

FPPI
Fresno's Anti-Human Trafficking Capacities and Practices
Public Safety Working Group
Final Report

Date: December 10, 2016

Working Group Chair/Co-Chairs: Dr. Randy White, Jessica Pittman

Working Group Members: Vicencia Abundis, Aubrey Caton, Dustin Maddox, Christian Bisher, Ricky Chambers

Other Working Group participants, advisors, consulting experts, etc: Kate Kanaley, Ryan Townsend

Task Group's Objective

To assess the degree to which Fresno's anti-human trafficking entities are equipped and motivated to pursue more thorough and accurate information sharing between agencies in the greater Fresno area, as well as to make recommendation for actionable items that will improve the fight against this scourge on our most vulnerable people. This data will provide a basis for the initiation of a larger scale, comprehensive study in this geographic area to encourage a cooperative sharing of organizational data among anti-human trafficking entities.

Executive Summary: Major Recommendations and Conclusions

The efforts put forth by these agencies has been a response to the tragic exploitation of human lives in the community. Few have been able to combat those doing the exploiting, but have sought to do prevention, awareness and bring healing however possible to those who have been victimized. It is hoped that through collaboration and a multi-pronged approach to data, human trafficking can be combatted in new, unique, and more effective ways, via interagency agreements, standardized terms, compatible procedures, and similar metrics. Improving the fight against trafficking will depend on all agencies working together to produce more accurate data, and hence the foundation for more effective approaches. Recommendations are identified below.

1) Terminology: We found a need for greater uniformity in definitions. For example, the terms 'victim' and 'survivor' were not used by all agencies, neither were they understood in the same way. Nor was there agreement on what constituted "outreach." Getting agreement on terms must be a priority for future efforts.

2) Implementing and Tracking Outreach: The few agencies who had specialized forms of contact with persons being trafficked recorded positive results from their work. These forms of direct contact, beyond what happens in institutional intake sessions should be encouraged and multiplied.

3) Online Case File: Creating a standardized online case file used by all agencies specifically for victims of trafficking would insure up-to-date, and sortable information. Agencies would be able to discern

whether or not a ‘victim’ was able to become a ‘survivor.’ Greater coordination could occur for victims accessing multiple agencies.

4) Human Trafficking Intake Form: A standardized intake form available to all agencies should be developed and utilized in a way that allows for cross-agency collaboration.

5) Human Trafficking Administrator: Many agencies have limited administrative capacity and thus have a difficult time tracking data. One way to improve communication, data tracking, and collaboration, would be to have an administrator working across multiple agencies.

Approach

Research team did quantitative and qualitative interviews with sixteen agencies that are in some way combatting human trafficking through awareness, prevention or by providing service to persons formerly or currently being trafficked.

Recommendations Set #1: What’s going on in Public Safety regarding Fresno’s fight against human trafficking that deserves Maintenance of Effort

The sixteen agencies surveyed each have evolved with certain skill sets that have emerged from their institutional contexts, and taken together, represent the presence of a multi-varied approach to fighting human trafficking. And even though there is room for improvement in the individual progress of these agencies in acquiring a broader skillset, the diverse competencies from agency to agency represent a strength across the board. In addition, most agencies enjoy a basic level of trust with each other that can be built upon for greater efficiencies and improvement in data collection. Steps should be taken to strengthen and harmonize data collection efforts between the agencies, build the breadth of institutional competencies, and divide the vast load of awareness and prevention work required.

What's going on in Public Safety regarding anti-human trafficking efforts that deserves Maintenance of Effort:

Activities Deserving Maintenance of Effort	Costs/Resources Required	Metrics/Outcomes for 2017 and 2020
1. FPD, EOC and other anti-human trafficking agencies engage in initial (however limited) data sharing	<ul style="list-style-type: none"> • None by COF 	<p>2017:</p> <ul style="list-style-type: none"> • Initiate evaluation of proposals in FPPI report • Draft and sign MOU between agencies for data sharing <p>2020:</p> <ul style="list-style-type: none"> • Comprehensive report on state of HT in valley
2. Encourage all agencies to grow their capacity for wholistic approaches to victim services, such as counseling, job training and community integration	<ul style="list-style-type: none"> • None by COF 	<p>2017:</p> <ul style="list-style-type: none"> • Utilize existing inter-agency meeting structures to get agreement on best practices <p>2020:</p> <ul style="list-style-type: none"> • Measure organizational expansion of services and identify gaps
3. Encourage prevention through mass school, neighborhood and institutional awareness events (juvenile hall, church)	<ul style="list-style-type: none"> • None by COF 	<p>2017:</p> <ul style="list-style-type: none"> • City encouragement of MOUs between agencies and educational religious and civic institutions <p>2020:</p> <ul style="list-style-type: none"> • Routine annual commitments by agencies to make sure all settings are covered

Recommendations Set #2: What are best practices with regard to Anti-Human Trafficking efforts that deserve support by the City for application in Fresno?

Resources should be dedicated to developing a high level of inter-agency cooperation in data sharing, standardization of terms, self-funded administration of data, the development of a secure system of unique identifiers for victims that is searchable, and a basic strategy of ongoing trust building and city-wide collaboration on prevention and awareness.

Best Practices in Public Safety regarding Anti-Human Trafficking efforts deserve application in Fresno:

Best Practices Deserving Application in Fresno	Costs/Resources Required	Metrics/Outcomes for 2017 and 2020
1. Dedicate resources to building trust and shared skill sets between anti-human trafficking agencies	<ul style="list-style-type: none"> • City provide staff support to a lead agency 	Twice annual interagency meetings beginning in 2017 focused on consultation and training
2. Foster the mechanisms of data sharing between agencies (definitions, identity markers, common forms and software)	<ul style="list-style-type: none"> • Potential cost of universal software and standardized forms • Funding for FPD to start recording HT data 	2017: <ul style="list-style-type: none"> • agreement on common definitions, identity markers, tools 2020: <ul style="list-style-type: none"> • first all-agency report global data report generated • FPD receive funding & training and record HT info on RMS intake form • FPD Vice, Police Chaplains and Sex Crimes units share HT data
3. Agencies and city work together to fund and appoint a HT Administrator to ensure quality data collection, standardized forms and unique identifiers for victims	<ul style="list-style-type: none"> • Assign city staff to support process 	2017: <ul style="list-style-type: none"> • Research cost and formulate position description • Begin first year funding strategy 2018: <ul style="list-style-type: none"> • Make the hire 2020: <ul style="list-style-type: none"> • Evaluate position and outcomes

Attachments

See attached Fresno Pacific University Center for Community Transformation CDC research project

Other Related Conclusions & Recommendations:

Fresno Public Policy Initiative
Public Safety Task Force

**Anti-Human Trafficking Capacities and Practices in the
Greater Fresno Metropolitan Area:
A Joint Investigative Report by
FPU Center for Community Transformation and the
Central Valley Justice Coalition**

Dr. Randy White

Human Trafficking Project Research Assistants:

Vicencia Abundis
Christian Bisher
Aubrey Caton
Ricky Chambers
Dustin Maddox
Kate Kanaley

December 14, 2016



Table of Contents

Research Purpose	3
Definition of Key Terms	3
Research Method	3
Interviews	3
Question Summaries	4
Conclusion	8
Best Practices	9
Insights and Recommendations	9
Agency Contact List	10
Appendix I: Expanded Survey Responses	12
Appendix II: Additional Agency Information	20
Appendix III: Data Spreadsheet	20

Research Purpose

The Problem

Human trafficking is a known problem in the greater Fresno area, but there is not a central source for information involving this kind of criminal activity in the geographic region. Data collection remains uneven and sporadic among agencies dedicated to anti-human trafficking efforts, and reporting methods among those involved could improve in their completeness and consistency.

Purpose of the Study

The intention of this study is to provide preliminary research to allow for more thorough and accurate information sharing between agencies fighting human trafficking in the greater Fresno area. This data will provide one basis for the initiation of a larger scale, comprehensive study in this geographic area to encourage a cooperative sharing of organizational data.

