

Family Services of Peel – Peel Institute on Violence Prevention

ANTI-HUMAN TRAFFICKING SERVICE PROVIDERS IN PEEL PILOT SURVEY FINDINGS

February 2019

Funded by the Ontario Ministry of Community and Social Services



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ANTI-HUMAN TRAFFICKING SERVICE PROVIDERS IN PEEL PILOT SURVEY FINDINGS

BACKGROUND

Family Services of Peel (FSP) – Peel Institute on Violence Prevention (PIVP) was awarded a three year grant in September 2017 by the Ministry of Community and Social Services (MCSS), to work in a proposal under the name: "A Survivor Centered Approach to Build Capacity to Address Human Trafficking in Peel." The purpose of the proposal is to strengthen the capacity of service providers to serve survivors of human trafficking in the Region of Peel, focusing on sex trafficking survivors.

In the initial phase of the project, we engaged in the following activities:

1. Needs Assessment

Includes: a) Review and summary of Peel demographics on sex trafficking; b) human trafficking annotated bibliography; c) human trafficking literature Review; d) focus groups and interviews with sex trafficking survivors and their mothers, to identify gaps in services and programs for sex trafficking survivors in Peel Region.

2. Pilot Survey to Stakeholders

This multiple-method process allowed PIVP to gather comprehensive information and validate the content of information gained. The following is the final report which presents the finding of the *Anti-Human Trafficking Peel Service Providers Pilot Survey* (Annex A: Anti-Human Trafficking Peel Service Providers Pilot Survey). The purpose of this survey is to collect data regarding survivor' population and demographics, the services that are available to sex trafficking survivors and the barriers which survivors face while accessing these services.

The survey was sent to 86 stakeholders. Out of these 86 organizations, 48 were Human Trafficking service providers and 34 work for violence/abuse prevention in the Peel region. There were 3 General stakeholders and 1 Network.

Following databases and resources were used to identify anti-human trafficking stakeholders:

- Ministry of Children, Community and Social Services
 https://www.mcss.gov.on.ca/en/mcss/programs/humanTrafficking/index.aspx
 https://www.mcss.gov.on.ca/en/mcss/programs/humantrafficking/index.aspx#gethelp
- The Ministry of the Attorney General
 http://services.findhelp.ca/ovss/#results:m=TOPICS&q=C7&a=PEEL%20REGION
 https://www.attorneygeneral.jus.gov.on.ca/english/ovss/VWAP-English.html
- Department of Justice; Search the Victim Services Directory
 https://www.justice.gc.ca/eng/cj-jp/victims-victimes/vsd-rsv/sch-rch.aspx
- Peel Human Trafficking Service Providers Committee

- Region of Peel, Peel Public Health
 https://www.peelregion.ca/health/professionals/ask/referral.htm
- Government of Ontario https://www.ontario.ca/locations/health/locationDetails.php?location=12398951&lang=en
- Organizations working on violence/abuse prevention database in Peel, Family Services of Peel,
 Peel Institute on Violence Prevention
- 211 Central https://www.211toronto.ca/detail/en/25946

METHODOLOGY

PIVP adapted the survey from 'Needs Assessment for Service Providers and Trafficking Victims,' Caliber Associates, Inc. for the U.S. Department of Justice, National Institute of Justice, 2003. The survey is designed to gather data in six sections: Background Information; General Information; Survivor Population; Service Delivery; Barriers to Service; and Collaboration.

This survey has been designed to scan a) to identify the services that are currently available for human trafficking's survivors; b) to learn about the survivors' population and their demographics; c) to define the existing barriers that trafficking survivors and victims' face while accessing services.

After a review of the literature, research about existing service providers for trafficking survivors, and consultation with the Scientific Advisory Committee, the survey was adapted to its current form. The survey was sent to 86 anti-human trafficking stakeholders and violence/abuse prevention service providers through an email encouraging them to participate and respond.

