level outreach work and hotlines. A variety of methods should be used to identify and refer victims of human trafficking to shelter.
5. Shelter security should be designed according to the level of risk the victims accommodated might be facing.
6. There should be written shelter rules that victims agree to follow during their time at the shelter.<sup>2</sup>
7. Professional shelter staff usually hold an advanced degree in a relevant field such as psychology and/or social work. Professionals in law and medicine are also commonly employed by shelters serving victims of trafficking or partner organizations. All professionals must be trained in the specific of working with victims of human trafficking.
8. All staff at the shelter should be thoroughly screened prior to employment, including a background check by law enforcement in the case of shelters for high-risk beneficiaries.
9. The range of services provided for victims of human trafficking varies depending on the characteristics of the beneficiaries, such as age, gender, personal experiences and their stage in the recovery process. However, basic medical, mental health and legal services are provided to almost all victims. At a minimum, shelters should provide or arrange for: psychological/psychotherapeutic counseling, medical treatment, legal assistance or advice, vocational/educational or job placement services, financial aid and return/reunification/reintegration services.
10. There should be internal support networks in place for staff who work directly with victims.
11. In working with partner organizations, it is recommended that there be formal protocols in place for efficient and comprehensive service provision.
12. The shelter should adopt a victim-centered approach, which means that the needs of a trafficked person take precedence over other needs, including the need to prosecute the trafficker. A victim-centered approach necessitates treating the person holistically and attempting to meet all his or her needs with age appropriate assistance and protection.

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<sup>2</sup> Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium; The Angel Coalition. *Trafficking victims rehabilitation protocol for Russian Federation*.

<sup>3</sup> *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons, A Practical Handbook*. OSCE Office for Democratic Institutions and Human Rights (ODIHR). 2004. p. 75.

# INTRODUCTION

In the past decade, increasing attention has been paid to the crime of human trafficking and programs have been developed and implemented at the local, national and international levels to combat this modern-day form of slavery and to assist its victims. Services for victims of trafficking are critical to the victims' successful reintegration into society. One such service is shelter for victims. Shelters provide victims with immediate security and a supportive environment. Additionally, a victim's experience at a shelter can have a significant impact on future decisions and outcomes.

In September 2004, the U.S. Department of State requested that the International Organization for Adolescents (IOFA) evaluate the possible use of a shelter for general asylum seekers in Latvia for the housing of victims of trafficking. In preparation for this evaluation, it was critical for IOFA to identify lessons learned and successful practices from established, experienced shelters throughout the world. It was also important for IOFA to learn about existing shelter models, and how different types of shelters are able to provide services to victims. Therefore, IOFA undertook a project to survey existing trafficking shelters and to review relevant literature and guidelines for shelter operation.

This *Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking* is the result of that effort. The assessment details how shelters serving victims of trafficking in different parts of the world currently operate. It is hoped that the background information and analysis provided in this report will be a useful resource for the design and operation of shelters serving victims of trafficking.

For the purposes of this report, the word shelter only refers to group homes run by a staff for the purpose of housing beneficiaries. Other methods of housing victims, such as private apartments, hotel rooms or host families, are not included. Although these forms of housing are not specifically discussed, their importance is not to be underestimated and the recommendations for shelter best practices may still be applicable to them in many cases.

The assessment identifies target populations in shelters, the physical setup of the facilities, referral mechanisms, integration in the shelters, shelter capacity, and the array of services provided by the shelter and its partners. Security measures and screening processes for both shelter staff and victims are discussed, as is the sustainability of shelters and sources of funding. Finally, this report makes recommendations for operating a shelter that serves victims of human trafficking.

## METHODOLOGY

Initial research for the assessment began with Internet searches to compile a list of shelters worldwide that serve victims of trafficking.<sup>3</sup> In all, a total of 163 shelters serving both victims of trafficking and other beneficiaries or solely victims of trafficking were identified.

Of the 163 shelters identified through internet research, the geographic distribution was as follows: the largest geographic group of 52 shelters (32%) was located in Central and Eastern Europe, including the Balkans and the Central Asian Republics; 46 shelters (28%) were located in Western Europe, 28 shelters (17%) were located in Asia, 21 shelters (13%) were located in Latin America, 11 shelters (7%) were located in Africa; three shelters (2%) were identified in North America; and two shelters (1%) were identified in the Middle East.

Of the 163 identified shelters, 129 had an e-mail address. The next step was to create an assessment tool for the purpose of surveying these 129 shelters. This tool was used for developing an understanding of best practices for running a shelter for victims of human trafficking. The assessment tool, a survey questionnaire, included 18 multiple-choice questions and two open-ended questions. A full version of the questionnaire is attached as Appendix A of this report.

The questionnaire was emailed to the 129 shelter managers and was successfully received by 100 shelters in 59 countries. An additional six surveys were e-mailed at a later date to shelters that

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<sup>4</sup> It should be mentioned that the list of non-governmental agencies which work on trafficking issues compiled by the Anti-Trafficking Programme's "Combating Trafficking in Persons: A Directory of Organisations," provided a partial list of shelters. See: *Combating Trafficking in Persons: A Directory of Organizations*. Anti-trafficking Programme. 2002.

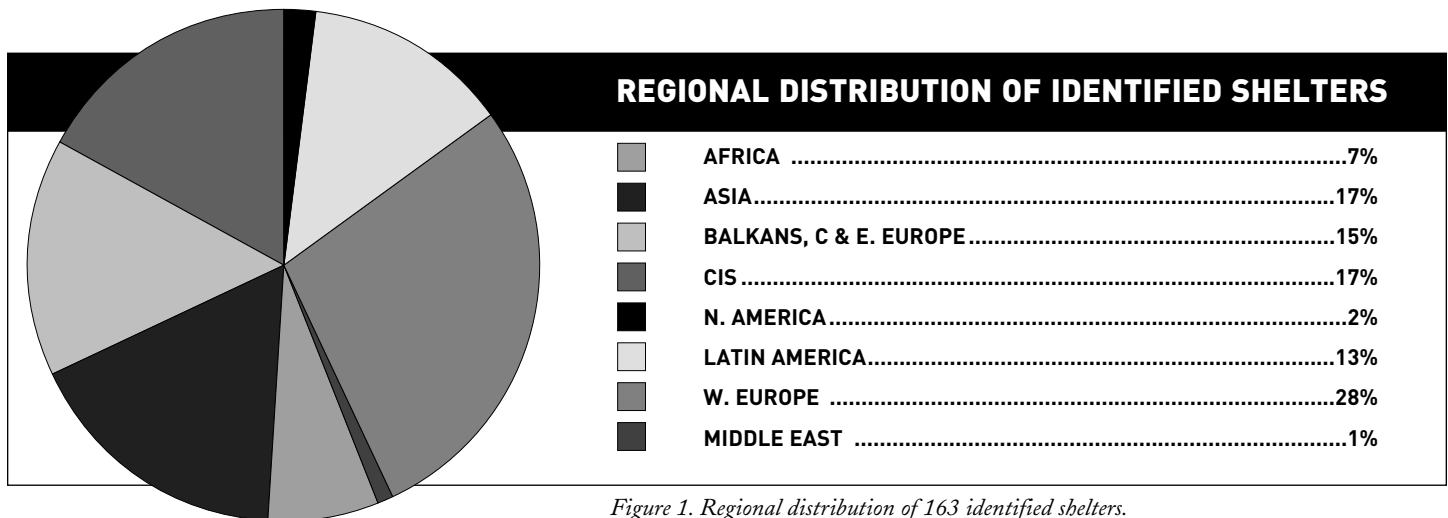


Figure 1. Regional distribution of 163 identified shelters.

were discovered after the initial e-mail was sent. The questionnaire was also translated into Spanish and re-sent to shelters in Latin America to increase response rates. A total of 106 shelters received the survey and a total of 27 responses were received, for a response rate of 25.5%.