Significance of the Study

Collaborative, inter-agency data collection on human trafficking has never been done in the greater Fresno area on a comprehensive scale. The FPU Center for Community Transformation and the Central Valley Justice Coalition collaborated in designing interview questions and selecting anti-human trafficking agencies to interview for both quantitative and qualitative data. This report serves to summarize the data, provide an outline of current agency practices, and suggest reasonable actions to improve reporting accuracy over the next few years. These action items, outcomes, and metrics can be reasonably initiated early in the next mayoral administration.

Definition

Human trafficking is defined by the U.S. State Department as the exploitation of an individual for the purpose of compelled labor or a commercial sex act through the use of force, fraud, or coercion.¹

Research Method

The research process entailed FPU graduate students conducting interviews with agencies who are working with victims of human trafficking in order to discover specific types of data being collected and how that data was being utilized. We conducted interviews with fifteen agencies. The majority of these interviews were in-person, yet we utilized Skype, phone interviews, and resulted to email exchanges only when necessary due to time and schedule constraints of the agency.

¹ Office To Monitor and Combat Trafficking in Persons, U.S. Department of State, "What Is Trafficking in Persons?," Fact Sheet, June 20, 2014. Accessed November 15, 2016, <http://www.state.gov/j/tip/rls/fs/2014/233732.htm>.

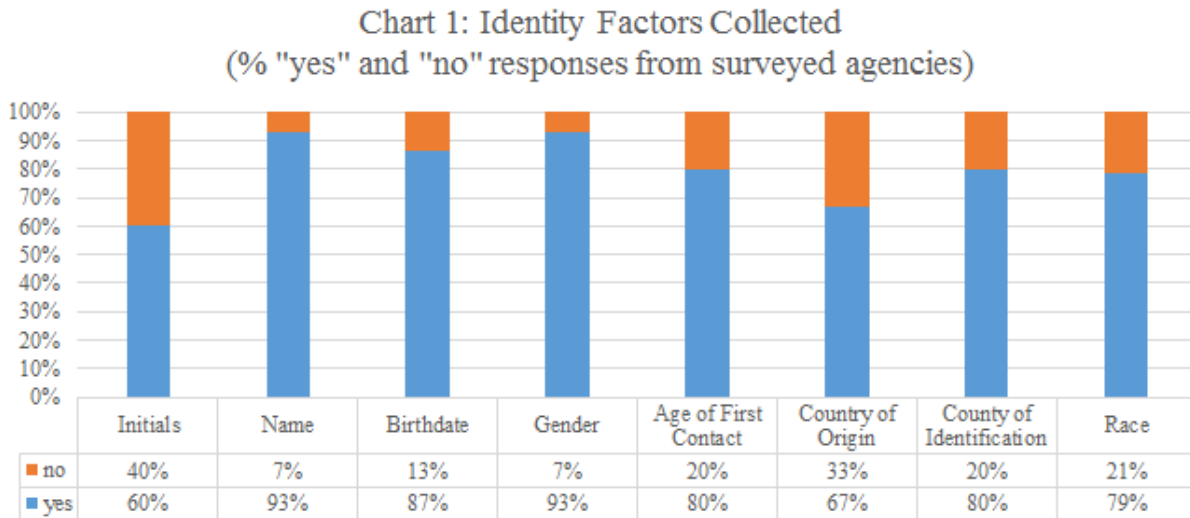
Interviews

The interviews were all conducted using the questionnaire created jointly by the Central Valley Justice Coalition and the FPU Center for Community Transformation. Below are the results of each question, including a summary of the findings based on the live interviews. *For more detailed information on the reports see Appendix I for expanded survey responses, Appendix II for additional agency information and Appendix III for the data spreadsheet.*

Question Summaries

Question One: Does the agency count the number of unique individuals served? If yes, do they collect the following: initials, name, birthdate, gender, age of first contact with the agency, country of origin, county of identification, race.

Quick Summary: Fifteen Affirmative; One Negative



Though there are variations between agencies in the identity factor information collected, the majority of information in this section is already tracked through a case file or database entry, which is accessible to the organization. As demonstrated in the above graph, the surveyed agencies request a high percentage of the identity factors at some point throughout their relationship with the client. In general, having an initial intake process is typical protocol for all but one surveyed agency.

Question Two: Does the agency count/track the type of trafficking (labor, sex, or both)?