LIMITATIONS OF THE SURVEY

The major limitation of this survey was incomplete answers provided by almost all service providers, which limits the reliability of the information gathered.

THE ANALYSIS

Number of stakeholders filled the survey = 22

1. Stakeholders Background Information:

Of those answered the survey, 82.6% (19 organizations) are non-profit organizations (such as community shelters, community services, community health services), and the other three organizations are; One is Victim Services, a Governmental Program, the other organization is a Health facility, and another organization is Government Probation agency. Regarding the number of years that the respondents worked in their current position, the average was 7.3 years.

Executive Directors and CEOs filled 31.8% of the surveys, someone working on a Managerial position filled 40.9%, 22.7% of the surveys were filled by front-line staff, and Program and Volunteer Coordinators filled 4.5% of the surveys.

2. General Knowledge:

The following table summarizes the general information about the survey's respondents (how did they gain their knowledge about the survivors, how they identified their clients as trafficking survivors, and how they are familiar with Ontario Anti-Human Trafficking Act, 2017).

Table: General Knowledge

General knowledge	Number	%
How do you/would you identify a survivor (women/girls) as women/girls with experiences of sex trafficking or exploited by the sex trade? (N=20)*		
Survivor's problems (assessed after survivor intake)	13	65.0
Survivor's self-identification	19	95.0
Both methods	12	60.0
Do you offer anti-trafficking programs/services in your current organization?		
Yes	17	77.3
How did you gain your knowledge about survivors of trafficking? (N=19)*		
Professional knowledge	16	84.2
Educational training	12	63.2
Professional training	12	63.2
Direct work with survivors	12	63.2
Scholarly articles	10	52.6
Academic conferences	7	36.8
Interaction with co-workers	6	31.6
Personal knowledge	5	26.3
Myself- personal experience	1	5.3
Have you received formal training in working with women/girls with		
experiences of sex trafficking? (N=18)*		
Yes	13	72.2
How familiar are you with the Ontario Anti-Human Trafficking Act, 2017?		
Slightly familiar	1	5.9
Somewhat Familiar	4	23.5
Moderately Familiar	10	58.8
Very familiar	2	11.8

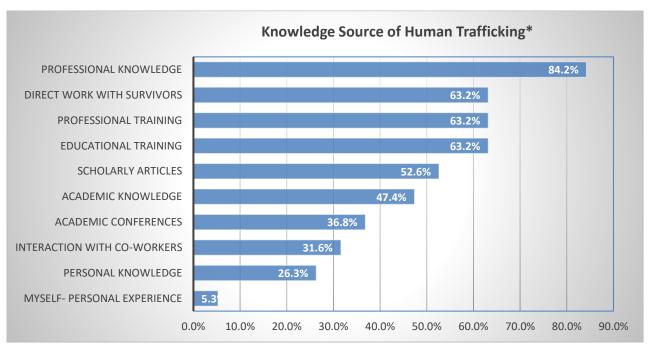
^{*}No. of the respondents who answered the question.

The way that the organizations identify a survivor of sex trafficking: 65.0% of respondents identified clients as trafficking survivors by an assessment of survivor's problems (after survivor intake), and by survivor's self-identification (95.0%).

Organizations offering anti-trafficking programs/services: 77.3% of the respondents reported that they offer programs/services for the survivors. 76.5% of these have received formal training in working with women/girls with experiences of sex trafficking (Annex B shows the list of the training that the respondents participated).

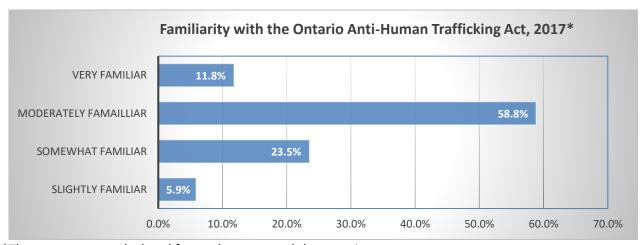
The Knowledge Source of Human Trafficking

The majority of respondents (84.2%) reported that they gained their knowledge about human trafficking from their professional work experience, and 63.2% reported that they gained their knowledge through educational or professional training and 63.2% gained it while directly working with survivors.