In addition to conducting this survey, recent documents published by governments, international bodies, and non-governmental organizations regarding protection services for victims, rehabilitation and reintegration of victims, victims health issues, service provider networks, and shelter best practices were reviewed. Websites of existing shelters were also assessed.

This report summarizes the information gathered from both the literature review and the shelter survey.

## STUDY LIMITATIONS

### Limitations of the Literature

Although there was a significant amount of information regarding shelter practices in the literature, there was a lack of evaluations conducted of existing shelters and shelter programs. Most of the information available was in the form of descriptive case studies and recommended best practices written by experts. It also is recognized that the research may not have exhausted all of the available literature regarding shelter best practices.

### Limitations of the Tool

Data obtained using the assessment tool was subject to limitations. Factors that may have limited the number of responses and therefore the data collection include: shelter managers being unable to respond to the survey within the time frame requested, shelter managers not responding due to concerns about revealing

confidential information, the lack of contact information for some shelters, the lack of an English speaker on staff who could complete the survey, lack of Internet access, and the fact that shelters without an Internet presence were not discovered in the research and, therefore, were not included in the contact list.

In analyzing the data, it was sometimes difficult to understand what respondents were trying to convey in the open-ended questions. The assumption was made that the majority of recipients did not speak English as a first language. A few respondents were also not consistent in their replies to the multiple-choice questions.

Additionally, only 25% of shelters returned the survey, and it is possible that those who answered are qualitatively different than those who did not answer. It is also important to stress again that only shelters that appear on the Internet were surveyed and it is not possible to estimate how many other shelters there may be for trafficking victims worldwide or how those shelters are operated.

# SHELTER BEST PRACTICES

As mentioned in the ‘Methodology’ section, the literature reviewed for this report came from a variety of sources, including international bodies, foreign governments, and non-governmental organizations. The recommendations from the reviewed reports were mainly based on expert opinion and existing best practices. The geographic emphasis of the literature focused on Western Europe, the Balkans and the Commonwealth of Independent States (CIS). The dominant best practices identified in the literature were divided into six categories: target population, facility, security, staffing, services and approach. The recommendations identified through the literature review were enhanced by the survey of shelters. The shelters surveyed were divided into three categories, according to whether they served foreign victims, repatriated victims or both.

## SHELTER MODELS

Victims of trafficking need different types of assistance depending on where they are in the recovery process. Therefore, the survey analysis distinguished between three different shelter categories or models:

### Model 1 Shelters

Shelters serving victims who have already been repatriated to their home country or who have been victims of domestic trafficking. This means that the victims will remain in the same country after leaving the shelter, and that a majority of the shelter staff and the victims that will be housed there usually share the same citizenship and language.

Of the survey respondents, 37% (n=10) of the shelters serve victims of trafficking who have been repatriated to their home country or were internally trafficked. These shelters are located in Albania, Belarus, Benin, Iraq, Lithuania, Russia, Ukraine and Zambia.

### Model 2 Shelters

Shelters in destination or transit countries serving foreign victims who are outside of their home country. The victims housed in these shelters are awaiting repatriation or, in some countries, waiting to receive temporary or permanent residency.

Of the survey respondents, 26% (n=7) of the shelters serve victims who are in the country of destination and/or are in the transit country. These shelters are located in Denmark, Georgia, Italy, Kosovo, Macedonia, Spain and the United States. All of the respondents from Western Europe and North America fell into this category.

### Model 3 Shelters

Shelters that serve both victims who were trafficked domestically or who have already been repatriated as well as foreign victims.

Of the survey respondents, an additional 37% (n=10) serve victims of trafficking who have been repatriated, those who are in the country of destination or transit and those who

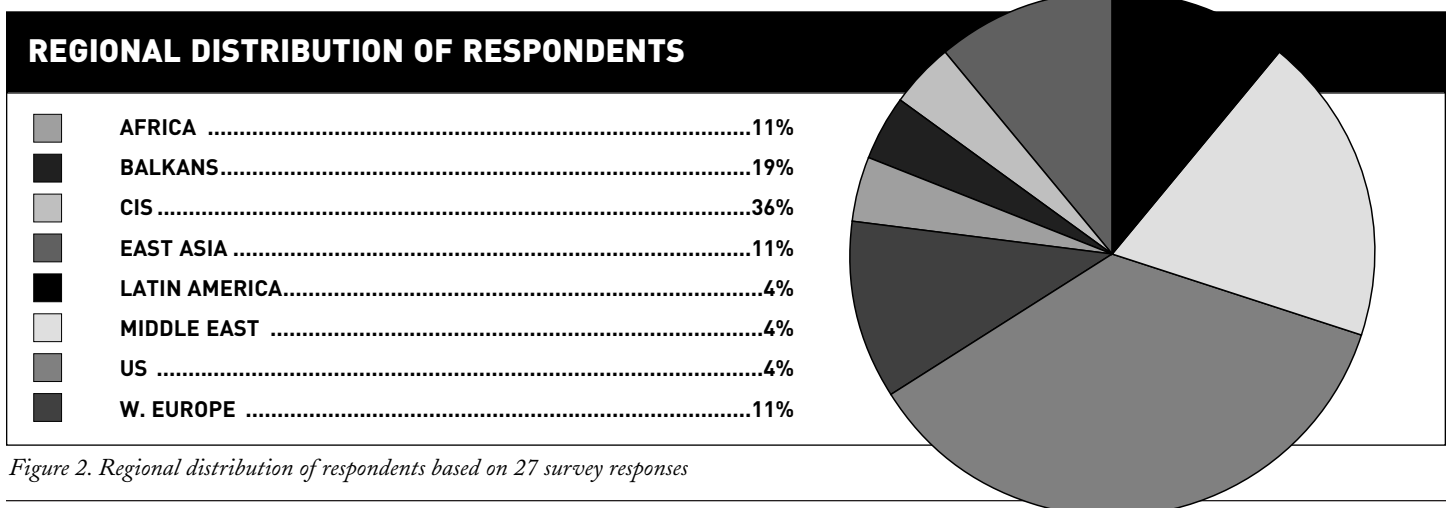


Figure 2. Regional distribution of respondents based on 27 survey responses

<b>MODELS BASED ON SHELTER TYPE</b>		
<b>SHELTER MODEL</b>	<b>VICTIMS SERVED</b>	<b>% OF TOTAL RESPONDENTS</b>
<b>1</b>	<b>victims of trafficking in transit or destination country</b>	<b>37%</b>
<b>2</b>	<b>victims of trafficking in source country or victims of trafficking of internal trafficking</b>	<b>26%</b>
<b>3</b>	<b>all types of victims of trafficking</b>	<b>37%</b>

Figure 3. Types of shelters based on 27 survey responses.

were trafficked internally. These shelters are located in Armenia, Cambodia, the Dominican Republic, Russia, Tanzania, Thailand and Ukraine. All three respondents from countries in South East Asia fell into this category.