Quick Summary: Fourteen Affirmative; Two Negative

Almost all agencies who deal with different forms of trafficking do differentiate between labor and sex trafficking. However, the following agencies only deal with sex trafficking: DSS

Child Welfare, Breaking the Chains, Mollie’s House, Police Chaplaincy, Beauty for Ashes, and Project Restoration. Mollie’s House and Project Restoration specifically deal with minors. DSS Child Welfare is working on tracking labor trafficking, but it is rare for them to encounter it.

Question Three: Does the agency count the number of times you serve/refer a particular individual?

Quick Summary: Fourteen Affirmative; Two Negative

Almost all agencies capture the specific number of times they meet with an individual. Mollie’s House along with Beauty for Ashes are putting a system in place to track referrals. Ana Lopez from Beauty for Ashes stated that they are working with other agencies to ask the right questions as they develop their own case files and manner of tracking information for victims they encounter.

Question Four: Does the agency distinguish between victims and survivors (i.e. graduation from a program, receiving different types of services, counseling vs. job training), and crisis interventions?

Quick Summary: Three Affirmative; Thirteen Negative

Depending on the agency, the terms ‘victim’ and ‘survivor’ vary in usage and in definition. Some do not use these terms at all when referring to or addressing the individuals currently or formerly being trafficked.

United Way and Project Restoration classify women as ‘survivors,’ while Central Valley Against Human Trafficking distinguishes based on the client’s preference. The following agencies do not distinguish between ‘victims’ and ‘survivors’: Marjaree Mason, Valley Crisis Center, Tulare County Family Services, Madera Community Action Agency, DSS Child Welfare, Breaking the Chains, Police Chaplaincy and Beauty for Ashes.

Question Five: Does the agency track how individuals are referred to you (self-referral versus agency referral)? If so, how?

Quick Summary: Thirteen Affirmative; Three Negative

Usually this information is captured in a case file that could be manually accessed. However, Made for Them, Centro la Familia, and Police Chaplaincy use computer systems to track or access referrals. Other agencies like Mollie’s House are putting systems in place to track who is referred to them and who they refer to other agencies.

Question Six: Does the agency have an outreach program to contact/connect with victims? If yes, please provide a brief overview of the outreach activities.

Quick Summary: Fifteen Affirmative; One Negative

Several of the surveyed agencies utilize public domains and community events to provide information to individuals and communities that may be susceptible to trafficking, but it was clear to interviewers that many agencies were defining *outreach* in the broadest sense of the word, including simple awareness building, rather than the specific creation of specialized forms of contact with actual persons being trafficked. The manner in which outreach happens varies by type and degree, agency by agency. Some of these differences include meeting with neighborhood leaders and residents, being physically present at community events, and creating educational cartoons in English and Spanish. Agencies have found that the power of word-of-mouth in providing culturally relevant material for the most vulnerable communities is important. Some of the agencies have captured the vision of how schools in the neighborhood are a valuable asset to inform communities on a mass scale. The Marjaree Mason Center has created the 'No More' program to provide information in a safe environment. Tulare County Family Services gives presentations for school professionals and has information pamphlets in English and Spanish.

Question Seven: If answer to six is yes, does the agency have a method to measure the effectiveness of the outreach program? If yes, please provide a brief description of the effectiveness measurement markers utilized by the agency.

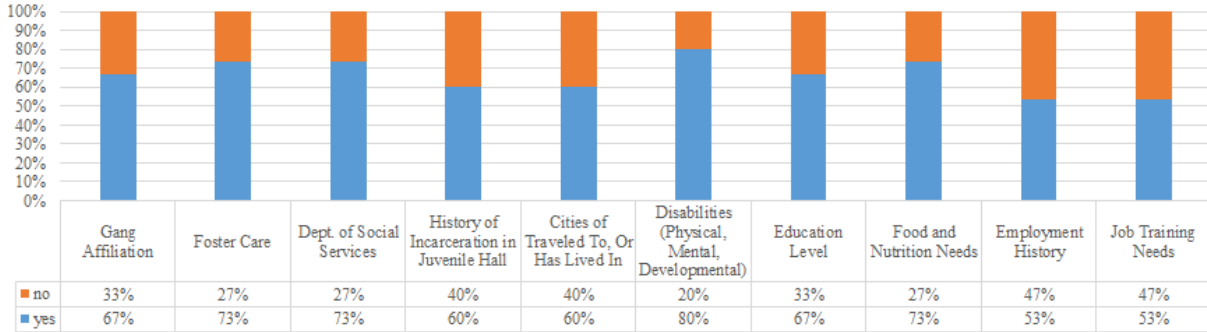
Quick Summary: Five Affirmative; Eleven Negative