^{*}The percentages calculated from who answered the question.

The familiarity with the Ontario Anti-Human Trafficking Act of 2017: 58.8% of respondents has said they are moderately familiar with "Ontario Anti-Human Trafficking Act, 2017".

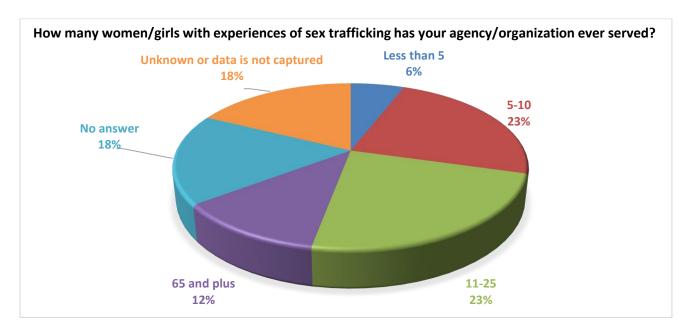


^{*}The percentages calculated from who answered the question.

3. Survivor Population

Number of Sex Trafficking Survivors Ever Served: 46% of the respondents reported having worked with 5 to 25 sex trafficking survivors, and 36% reported that data is "not captured" or "unknown," or did not answer the question. Most of the participants reported that the survivors they served are usually female adults (18-45), and one participant reported that 95% of their population (200+

survivors) are mostly female children (12-17.9). Another survey participant reported that 100% of their population served are female children.



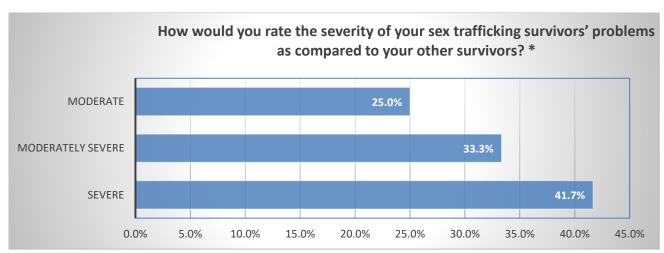
Number of Sex Trafficking Survivors Served in 2017: The findings from this survey shows that a total of 91 survivors have been served through 11 stakeholders.

Regions Represented: 86.7 % the participants who answered the questions reported that the majority of the survivors (>80%) being served are from Canada, 8 survivors had been served last year are from Asian origin and 6 are indigenous, four survivors are international students from Central & South-Eastern Europe & The Commonwealth of Independent States (CIS).

Languages Spoken:

92.9% of the survivors speak English.

The Severity of Sex Trafficking Survivors' Problems: The graph given ahead shows that 75.0% of the respondents consider that the survivors' problems are severe (41.7%) or moderately severe (33.3%).

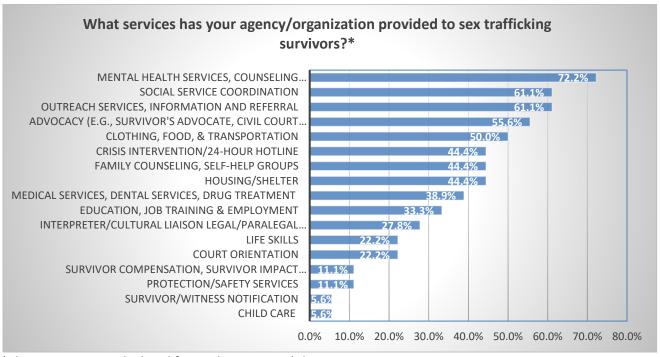


^{*}The percentages calculated from who answered the question.