Shelters that serve victims in the destination country or in the transit country were grouped together because, from the point of view of the victim, s/he requires similar services whether s/he is in the destination country or in transit, for example, translation. Shelters that serve repatriated victims or internally trafficked victims were grouped together because, from the point of view of the victim, s/he will need similar services whether s/he has been repatriated or has been rescued after being internally trafficked, for example, job and housing placement. These models are important because they allow for the examination of the variation of services provided to different populations of victims of trafficking.

**The majority of shelters surveyed serve more than 20 victims of human trafficking during a year with varying average lengths of stay from one week to more than one year.**

### TARGET POPULATION

Two important questions regarding shelter services for victims of trafficking are whether a shelter serving victims of trafficking should serve this group of beneficiaries exclusively and whether foreign victims of trafficking waiting repatriation should be

accommodated in the same shelter together with victims who are back in their home country or were trafficked domestically.

Several experts who have operated shelters serving victims of trafficking for a number of years in Europe indicated that shelters serving victims of trafficking should exclusively serve this population.<sup>4</sup> They note that integration of victims of trafficking with victims of other types of trauma is often more likely to cause conflict than sympathy.<sup>5</sup> This occurs, in part, because recovery rates and length of rehabilitation vary depending on the victim's experience. The recovery period for victims of trafficking is often longer than for other victims of crime. Thus, progress of victims of trafficking can be further hindered by witnessing faster rates of recovery for other victims.<sup>6</sup> On the other hand, budget constraints, low caseload of trafficking victims and other factors often lead to the necessity of housing victims of trafficking together with other beneficiaries.

Indeed, the survey conducted portrays a very mixed picture. Among the shelters surveyed, 44% were established to house victims of trafficking exclusively while 56% serve victims of trafficking along with other beneficiaries, mostly victims of domestic violence.

### Model 1 Shelters

As indicated previously, ten shelters responded that the only victims of trafficking they serve are residents of the same country where the shelter is located and who had been repatriated to their home country and/or were internally trafficked. However, of these 10 shelters, only three, two located in Belarus and one located in Albania, serve victims of trafficking exclusively. Five of the ten shelters also serve female domestic violence victims, four serve female runaways and homeless females, one serves male domestic violence victims,

<sup>5</sup> See for example Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium; The Angel Coalition. *Trafficking victims rehabilitation protocol for Russian Federation*. <http://www.miramedinstitute.org/pdf/Protocol2003.pdf>.

<sup>6</sup> Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium, <http://english.moge.go.kr/moge/eng/trafficking/intro.jsp>.

<sup>7</sup> Coalition Against Slavery & Trafficking. "Providing Services and Advocacy to Clients." 2004.; Zimmerman, Cathy. *The Health Risks and Consequences of Trafficking in Women and Adolescents*. 2003. p.89.



## SHELTERS FOR VICTIMS OF TRAFFICKING VS. OTHER BENEFICIARIES

SHELTER MODEL	TOTAL # OF SHELTERS	# SERVING ONLY VICTIMS OF TRAFFICKING	# SERVING VICTIMS OF TRAFFICKING AND OTHERS
1	10	2 (20%)	8 (80%)
2	7	4 (57%)	3 (43%)
3	10	6 (60%)	4 (40%)
<b>Total</b>	<b>27</b>	<b>12 (44%)</b>	<b>15 (56%)</b>

Figure 4. Target Population of Shelters: Victims of Trafficking vs. Other Beneficiaries

two serve homeless males and one serves victims of forced marriages.

### Model 2 Shelters

Seven shelters serve victims of trafficking in the country of transit and/or destination. Four of these seven shelters serve victims of trafficking exclusively. Two shelters also serve victims of domestic violence and one serves female migrants.

### Model 3 Shelters

Ten other shelters surveyed indicated that they serve both victims of trafficking who have been repatriated to their home country and foreign victims in transit and/or in the country of destination. Six of the ten shelters in this group serve victims of trafficking exclusively. Three shelters in this category also serve female victims of domestic violence. Three serve migrant workers. Two serve homeless persons and runaways. One also serves sexual assault victims.

**Gender:** While male victims of trafficking were not excluded entirely, the literature and the work of the shelters surveyed are focused primarily on female victims.<sup>7</sup> This perhaps reflects the fact that, to date, a lot of focus has been put on trafficking for sexual exploitation and most victims of trafficking for this purpose, especially in Europe, are females. The literature concentrated on shelter and service accommodations for women and girls while indicating that all victims of trafficking, regardless of their gender, should be accepted to shelter facilities or directed to appropriate alternatives.<sup>8</sup>

Of the 27 shelters surveyed, seven accommodate male victims, in most cases minors (these could be victims or children of victims).

Only two of these seven serve victims of trafficking exclusively, the other five shelters also house other beneficiaries. It appears that most shelters serving only victims of trafficking focus on female victims, while shelters that are open to different groups of beneficiaries, especially if hosting minors, will be more likely to accept males.

Under all circumstances, when shelters serve both males and females, they should reside in separate areas. Separate areas were also recommended for minors and adults, although young children of trafficking victims should stay with their parents.<sup>9</sup>

**Age:** 88% (n=24) of the shelters surveyed serve female trafficking victims between the ages of 19 and 24. It could be inferred from this high percentage that this is the most common age group among trafficked victims in many of the countries where the surveyed shelters are located.

Six of the 12 shelters serving victims of trafficking exclusively only serve adult females. Of the remaining six, four shelters serve female adults and minors, one shelter serves female minors and female and male adults and one shelter serves female and male minors and female and male adults.

Of the 15 shelters serving victims of trafficking and other beneficiaries, three serve only female adults while six serve females of all ages, two serve adults and minor females and males, two serve only female and male minors, one serves only minor females, and one serves female adults and minors and male adults. Male minors in the shelters are often the children of female victims of trafficking or domestic violence.

While there is not a clear correlation, between the shelter model

<sup>8</sup> Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium; The Angel Coalition. *Trafficking Victims Rehabilitation Protocol for Russian Federation*; Zimmerman, Cathy. *Health Risks and Consequences of Trafficking in Women and Adolescents*; Kelly, Elizabeth. *Journeys of Jeopardy: A Review of Research on Trafficking in Women and Children in Europe*

<sup>9</sup> The Angel Coalition. *Trafficking Victims Rehabilitation Protocol for Russian Federation*. <http://www.mirameditstitute.org/pdf/Protocol2003.pdf>.

<sup>10</sup> Ibid.