Most agencies surveyed do not have a method to measure the effectiveness of their outreach programs. Centro la Familia was the only agency recorded to have formal tracking methods; however, the others had tracking methods that provided informal feedback. The majority of agencies who did not have a tracking method for their outreach campaigns did not seem to have a desire or a plan to begin implementing one.

Question Eight: Does the agency ask about/track a connection the victim may have to: Gang affiliation, Foster Care, Department of Social Services Involvement, history of incarceration in Juvenile Hall, cities traveled to or has lived in, disabilities (physical, mental, developmental, education level, food and nutrition needs, employment history, job training needs, other.

Quick Summary

Chart 2: Agencies Asking About/Tracking The Following Potential Involvements of Victims (% "yes" and "no" responses from surveyed agencies)



Though all agencies track most of these involvements, the tracking methods are different from agency to agency. Some agencies ask these questions during the intake process and retain records in a database while others only record the information in case files. Other agencies discover the answer to these questions through counseling sessions, where the information is typically deposited into case files.

Question Nine: Does the agency ask about/track how the victim became involved/was recruited into their situation?

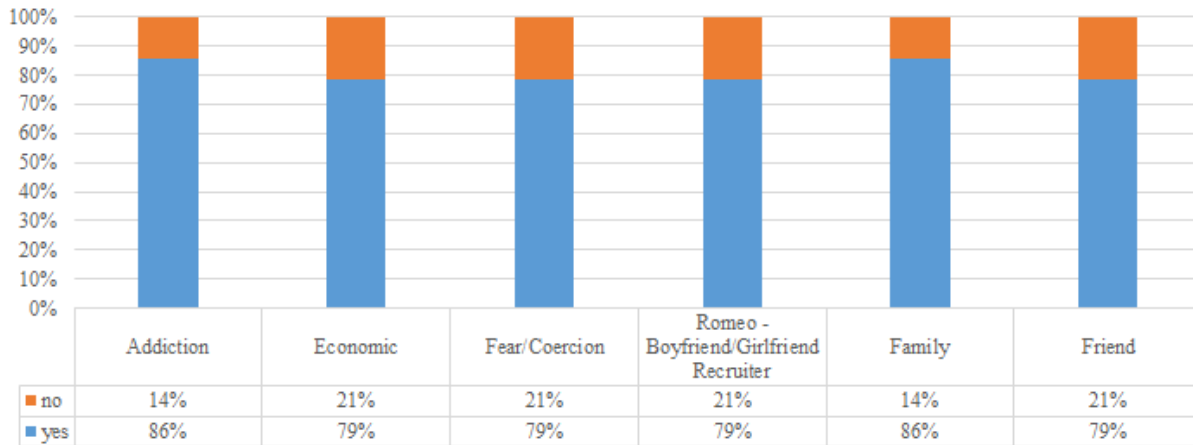
Quick Summary: Thirteen Affirmative; Three Negative

Twelve of the fifteen agencies inquire into how an individual was recruited into human trafficking. Their methods include in-depth intake interviews, written declarations, and conversational discovery.

Question Ten: If answer to number nine is yes, does the agency ask about the following categories: addiction, economic, fear/coercion, Romeo (boyfriend/girlfriend recruiter), family, friend, other.

Quick Summary

Chart 3: Agencies Asking About The Following Categories
(% "yes" and "no" responses from surveyed agencies)



Though the surveyed agencies track most of these involvements, the tracking methods are different from agency to agency. Some agencies ask these questions during the intake process and retain records in a database while others only record the information in case files. Other agencies discover the answer to these questions through counseling sessions, where the information is typically deposited into case files.

Question Eleven: Does the agency count total points of service in a year regardless if there are repeated contacts with the same person?