4. Service Delivery

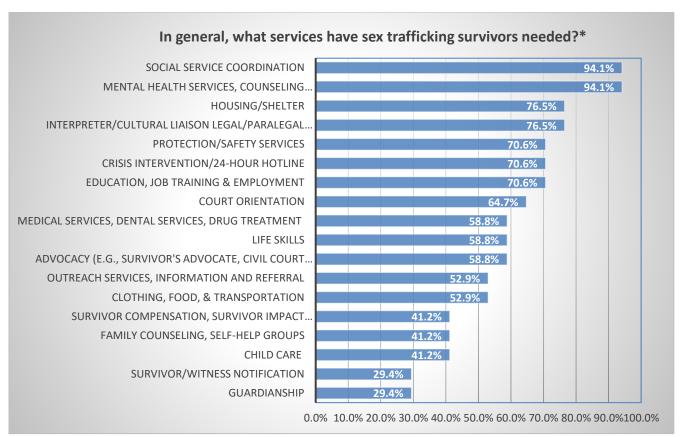
The Services Provided to Sex Trafficking: 72.2% of the respondents reported that they are offering mental health services, and 61.1% are offering social service coordination, 61% provide outreach services and referral. 55.6% of respondents offer advocacy to the survivors (e.g., survivor's advocate, civil court advocate, an immigration advocate).

50% of the respondents offer clothing, food, & transportation. 44.4% offer crisis intervention, 44.4% provide family and group counselling, and 44.4% offer help with housing and shelter services. Other services offered were medical (38.9%), education and employment (33.3%), legal and paralegal (27.8%), life skills (22.2%), court orientation (22.2%), survivor compensation (11.1%), protection/safety services (11.1%), survivor/witness notification (5.6%), and child care (5.6%).



^{*}The percentages calculated from who answered the question.

Services that Sex Trafficking Survivors Needed: of the respondents, 94.1% reported that mental health and counselling services, as well as coordination of social services, are the most essential services for the survivors. 76.5% of the stakeholders reported that housing/shelter services, along with legal services are very much required for the survivors, while 70.6% reported that protection services, crisis intervention services, and employment services are the other necessary service needs for survivors. On the other hand, Court orientation (64.7%), medical services (58.8%), life skills (58.8%), advocacy (58.8%), outreach (52.9%), clothing, food & transportation (52.9%) are other most requested services. Apart from this, the respondents reported that the survivors also need survivor compensation (41.2%), family counselling (41.2%), childcare (41.2%), survivor/witness notification (29.4%), and guardianship services (29.4%).



^{*}The percentages calculated from who answered the question.

Comparison between Services provided and Services needed:

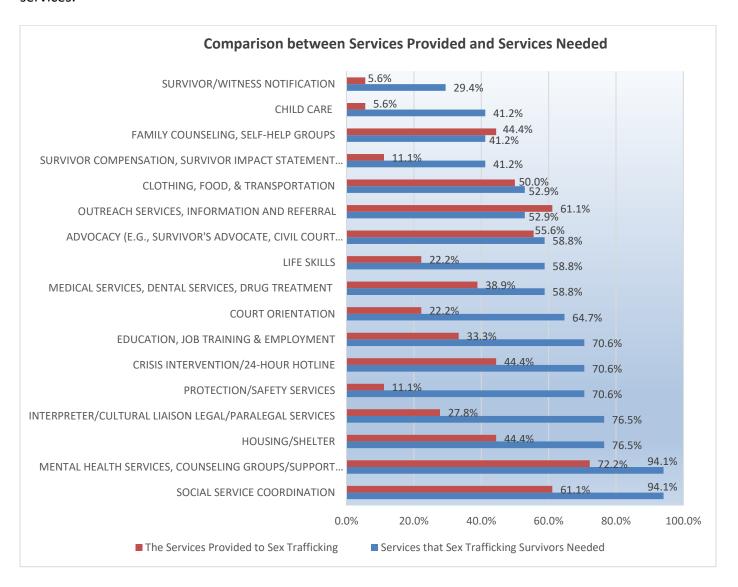
There is a vast gap between the services, which are being provided by various service providers, and the services, which are needed by the survivors. According to the stakeholders' responses, social services coordination, and mental health services are the most necessary services for the sex trafficking survivors (94.1%), which are currently offered by 61.1% only for social services coordination and 72.2% for the mental health services. Besides, housing/shelter and legal/paralegal services are highly needed services (76.5%) and provided by 44.4% for housing and only 27.8% for legal/paralegal services.