## SHELTER POPULATIONS

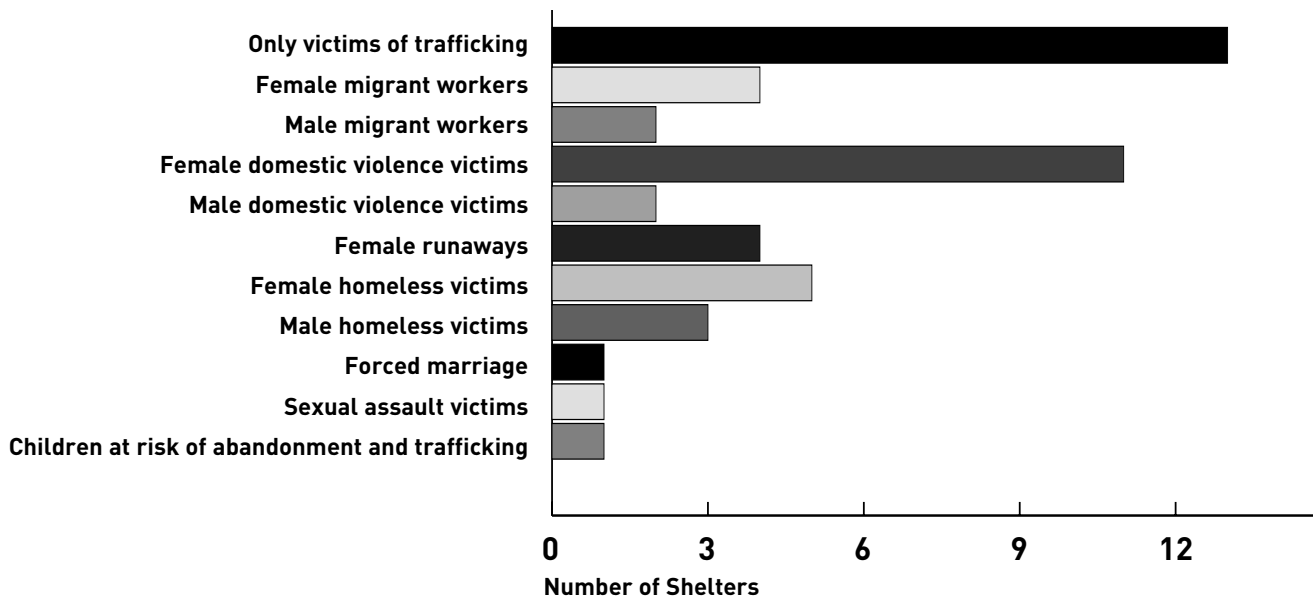


Figure 5. Shelter populations based on 27 survey responses.

and the age of the victims served, it appears that shelters in destination and transit countries serving foreign victims shelter more adult female victims. This finding could reflect that the shelters from this group that responded to the survey are based in countries that see mainly adults trafficked into their territory. In some cases, minors are housed in different shelters which serve minor victims of crime in general or they may be hosted in foster families or other non-institutional arrangements that are not covered by this report.

### SHELTER FACILITY

Shelter facilities vary widely and can include private homes, institutional facilities, hotels and churches. As mentioned previously, this assessment focuses on shelters that are staffed group homes established for the purpose of housing victims. The location of a shelter and its facility are important factors in how it functions and serves its beneficiaries' needs. For example, the U.S. Department of State's shelter best practices recommended that shelters be located near transportation services, unless the shelter itself provides such services directly.<sup>10</sup>

**Number of beds:** The average number of beds among surveyed shelters was 14. The median number of beds among surveyed shelters was eight. However, the largest surveyed shel-

ter had 50 beds. Shelter management should consider the number of beds in the facility and whether victims should have their own private room given budget constraints,<sup>11</sup> as well as the number of victims anticipated to be referred to the shelter.

**Funding for the facility:** Surveyed shelters in destination countries receive funding from a variety of sources, including government sources and private donors. Surveyed shelters located in transit and source/home countries typically receive funding from international bodies, international non-governmental organizations and foreign governments.<sup>12</sup> Shelter survey participants considered lack of funding and resources as the most significant barriers to serving victims of trafficking.

### REFERRAL

According to the literature review<sup>13</sup> and the shelter survey, in many countries law enforcement referral is the most common way victims found out about shelters. Nine out of ten (90%) surveyed shelters serving repatriated victims, six out of seven (86%) shelters serving victims in destination and/or transit countries and seven out of ten (70%) shelters serving national and foreign victims of trafficking indicated that victims were most often referred to the shelter by law enforcement. However, the survey also revealed that victims were referred by a host of other methods including writ-

<sup>11</sup> U.S. Department of State, Office to Monitor and Combat Trafficking in Persons. *Fact Sheet*. "Shelter Best Practices." <http://www.state.gov/g/tip/rls/30069.htm>

<sup>12</sup> *Ibid*.

<sup>13</sup> Also see *Health Risks and Consequences of Trafficking in Women and Adolescents*. 2003. p. 86.

<sup>14</sup> For example Belgium - Sorensen, Patsy. Reception Centers in the Countries of Destination. Payoke, Belgium. <http://english.moge.go.kr/moge/eng/trafficking/intro.jsp>

<sup>15</sup> *Health Risks and Consequences of Trafficking in Women and Adolescents*. 2003. p. 64.



ten materials such as posters, brochures or advertisements, hotlines, multi-media advertisements and word of mouth.

Two other main means of victim identification are outreach and hotlines. Due to the clandestine nature of trafficking it is often difficult to identify victims, which is why outreach is particularly important. Many victims are trafficked to countries where they are unfamiliar with the culture and do not speak the language. These victims may not know how to go about seeking help without outreach workers, written materials and hotline services in multiple languages.<sup>14</sup> Among surveyed shelters, hotlines and written materials were the second most common ways for victims to find out about the shelters (after police referral). Twenty of the 27 shelters surveyed (74%) reported operating (alone or with a partner) a hotline as a means of outreach to victims. Seventeen out of the 27 (63%) indicated that they conduct outreach to victims. The outreach is done by the shelter, a partner organization or both. Outreach work includes physical visits, distribution of written materials or both. Physical visits to locations where victims of trafficking might be living were conducted by social workers with the goal of building trust between trafficking victims and professionals.<sup>15</sup> Hotlines services and written materials are often available in multiple languages.<sup>16</sup>

Victims of trafficking also learn about the shelters through public service announcements on radio or television and in newspapers or by word of mouth. More research is needed to determine the most effective referral mechanisms for victims of human trafficking.

## SHELTER SECURITY

The type of security implemented at a shelter depends upon the type of shelter, the location of the shelter, and the population of victims of trafficking served by the shelter.

**House rules:** At a minimum, experts recommend that there should be shelter rules that victims agree to follow, usually in the form of a written agreement that is explained to the victim in their native language and that the victim signs upon arrival.<sup>17</sup> The agreement helps clients to understand their role and responsibilities at the shelter, as well as the consequences for breaking the rules.<sup>18</sup> The rules should be specific and include all chores expected of the victim, such as cooking and cleaning, as well as the policies regarding entering and leaving the facility.<sup>19</sup> Indeed, among

the shelters surveyed, house rules were the most frequently used security measure, used in 89% of the shelters. 65% of these shelters have not experienced a security breach and 81% have procedures in place to screen victims to verify that they do in fact qualify as victims of trafficking.

**Confidential location:** The environment of the shelter and a sense of security are critical for victims' recovery.<sup>20</sup> When possible, and especially when victims are still at risk, the location of the shelter should be kept confidential, and if discovered, the security breach should be evaluated to determine if the shelter needs to be moved.<sup>21</sup> Of shelters surveyed, 74% maintain a confidential location of their shelter for security purposes. Good management of a confidential shelter requires that rules and regulations be in place, such as admissions procedures, staff regulation, handling of complaints of occupants and administrative procedures.<sup>22</sup> Confidential shelters in a residential areas or apartment do not necessarily require a guard, as this could bring unwanted attention to the shelter.