Quick Summary: Eleven Affirmative; Five Negative

Some of the surveyed agencies track the total points of contact and services provided even though they are repeated contacts. Other agencies only count an individual once, regardless of how many times they reenter the program. For example, if a case file was already started on an individual who began the program then left, they would not create a new file if that same person returned. They would instead count them as the same individual.

Question Twelve: What do you think your agency and/or the Coalition partners should start counting or asking about that is not currently being addressed?

Quick Summary

Many agencies addressed deficiencies in their programming and expressed the desire to have a more holistic approach to their services provided. It must be noted that several agencies stated they did not have deficiencies but they continue to collaborate with other partnering agencies.

Question Thirteen: Would the agency you represent be open to sharing unique identifiers and more detailed tracking methods in 2017 with the Economic Opportunities Commission

(EOC), Center for Community Transformation (CCT), and Central Valley Justice Coalition (CVJC) if a Memorandum of Understanding (MOU) were in place?

Quick Summary: Sixteen Affirmative; Zero Negative

All agencies interviewed are open to sharing their information with the EOC, CCT, and CVJC if a MOU were in place. Many of the agencies were concerned about the confidentiality of their clients so that concern would need to be addressed for a future program.

Conclusion

Throughout the interviews it was clear that every agency has passionate people who work diligently towards anti-human trafficking efforts. This questionnaire has revealed a desire for collaboration and joint efforts that a Memorandum of Understanding (MOU), if agreed upon, could bring about. As seen in Question Thirteen, all agencies interviewed were open to furthering collaboration through a MOU.

These interviews revealed that human trafficking in the greater Fresno area is being identified on many different fronts through various methods. Their methods depended on the agency's area of focus and their available resources. Each agency interviewed plays a unique and vital role in addressing human trafficking. Some are doing the necessary work out on the streets, and others are providing the needed structure and administrative assistance. Good data is being collected, but there are also some vital components being missed. This is seen in questions Four and Seven. Question Four showed only three of the agencies interviewed distinguish and track when victims become survivors. It is clear that there are inconsistencies in how agencies identify, define, and track 'victims' and 'survivors.' The results from Question Seven showed that when doing outreach, only four agencies tracked the effectiveness of their programs. Unless effectiveness is being tracked, it is difficult to know which outreach programs are most beneficial.

Best Practices

Some of the best practices of these organizations were those seeking holistic care for victims of trafficking, such as: offering assistance with immigration paperwork, counseling, housing (other basic/immediate needs), and opportunities for employment. A common concern was how easy it is for victims to be drawn back into trafficking. The most effective approaches found to preventing this were: 1) counseling; 2) providing practical job training and placement; and 3) community integration.

Insights and Recommendations

The efforts put forth by these agencies has been a response to the tragic exploitation of human lives in the community. Few have been able to combat those doing the exploiting, but have sought to bring healing however possible. It is hoped that through collaboration and a multi-pronged approach, human trafficking can be combatted in new, unique, and more effective ways. Recommendations are identified below.

1) Terminology: There is a need for uniformity in definitions from agency to agency. For example, the terms ‘victim’ and ‘survivor’ were not used by all agencies, neither were they understood in the same way. Instead, using person-centered language, such as, ‘a person who was trafficked’ or ‘a person who is being trafficked’ may create an agreed upon terminology. Even the word “outreach” was used in divergent ways. It meant direct contact with persons being trafficked to some agencies, but to others it included awareness building or holding meetings.

2) Implementing and Tracking Outreach: The few agencies who had specialized forms of contact with persons being trafficked recorded positive results from their work. These forms of direct contact, beyond what happens in institutional intake sessions should be encouraged and multiplied.

3) Online Case File: Creating a standardized online case file used by all agencies specifically for victims of trafficking would insure up-to-date, and sortable information. Agencies would be able to discern whether or not a ‘victim’ was able to become a ‘survivor.’

4) Human Trafficking Intake Form: A standardized intake form could be created specifically for dealing with human trafficking, and made available to all agencies. Important data would be consolidated and easily found within case files. As seen from the surveys, much of this information is being tracked, but it is neither readily available, nor standardized in a way that allows for cross-agency collaboration.