Protection and safety services (70.6%), crisis intervention/24-hour hotline (70.6%), and education/training and employment (70.6%) are highly needed too. A Protection and safety services are provided by services providers (11.1%), the crisis intervention/24-hour hotline services are provided by 44.4% of the stakeholders, and employment or education services are met by 33.3% of the responders.

A high in-demand service is court orientation (64.7%), which is provided currently by 22.2% of the responders. There is also a need for guardianship (29.4%). However, it is not provided currently by any of the responders.

While there is much demand for childcare according to the stakeholders' responses (41.2%), only 5.6% of the respondents are offering this service. Survivor compensation and survivor impact statement and repatriation services are the other vital needs for the survivors (41.2%), which are provided by 11.1% of participants.

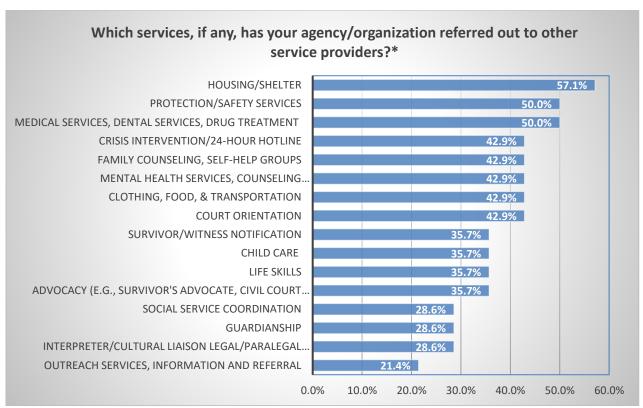
On the other hand, outreach services, information and referral services are offered by 61.1% of the participants, while 52.9% of the participants reported that the sex trafficking survivors need these services.



^{*}The percentages calculated from who answered the question.

Services that agency/organization referred out to other service providers: 57.1% of the respondents reported that they referred the survivors to housing/shelter services, and 50% referred the survivors to Protection services, and 50% referred the survivors to medical services.

Additional referred services include crisis intervention (42.9%), family counselling (42.9%), mental health (42.9%), and clothing, food & transportation (42.9%), and court orientation (42.9%).



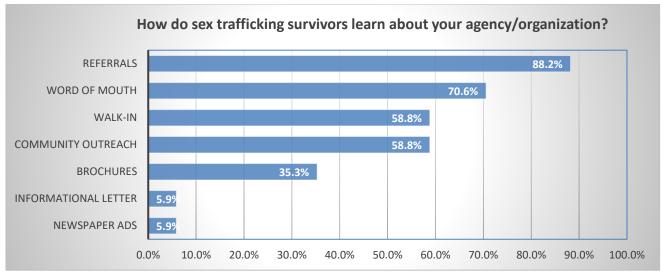
^{*}The percentages calculated from who answered the question.

Formal Model to Serve Sex Trafficking Survivors: 40% of the respondents who answered the question reported having a formal model or protocols in place on how to serve/treat sex trafficking survivors.