**Security facilities and services:** Shelters, especially those accommodating medium and high-risk cases, often use additional measures such as fences, locked gates and closed circuit television to monitor their premises. In shelters accommodating high-risk cases, especially if victims staying at the shelter are testifying against their traffickers, stricter security measures are usually required and security is provided either by the local police force or by private security companies. The shelter should be guarded as needed or have an alarm system that allows for the arrival of police or security personnel within minutes. Victims should be escorted to all appointments outside of the shelter, including court hearings.<sup>23</sup> Unfortunately, in some cases, it is impossible to protect the safety of the assisted victim without restricting his/her freedom of movement.

## SHELTER STAFFING

Professional shelter staff usually hold advanced degrees in a relevant field such as psychology and/or social work. Professionals in law and medicine are also commonly employed in shelters serving victims of trafficking. The presence of a trained staff person who is available at all times for victims to talk to is important in establishing a sense of security for the victim. Interpersonal contact and social support are critical for victims coping with trauma.<sup>24</sup>

<sup>16</sup> *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons, A Practical Handbook*. OSCE Office for Democratic Institutions and Human Rights (ODIHR). 2004. p. 60.

<sup>17</sup> *Ibid.* p. 60.

<sup>18</sup> *WHO Ethical and Safety Recommendations for Interviewing Trafficking Women*. p. 17.

<sup>19</sup> Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium. <http://english.moge.go.kr/moge/eng/trafficking/intro.jsp>.

<sup>20</sup> *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons, A Practical Handbook*. OSCE Office for Democratic Institutions and Human Rights (ODIHR). 2004. p. 75.

<sup>21</sup> Sorensen, Patsy. *Reception Centers in the Countries of Destination*. Payoke, Belgium.

<sup>22</sup> *Ibid.*

<sup>23</sup> *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons, A Practical Handbook*. OSCE Office for Democratic Institutions and Human Rights (ODIHR). 2004. p. 55.

All staff at the shelter should be thoroughly screened prior to employment,<sup>25</sup> including, if possible, a background check by law enforcement. Once hired, all professional staff should receive training in working and interacting with victims of trafficking. All of the surveyed shelters but one indicated that they provide professional training for their staff. The most prevalent training focused on how to work with victims of trauma, security and confidentiality. Other staff training came from direct work with victims and personal knowledge. In addition to shelter staff, employees from other organizations who regularly work with victims, such as interpreters, should also be screened and trained.<sup>26</sup>

It has been suggested by professional therapists that caregivers who deal with female victims of trafficking soon after the traumatic experience should be female.<sup>27</sup> In the long-term, it is also psychologically important for male staff to work with female victims in order to change the victims' negative perception of men.<sup>28</sup> According to IOM, the role of male staff at the shelters serving only females soon after their rescue and in transition should be one of management and supervision.<sup>29</sup>

In view of the heavy emotional toll on shelter staff from working with victims of a horrific crime like human trafficking, internal support networks should be put in place for staff persons who work directly with victims.

Among shelters surveyed, the average number of staff included nine full-time employees, three part-time staff and three volunteers. The social worker was the most prevalent professional in the shelter's staffing configuration, followed by a psychologist, and a counselor.

### **Model 1 Shelters**

Nine of the 10 shelters (90%) serving repatriated victims and victims of domestic trafficking have a social worker on staff; Five (50%) have a counselor on staff; five (50%) have a nurse on staff. All of these shelters provide professional training for their staff on human trafficking issues.

### **Model 2 Shelters**

All of the surveyed shelters serving only foreign victims in a destination or transit country (n=7) have at least one social worker on staff (100%). Four of the seven (57%) have a nurse, an attorney and a counselor on staff. All shelter staff receive professional training.

### **Model 3 Shelters**

Among the surveyed shelters serving all types of victims (n=10), 90% had a psychologist on staff. Nine of the shelters (90%) had a social worker on staff. Six (60%) had a counselor on staff and six (60%) had an attorney on staff. All shelter staff (100%) received professional training, which included training on how to work with victims of trauma. Nine (90%) of the shelters also trained their staff on issues of confidentiality and seven (70%) of the shelters trained their staff on security issues.

## **SERVICES FOR VICTIMS OF TRAFFICKING**

In addition to the basic provisions of a shelter including housing, food and secure environment, most shelters also take steps to accommodate other needs of trafficking victims.

Services for victims vary depending on the characteristics of the victim, such as age, gender and personal experiences. Services can be rendered directly by the shelter staff, as well as through partner organizations. The status of the victim, for example, whether he or she has just been rescued or is already at the reintegration stage, whether the victim has already been repatriated or is still awaiting repatriation and so on, influence the type of services required for their care. However, services such as basic medical, mental and legal assistance are provided to victims regardless of their category of trafficking and stage of recovery.

For effective service provision and cooperation, as well as a means to ensure all parties are following the same security guidelines and procedures, it is recommended that formal protocols be established for working with partner organizations. A convenient format of agreement between a shelter and partner organizations is a Memorandum of Understanding (MOU), which clearly sets out in writing the responsibilities of each organization.<sup>30</sup>

## **TRENDS IN SHELTER SERVICE PROVISION**

**Internet research:** Analysis of specific shelter services that were identified through the research was conducted to determine the extent of service provision to trafficking victims. 106 out of 163 identified shelters that serve victims of trafficking provided information (on the Internet) regarding service provision. In examining the data that the 106 shelters provided, certain trends became evident. Eighty-seven of the 106 shelters (81%) provided and/or

<sup>24</sup> Ibid. p. 74.

<sup>25</sup> *Health Risks and Consequences of Trafficking in Women and Adolescents*. 2003. p. 57.

<sup>26</sup> *WHO Ethical and Safety Recommendations for Interviewing Trafficking Women*. p. 17.

<sup>27</sup> Ibid. p. 17.

<sup>28</sup> *Psychosocial Notebook: Psychosocial Support to Groups of Victims of Human Trafficking in Transit Situations*. International Organization for Migration. Vol. 4. 2004. p.18.

<sup>29</sup> Ibid. p.18.

<sup>30</sup> Ibid. p.18.

<sup>31</sup> *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons, A Practical Handbook*. OSCE Office for Democratic Institutions and Human Rights (ODIHR). 2004. p. 66.

made provisions to refer victims to at least one of the following six services (percentage of 106 shelters offering these services):

- Medical care (39%)
- Psychological/psychotherapeutic counseling (63%)
- Legal aid/counseling (47%)
- Vocational/educational training or job placement (44%)
- Financial aid (13%)
- Return/reunification/reintegration services (23%)

According to the Internet research, only two of the 106 shelters provide all six of the services listed above. Ten shelters provide at least five of the services listed. 26 shelters provide at least four of the services, and another 26 provide at least three services. 24 shelters provide two services and 19 provide at least one of the six services listed above. All services were either provided on-site or by referral.

**Survey results:** The most common services provided by the shelters who participated in the survey (n=27) were: medical services, mental health/counseling services, legal services, life skills training, job training/education, transportation, services for minor victims, reintegration services and daily activities. Many of the shelters also coordinate the social services provided to the victims by other organizations or the state. Services that are often provided by the shelter’s partner organizations include medical services, job placement and repatriation services.

### Model 1 Shelters

Of the ten surveyed shelters that serve only repatriated and/or internally trafficked persons, the most common services provided by the shelters or their partner organizations included medical services and social service coordination. Nine out of ten (90%) shelters or their partner organizations provide job training/education and reintegration services. Eight of the ten (80%) shelters or their partners provided services for minor victims, repatriation services, counseling, transportation and childcare for the children of victims. Seven out of the ten (70%) provide legal services, life skills training, job placement, housing placement, daily activities and protection/safety services.