Following formal models were reported:

- (a) Protocols outlined in their training manual
- (b) Peel Service Provider Committee guidelines for the prevention of sex trafficking
- (c) Ministry of the Attorney General mandated services protocols
- (d) Care path through human trafficking tables
- (e) Client contact policies and procedures mandated through the agency
- (f) Process of identification, assessment, referral & treatment planning
- (g) Trauma screener
- (h) Self-determined

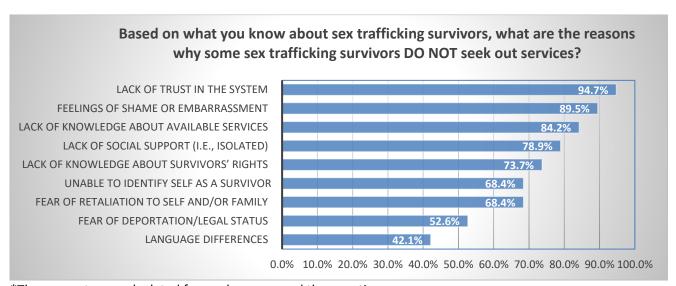
How the Sex Trafficking Survivors Learned about Services: The majority of the respondents (88.2%) reported that the sex trafficking survivors learned about their services through the referrals, and 70.6% reported that the survivors learned about the organization by word of mouth. 58.8% of respondents reported that the sex trafficking survivors learned about their services through the walk-in as well as community outreach.



^{*}The percentages calculated from who answered the question.

5. Barriers to Service

Barriers to Accessing Services: The majority of the respondents (94.7%) answered that the survivors do not access the services due to the lack of trust in the system. 89.5% reported that the survivors do not access the services because of the feeling of shame or embarrassment, and 84.2% reported a lack of knowledge about available services being the reason for not accessing these services.



^{*}The percentages calculated from who answered the question.

6. Collaboration

Offering anti-human trafficking training: 33.3% of the respondents, who answered the question are offering anti-trafficking training/workshop to other agencies or individuals who are working with survivors of human trafficking.

Participation in the second phase of the study: 12 respondents out of 13 who answered the question, agreed to participate in the second phase of the study.

CONCLUSION

Findings from this Pilot Survey illustrate the effect of 'Fear' as a major factor in accessing help. There is a fear of facing retaliation, legal involvement and isolation. According to the majority of stakeholders' response, the survivors do not trust the system.

The gap between the services provided and services required is an indication of why survivors do not come forward and seek help. Besides, the survivors are not aware that they are victims of sex trafficking, and they are not able to identify themselves as victims. Moreover, they do not know where to go for assistance and intervention. Mental health and social service coordination are high demand for the survivors as per the findings. Housing/shelters, legal/paralegal, child care, protection and court orientation are also high in demand services, and it is recommended to foster more effective service provision to the sex trafficking survivors.

Survivors are more often referred to other services rather than receiving the services at first service contact.

A major finding of the survey is that there is no organized and standardized system, which coordinates with various service providers, to collect data regarding the Social Determinants of Health and Wellbeing, which also allow keeping track of referral, referral loop and follow-up with the survivor.

Some services providers, who offer services to the victims and survivors of sex trafficking answered with "unknown" to many questions especially about the demographics of the survivor population. Some stakeholders informed that they need consultation in developing a data collection system, which would allow them to understand the clients better than they are serving.

We strive to develop a body of evidence-based information that will assist in strengthening the capacity of service providers in Peel Region to serve survivors of human trafficking.



FAMILY SERVICES of PEEL

ANTI-HUMAN TRAFFICKING PEEL SERVICE PROVIDERS PILOT SURVEY

INTRODUCTION

Peel Institute on Violence Prevention (PIVP) | Family Services of Peel (FSP) is conducting a pilot study for the project named: "A Survivor-Centered Approach to Build Capacity to Address Human Trafficking in Peel" funded by the Ministry of Community and Social Services. The target populations are women/girls exploited by the sex trade.

Your agency has been identified as a key stakeholder (or essential service provider) in the spectrum of community service agencies involved in supporting survivors of human trafficking.

BACKGROUND INFORMATION

1.	The	name of your agency/organization:	
2.	The	address of your organization:	
3.	You	r name(s):	
4.	You	r title and/or position(s):	
5.	Hov	v long have you been in this position? _	months/years
6.	Wh	ere is your program based?	
		Crown Attorney's Office	Educational institution
		Health facility	Police department
		For-profit agency	Non-profit agency
		Religious faith community	Other
		GE	NERAL KNOWLEDGE
7.	or e	v do you/would you identify a survivor (exploited by the sex trade? [Mark all tha Survivor's problems (assessed after su	, , , , -
8.		you offer anti-trafficking programs/serv	•
•		Yes (please go to question	•
		the next question, and then skip the re	
9.	If no		-human trafficking services provider in your local service area (for
		erral purpose)?	
		Yes (please name of the	
		No	
10.	Hov	v did you gain your knowledge about su	rvivors of trafficking? [Mark all that apply]
		Academic knowledge	Educational training
		Academic conferences	Scholarly articles, reports
		Personal knowledge	Myself- personal experience
		Professional knowledge	Professional training
		Interaction with co-workers	☐ Direct work with survivors
		Othor	

TT.	•	a received formal train (What type of training	-	with women	girls with	experiences of	sex trafficking?
		for name of training, w		nd name of p	orovider, ro	ole of responder	nt.]
	No						
12.		niliar are you with the (king Act, 20	017?	
		ar Slightly Familiar	Somewhat Fa		Moderatel		Very Familiar
	①	9	3		`	4	S
				RVIVOR POP			
	We war	nt to ask you some que	stions about the	e trafficking	survivors y	our agency/org	ganization serves.
		ny women/girls with e	•				
		ny Indigenous women,	-				
		-	-			-	gency ever served?
16.		rcentage of women/gi	•		_	are:	
			_% Please spe		•		_
	_	Female Children	_% Please spe	ecity age rar	ige:		_
17.	How ma	ny women/girls with e	xperiences of se	ex trafficking	g were serv	ed in the past	year?
18.	How ma	ny Indigenous women,	girls with exper	riences of se	ex traffickir	ng were served	in the past year?
19.	How ma	ny Francophone wome	en/girls with exp	periences of	sex traffic	king were serve	ed in the past year?
20.	How ma	ny Asian women/girls	with experience	s of sex traf	ficking we	re served in the	e past year?
21.	Which of	f the following regions	do your sex tra	fficking surv	vivors repre	esent?	
		Canada			%		
		United States			<u></u> %		
		Latin America & The	Caribbean		%		
		United Kingdom			%		
		European. Union			%		
		Central & South-East	ern Europe & Th			ndependent St	ates (CIS)%
		Asia-Pacific			%		
		Africa			%		
		Middle East			%		
22.	List the I	anguages most freque	ntly spoken by y	your sex tra	fficking sur	vivors:	
	a	b.				c	
	d	e.				f	
23.		preters available for to	rafficking surviv	ors?			
		Yes, for all languages					
		Yes, for some language	ges (<i>please spec</i>	:ify)			
		No					
24.	Which of	f the following best rep	oresents the sta	tus of your	sex traffick	ing survivors?	
		Immigrant (status)		Permaner	nt resident		
		Citizen		l Refugee (status; lega	ıl vs. personal c	lassification)
		Other					