### Model 2 Shelters

Of the seven shelters serving only victims in a destination or transit country, 100% provide medical care, counseling, legal services, social service coordination and reintegration services. Six of the seven shelters or their partners (86%) provide interpretation, repatriation services and daily activities. Five of the seven (71%) provide mental health services, job training/education, and protection/safety services.

### Model 3 Shelters

The ten shelters surveyed that serve both repatriated victims and victims in a destination country provide significantly more services to victims than shelters serving only repatriated victims, as might be expected since they are dealing with

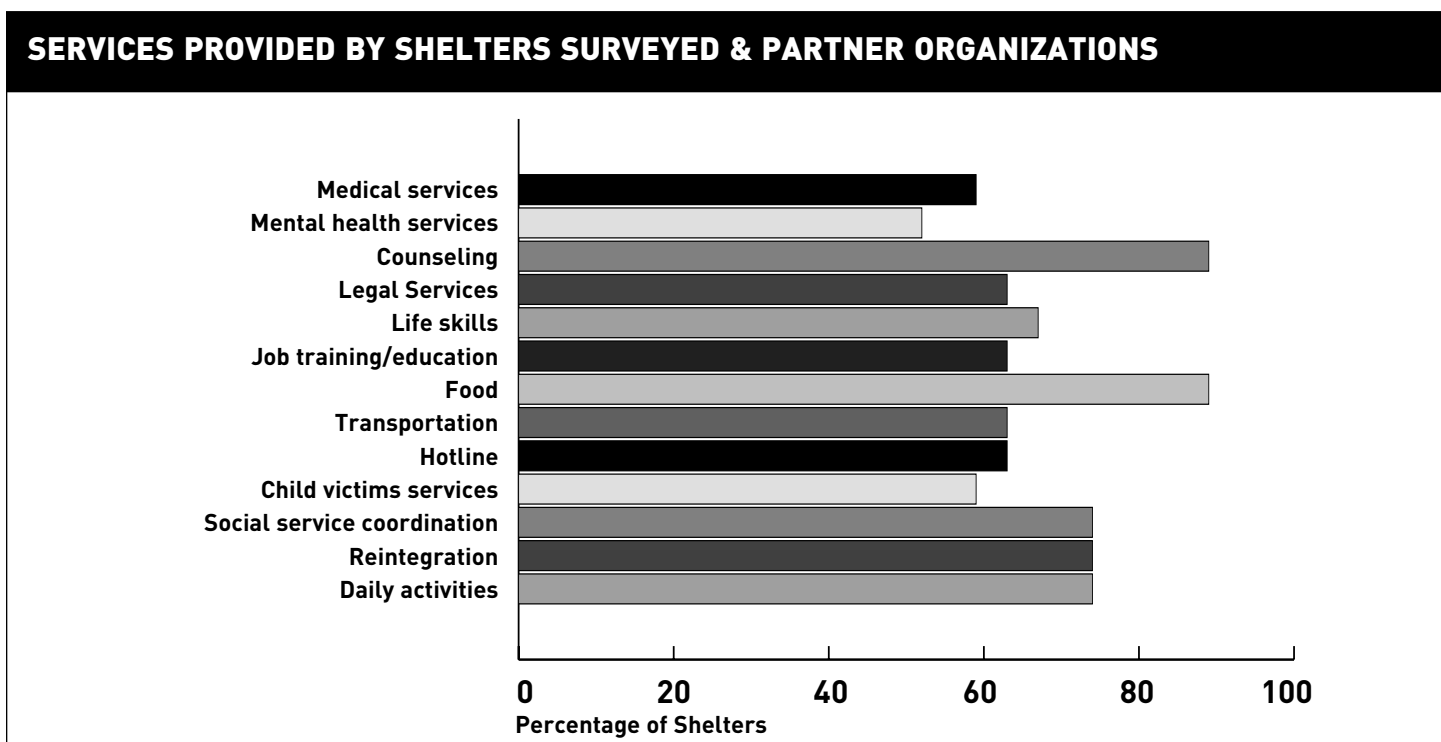


Figure 6: Services provided by the 27 surveyed shelters and their partner organizations

a wider variety of victim needs. All ten of the shelters or their partner organizations provide medical care, legal services, job training/education and reintegration services. Nine of the ten shelters (90%) or their partner organizations provide mental health services, counseling, protection/safety services, and social service coordination. Eight of the shelters (80%) provide repatriation services. Seven of the ten shelters (70%) provide job placement, daily activities, life skills training, childcare for children of victims and minor victim services.

Overall, the three models of shelters provide similar types of services, particularly basic services such as medical care, legal advice, counseling and service coordination. Other services, more specific to the needs of a particular group of victims, are provided only in shelters that serve specific populations. For example, more of the shelters serving victims who are in their home country provided services such as child care and job placement, while shelters serving victims who are outside of their home countries provide translation services.

According to the survey results, the services most often provided by shelter staff are life skills training, daily activities, counseling and house placement. Shelter organizations often rely on partner organizations for repatriation and job placement services. Provision of mental health and basic medical services are split almost half and half between the shelters and their partner organizations. For example, shelters may provide basic medical care and first aid while relying on partner organizations for more specialized medical care.

## APPROACH

The United Nations as well as other international and regional bodies dealing with human trafficking, international organizations such as the International Organization for Migration, the Organization for Security and Cooperation in Europe, the U.S. government and many other world governments as well as U.S. based NGOs such as the Freedom Network USA and Human Rights Watch and other NGOs worldwide, all recognize human trafficking as an egregious human rights violation and emphasize the importance of applying a human rights oriented approach to work with human trafficking victims. Protecting the human rights of victims of trafficking should be the top priority for all anti-trafficking programs. In many cases, a shelter is the first safe space for victims and the needs of the victim should come first in all shelter planning.<sup>31</sup> This also means treating the victim as an autonomous individual with the right to make his or her own decisions. The desire to protect and provide services for the victim should not be fulfilled at the expense of the victim's personal preferences.

It is helpful for the victim's recovery refer to victims of trafficking

as survivors<sup>32</sup> or clients.<sup>33</sup> This reference to victims minimizes the stigma associated with their experience.<sup>34</sup> From the first point of contact, there should be an effort made by staff to establish trust, respect and support for the victims of trafficking.<sup>35</sup> Shelter staff must never be judgmental towards the beneficiaries or their past experiences.

Victims can come from a variety of national and cultural backgrounds and the shelter staff should be conscious of cultural and language barriers.<sup>36</sup> Shelter staff should be cognizant of the fact that victims, who are in countries of transit or destination, often cannot speak or understand the local language. This can cause isolation and pose additional barriers for victims wishing to seek help.<sup>37</sup> Informational materials detailing available services should be provided in the victim's native language and the victim's case managers should speak the victim's language whenever possible (budget constraints may limit the availability of multi-lingual services).<sup>38</sup>

# RECOMMENDATIONS

## Best Practices Identified Through the *Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking*

The following recommendations are proposed for the operation of a shelter for victims of trafficking. While there are no universal solutions, those charged with designing and implementing future shelters should consider the following elements:

### TARGET POPULATION

**Recommendation 1:** Shelters should serve victims of human trafficking exclusively. Victims of trafficking often have slower recovery rates than other victims of crime. They also have security issues that do not apply to other shelter populations, and therefore, should reside in a shelter specifically set up for victims of trafficking whenever possible. When a separate shelter is not available, particular attention should be paid to the special needs of trafficking victims and efforts should be made to integrate trafficking victims with the other beneficiaries. At a minimum, victims of trafficking who are considered to be at high-risk from a security standpoint should be accommodated separately.