25.	How would you rate the severity of your sex trafficking survivors' problems as compared to your other							
	survivors? [If rated a 4 or 5, probe for example/explanation]							
					NA a da wataliya ayyaya	Coulons		
	Normal		Mild	Moderate	Moderately severe	Severe S		
26		ank /1 – hi			•			
20.			viduals with oth		s of women/girls with exper	iences of sex trafficking		
	•	Length o		lei cililes:	Presence of support in the suppor	natworks (i.e. level of		
	_	isolation			Tresence of support	networks (i.e., level of		
		Level of	-		Level of trust			
				with service providers	☐ Type of services			
~ -		•		·	,,			
2/.	Are ther	e any oth	er problems/ne	eeds that we might have	missed? Please, specify			
				CED 405 DELL	WEDV			
	1 <i>1/e</i> 14	rould like	to ask you som	SERVICE DELI'	veкy ctual services your agency/c	organization provides to		
				owing is a list of services		nganization provides to		
	JCX ti		=	•	<i>,</i> urt advocate, immigration a	advocate etc)		
			,	l liaison Legal/paralegal	, •	avocate, etc.,		
			rt orientation	i naison Legai, paraiegai	30111003			
			rdianship					
		5. Life	•					
		6. Chil						
			sing/shelter					
			_	ning & Employment				
			hing, Food, & T					
				ental services, Drug trea	itment			
				ices, Counseling groups/				
		12. Fam	ily counseling,	Self-help groups				
		13. Out	reach services,	Information and referra				
		14. Cris	is intervention/	24-hour hotline				
		15. Prot	tection/safety s	ervices				
		16. Surv	vivor/witness no	otification				
		17. Soci	al service coord	lination				
		18. Surv	vivor compensa	tion, survivor impact sta	tement & Repatriation serv	rices		
		19. Oth	er (<i>specify</i>)					
	28 \	What serv	vices has vour a	gency/organization prov	vided to sex trafficking survi	ivors?		
				the services from the ab				
	į rea.	se specijy ,	, by namber an	ine services from the abo	ove list that apply]			
	, 29. I	n genera	I, what services	have sex trafficking surv	vivors needed?			
		•	-	the services from the ab				
		,	·					

	31. Please list the names of the referred agencies/organizations [Obtain contact information if available
	 32. Do you have formal model/procedures/protocols in place on how to serve/treat sex trafficking survivors? Yes [Please describe the procedures/protocols]
	□ No
	33. How do sex trafficking survivors learn about your agency/organization? [Mark all that apply] Referrals Community outreach Newspaper ads TV announcements Walk-in Word of mouth" Other
	BARRIERS TO SERVICE
94.	Based on what you know about sex trafficking survivors, what are the reasons why some sex trafficking survivors DO NOT seek out services? [Mark all that apply] Fear of deportation/legal status Fear of retaliation to self and/or family Lack of social support (i.e., isolated) Feelings of shame or embarrassment Lack of knowledge about available services Lack of knowledge about survivors' rights Lack of trust in the system Language differences Unable to identify self as a survivor Other COLLABORATION
35.	Do you offer anti-trafficking training/workshop to other agencies or individuals who are working with
	survivors of human trafficking? [If yes, please probe for name of training]
36.	■ Yes Can you refer us to other agencies or individuals who may be contacted for this study? ■ No ■ Yes Agency/organization: Contact person: Telephone number:
37.	Address: The second phase of our project involves conducting focus groups and/or interviews with service providers in your area. We will explore in detail the issues that emerged from this survey and any other concerns you may have regarding service provision for sex trafficking survivors. Would you be interested in participating?

Your response is much appreciated¹

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This survey has been adapted from NEEDS ASSESSMENT for Service Providers and Trafficking Victims, Caliber Associates, Inc. for the U.S. Department of Justice, National Institute of Justice, 2003

https://www.ncjrs.gov/pdffiles1/nij/grants/202469.pdf

¹ References and links

Annex B

List of the training that respondents received

Trauma training, Rising Angels training, Peer to Peer
MCIS Online training initiative to address human trafficking
Conferences, online courses, workshops and presentations, International human trafficking
Empowering girls against exploitation, Human trafficking training
Human Trafficking conferences, training from Peel Police
Human Trafficking Train the trainer
Human Trafficking Task Force (Peel Regional Police)
Peel Human Trafficking Awareness Training (Peel Anti Human Trafficking Committee)
Jacqui Linder from Chrysalis Anti Human Trafficking Network
Helping Trafficked Persons
Caledon OPP Training