### SHELTER FACILITY

**Recommendation 2:** Male and female victims should be accommodated separately in the shelter and minors should be separated from adults, except in the case of children of trafficked persons who should remain with their parents.

**Recommendation 3:** The environment of the shelter and a sense of security are critical for the victim's recovery. When possible, and especially when victims are still at risk, the location of the shelter should be kept confidential.

### REFERRAL

**Recommendation 4:** A variety of methods should be utilized to identify and refer victims of human trafficking to the

shelter. In addition to referrals by police, other measures such as hotlines and outreach work should be created by the shelter or partners in order to secure the identification and referral of victims.

### SHELTER SECURITY

**Recommendation 5:** The shelter must be set up to ensure the security of the victims being housed at the shelter based on level of risk the victims might be facing. Security measures will depend on the type of shelter, the location of the shelter and the population served by the shelter.

**Recommendation 6:** At a minimum, shelters should develop house rules that victims agree to follow. The house rules are usually in a written form and are explained to the victim in their native language.

### SHELTER STAFFING

**Recommendation 7:** There should be professionals on staff that have a background in psychology and/or social work, as well as legal and medical professionals. All professional staff need to be trained on the specifics of working with victims of trafficking.

**Recommendation 8:** All employees should undergo a security screening prior to employment.

### SERVICES FOR VICTIMS OF TRAFFICKING

**Recommendation 9:** Shelters should, at a minimum, arrange for basic medical care, mental health care, legal assistance, and daily activities. These services can be provided by the shelter staff or by partner organizations. Services provided in addition to housing, food and personal hygiene should

<sup>32</sup> *Psychosocial Notebook: Psychosocial Support to Groups of Victims of Human Trafficking in Transit Situations*. International Organization for Migration. Vol. 4. 2004. p. 14.

<sup>33</sup> Coalition to Abolish Slavery and Trafficking

<sup>34</sup> Sorensen, Patsy. Reception Centers in the Countries of Destination. Payoke, Belgium. p. 2.

<sup>35</sup> *Ibid.* p. 2.

<sup>36</sup> *Health Risks and Consequences of Trafficking in Women and Adolescents*. 2003. p. 5.

<sup>37</sup> *Ibid.* p. 5.

<sup>38</sup> *Ibid.* p. 58.

<sup>39</sup> *Psychosocial Notebook: Psychosocial Support to Groups of Victims of Human Trafficking in Transit Situations*. International Organization for Migration. Vol. 4. 2004. p. 14.

include medical care, mental health care, legal assistance and daily activities. These services may be provided on-site or by referral depending upon available staff and financial resources.

**Recommendation 10:** Counseling and emotional support should be provided to staff members working directly with victims of trafficking.

**Recommendation 11:** Formal mechanisms for multi-agency service delivery should be developed. The shelter and its partners, for example NGOs providing services for victims or law enforcement agencies, must cooperate to serve victims. Creating a written formal agreement, such as a MOU, is a good way to accomplish this coordination and cooperation.

### **APPROACH/PHILOSOPHY OF CARE**

**Recommendation 12:** The shelter should operate based on a victim-centered approach with full respect of the victim's rights and personal autonomy. The victim-centered, or human rights, approach to working with victims of trafficking includes treating the beneficiary holistically, attempting to meet all of his or her needs, and protecting his or her rights and best interests.



# CONCLUSIONS

## Best Practices Identified Through the *Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking*

*The Preliminary Global Assessment of Shelters Serving Victims of Human Trafficking* makes an important contribution to the anti-trafficking field by collecting information about how shelters serving victims of trafficking worldwide operate. The assessment identifies target populations of the shelters, including gender, age and type of trafficking experienced. It investigates the physical set up of the facilities, including where the victims are housed, security features, the sustainability of shelters and sources of funding, and trends in services provided by shelters and their partner organizations. Despite a number of study limitations, the report lays out 12 recommendations for running a shelter that serves victims of human trafficking, based on the findings related to these six topic areas. These recommendations will provide important information for those seeking to improve existing shelters or create new shelters for victims of human trafficking. Further research should also be conducted to expand the scope of the survey and provide more comprehensive results as well as to examine other trends that became apparent from this preliminary research.

### NEED FOR ADDITIONAL RESEARCH

Additional research is recommended in the following areas:

**Focus on Women and Sex Trafficking:** Much of the research to date has focused on girls and women and on sex trafficking. More research is needed to better understand the housing and social services needs of male victims of trafficking and victims of forced labor.

**Lack of shelters in North America, including the United States:** More investigation is needed to better understand the geographical distribution of shelters serving victims of human trafficking. Specifically, only one dedicated shelter was identified for victims of human trafficking in the United States. Initial discussions with service providers in the United States indicate that finding appropriate housing for victims of human trafficking is a major obstacle throughout the United States and is in need of greater attention.

**Expanded Shelter Survey:** Because of the limitations of this study, a more thorough, in-depth study of existing shelters is

needed. Given the proper time and resources, much is to be learned from the practices and experiences of existing shelters. While the above points incorporate some of the most common and important considerations for the establishment of an effective shelter, it is important to note that shelters will have unique considerations, and approaches to the treatment of victims of human trafficking.

**To contact the International Organization for Adolescents (IOFA) about this research or to share information about a shelter that serves victims of human trafficking:**



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Fax: 718-222-5803

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UMCOR Armenia: <http://www.umcor.am/>

Action against Trafficking and Sexual Exploitation of Children (ATSEC): <http://atsec.tripod.com/>

Dhaka Ahsania Mission: [www.ahsaniamission.org](http://www.ahsaniamission.org)

International Catholic Migration Mission: [www.icmc.net](http://www.icmc.net)

Khemara: <http://www.cambodia.org/clubs/khemara/khemara.htm>

The Cambodian Women's Crisis Center: <http://jinja.apsara.org/cwcc/eng.htm>

The HAGAR Project: [www.hagarproject.org](http://www.hagarproject.org)

The International Organization for Migration: [www.iom.int](http://www.iom.int)

La Fundacion Eudes: [www.fundacioneudes.com](http://www.fundacioneudes.com)

Colombian Institute of Family Welfare: [www.icbf.gov.co](http://www.icbf.gov.co)

Pro-Tukipiste: [www.pro-tukipiste.fi](http://www.pro-tukipiste.fi)

Open Society Institute Georgia: <http://wp.osgf.ge>

End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes (ECPAT): [www.ecpat.net](http://www.ecpat.net)

Lule: [www.netsys.it/lule](http://www.netsys.it/lule)

Marginalia: [www.ontheroadonlus.it](http://www.ontheroadonlus.it)

Missing Person's Families Support Center: <http://www.missing.lt/en/kontaktai.htm>

Malawi Sustainable Development Network Programme: <http://chambo.sdnpp.org.mw>

La Strada: <http://www.lastrada.md/>

Maiti Nepal: [www.maitinepal.org](http://www.maitinepal.org)

The Asia Foundation: [www.asiafoundation.org](http://www.asiafoundation.org)

Casa Alianza: [www.casa-alianza.org](http://www.casa-alianza.org)

La Strada Poland: [www.free.ngo.pl/lastrada](http://www.free.ngo.pl/lastrada)

Portuguese Association for Victim Support (APAV): [www.apav.pt](http://www.apav.pt)

Gesellschaft für Technische Zusammenarbeit (GTZ): [www.gtz.de/traffickinginwomen](http://www.gtz.de/traffickinginwomen)

Perm Center Against Violence and Human Trafficking: <http://www.cavt.ru/>

The Angel Coalition: [www.angelcoalition.org](http://www.angelcoalition.org)

Angara - Baikal Region Women's Union: <http://www.new-millennium-ride.org/scool10.htm>

MPDL-Accion Social: [www.mpdl.org](http://www.mpdl.org)

Swedish Association of Women's Shelters: [www.kvinnojourernas.com](http://www.kvinnojourernas.com)

ROKS, The National Organization for Women's Shelters and Young Women's Shelters in Sweden: [www.roks.se](http://www.roks.se)

The Garden of Hope: [www.goh.org.tw](http://www.goh.org.tw)

Centre for the Protection of Children's Rights Foundation: [www.thaichildrights.org](http://www.thaichildrights.org)

La Strada Ukraine: <http://www.brama.com/lastradal>

Coalition to Abolish Slavery and Trafficking: [www.castla.org](http://www.castla.org)

Appendix I

# GLOBAL ASSESSMENT TOOL

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IOFA - [www.iofa.org](http://www.iofa.org)

## Informational Questionnaire: Capacity of Shelters Serving Victims of Trafficking

1. In addition to trafficking victims, does the shelter serve any of the following populations? Check all that apply.

- Only trafficking victims
- Female refugees/asylum seekers
- Male refugees/asylum seekers
- Female migrant workers
- Male migrant workers
- Female domestic violence victims
- Male domestic violence victims
- Female runaways
- Male runaways
- Female homeless victims
- Male homeless victims
- Other \_\_\_\_\_

2. Which categories of *trafficking* victims are served by the shelter? Check all that apply.

- Repatriated to home country
- In transit country
- In destination country
- Other \_\_\_\_\_

3. Which age groups of trafficking victims are served by the shelter? Check all that apply.

- Female (< age 10)
- Female (ages 10-18)
- Female (ages 19-25)
- Female (> age 25)
- Male (< age 10)
- Male (ages 10-18)
- Male (ages 19-25)
- Male (> age 25)
- None

4. How many *trafficking* victims has your shelter served in the past year?

- 0
- 1-5
- 6-10
- 11-15
- 16-20
- >20

5. What is the average length of stay for trafficking victims?

- < 1 week
- 1 week – 1 month
- 1-3 months
- 3-6 months
- 6-12 months
- > 1 year

6. How is the physical space of the shelter set up? Check all that apply.

- The shelter only serves trafficking victims.
- There are separate areas for trafficking victims and other victims.
- There are separate areas for males and females.
- There are separate areas for adults (>age 18) and children.
- There are separate areas for different types of trafficking victims (see question 2).
- Other \_\_\_\_\_

7. How many beds does the shelter have?

\_\_\_\_\_

**8. Is the facility an 'open' or 'closed' shelter?**

- Open (victims can come and go freely)
- Open with restrictions
- Closed (victims cannot leave the shelter)

**9. How do trafficking victims find out about the shelter?**

**Check all that apply.**

- Law Enforcement referrals (Please indicate which types.)
  - Border guards
  - Customs officials
  - Local
  - Other \_\_\_\_\_
- Written materials (i.e. brochures)
- Community outreach
- Hotline
- Healthcare provider
- Newspaper ads
- Radio/TV ads
- 'Word of mouth'
- Internet
- Billboards
- Other \_\_\_\_\_

**10. What is the number of shelter staff who works with trafficking victims?**

\_\_\_\_\_ Full-time

\_\_\_\_\_ Part-time

\_\_\_\_\_ Volunteer

**11. What professionals are part of the shelter's staffing configuration? Check all that apply.**

- Psychologist
- Physician
- Nurse
- Social Worker
- Counselor
- Attorney
- Other \_\_\_\_\_

**12. Please briefly describe how staff members are screened for employment.**

**13. What are the source(s) of training/staff development for shelter staff in human trafficking issues?**

**Check all that apply.**

- Professional training
  - Security
  - Confidentiality
  - Training on how to work with trauma victims
  - Other \_\_\_\_\_
- Direct work with victims
- Personal knowledge
- Family/friends
- Academic knowledge
- Other \_\_\_\_\_

**14. What services does the shelter provide to or arrange for trafficking victims? Check all that apply. Please indicate whether the service is provided by the shelter directly or a partner organization.**

	Shelter	Partner Organization
Medical services	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>
Counseling	<input type="checkbox"/>	<input type="checkbox"/>
Interpreter	<input type="checkbox"/>	<input type="checkbox"/>
Legal services	<input type="checkbox"/>	<input type="checkbox"/>
Life skills	<input type="checkbox"/>	<input type="checkbox"/>
Job training/education	<input type="checkbox"/>	<input type="checkbox"/>
Job placement	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>
Outreach services	<input type="checkbox"/>	<input type="checkbox"/>
Hotline	<input type="checkbox"/>	<input type="checkbox"/>
Child victim services	<input type="checkbox"/>	<input type="checkbox"/>
Childcare for children of victims	<input type="checkbox"/>	<input type="checkbox"/>
Protection/safety services	<input type="checkbox"/>	<input type="checkbox"/>
Social service coordination	<input type="checkbox"/>	<input type="checkbox"/>
Repatriation services	<input type="checkbox"/>	<input type="checkbox"/>
Reintegration	<input type="checkbox"/>	<input type="checkbox"/>
Housing placement	<input type="checkbox"/>	<input type="checkbox"/>
Micro-credit	<input type="checkbox"/>	<input type="checkbox"/>
Daily activities (i.e. arts & crafts, fitness, cooking)	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>

**15. What are the most significant barriers you face in providing services to trafficking victims?  
Check all that apply.**

- Lack of funds
- Lack of training
- Lack of resources
- Lack of rules and regulations
- Lack of knowledge about victims' rights
- Language barriers
- Safety issues
- Other \_\_\_\_\_

**16. What are the sources of funding for the shelter?  
Check all that apply.**

- National government
- Local government
- Foreign government
- International body (i.e. UN, WHO, IOM)
- Local NGO
- International NGO
- Private donors
- Other \_\_\_\_\_

**17. What type(s) of security does the shelter have?  
Check all that apply.**

- Armed security guard(s)
- Unarmed security guard(s)
- Cameras
- ID cards
- Radios
- Cell phones
- Code words
- Motion sensors
- Physical barriers (i.e. walls, fences)
- House rules
- Confidential location
- Local law enforcement
- Other \_\_\_\_\_

**18. Has there ever been a breach of security at the shelter?**

- Yes (Please explain.)
- No

**19. Does the shelter have a screening process to verify that trafficking victims are in fact victims?**

- Yes (Please explain *where* the screening occurs, *when* it takes place and *who* conducts it.)
- No

**20. Please briefly discuss:**

- a. the top two areas in which you think the shelter performs particularly well
- b. the two main areas in which you think the shelter could improve