5) Human Trafficking Administrator: Many agencies have limited administrative capacity and thus have a difficult time tracking data. One way to improve communication, data tracking, and collaboration, would be to have an administrator working with multiple agencies.

Concluding Thoughts

In this report, we have captured the efforts of fifteen agencies who are making a difference in the lives of individuals affected by the human trafficking epidemic plaguing our communities. However, the size, scope, and complexity of the problem seems daunting. While there is evidence of existing partnerships and collaborative efforts, it is still far from a combined, city-wide effort. It was observed that the agencies expressed goodwill towards one another, as evidenced by those agencies that collaborate. Mutual trust that enables these efforts are at the forefront in continuing the effectiveness of the programs and enhancing functional working relationships. Trust, partnership, and a spirit of collaboration must be fostered between the agencies in order for our recommendations to be successfully adopted. Together, we can work toward combating human trafficking in the greater Fresno area.

Agency Contact List

Central Valley Against Human Trafficking

Melissa Gomez
559-263-1378
melissa.gomez@fresnoeoc.org

Marjaree Mason Center

Stacy Gomez
559-237-4706 (front desk)
stacy@mmcenter.org

United Way

Michael Fagan
661-616-8409
mike@michaelfagans.com

Valley Crisis Center

Alison Tudor
209-742-6456
alison@alliance4you.org

Tulare Family Services

Jennifer Boteilho
559-732-7371
jenniferboteilho@fstc.net

Centro la Familia

Mario Gonzalez
559-237-2961
mgonzalez@centrolafamilia.org

Madera Community Action Agency

Tina Rodriguez
559-673-9173
trodriguez@maderacap.org

DSS Child Welfare

Danielle Nieto

559-600-6626
nieto@co.fresno.ca.us

Made For Them

Andrea Shabaglian
559-977-3213
andrea@madeforthem.org

Breaking the Chains

Debra Woods
559-402-3955
debra@bctfresno.org

Mollie's House

Torella Minor
559-916-2813
tminor@mollieshouse.org
tminor@mollieshouse.org

FPD Vice Unit

Sergeant Curt Chastain

Beauty for Ashes

Ana Lopez
559-363-0299
beautyforashesint@yahoo.com

Police Chaplaincy Project Stealth

Tina Maldonado
P.O. Box 1271, Fresno, CA 93715
tina.maldonado@fresno.gov

Project Restoration:

Bethany Dhillon
559-248-6843
bethdhillon@sbcglobal.net

Appendix I: Expanded Survey Responses

Below are additional relevant response details by agency. Please note, only responses that offered information deemed necessary for the purpose of the report were listed so all agencies will not be mentioned in every question.

Question One: Does the agency count the number of unique individuals served? If yes, do they collect the following: initials, name, birthdate, gender, age of first contact with the agency, country of origin, county of identification, race.

Central Valley Against Human Trafficking does gather county of identification information if provided.

Valley Crisis Center appears to have a very holistic intake process. They collected all the items listed, though “name” is optional and they ask for their address, instead of “county of identification.”

Tulare County Family Services tracks this information via intake forms, which are for rape victims.

Centro la Familia is very thorough with the information they gather. They could potentially be a beta tester or case model in attempting to standardize data collection.

DSS Child Welfare noted that as a governmental organization, their statewide database contains much of this data. However, the majority of it is reported through in-person interviews, conversations and reports from the clients and their families.

Made for Them is in the process of upgrading their database system to include more information so they are in the development stages for strong data collection.

At Breaking the Chains, it is optional for the client to disclose their gender and race.

Beauty for Ashes is working on a system that will enable them to track this information.

Police Chaplaincy deals only with frequent runaways.

Project Restoration captures all this information in case files which would need to be accessed manually.

CVJC tracks through their intake and through an internal counting system. Each month staff and volunteers submit their “Numbers” and the following categories are counted based on internally stated and agreed upon definitions of the following categories: Presentations/Trainings, Individual Educated, Victims/Survivors/Advocates Resourced, Community Prayer Events, My Life My Choice Girls Served, Hours Volunteered. CVJC is implementing a new and more comprehensive internal tracking system starting January 1.

Question Four: Does the agency distinguish between victims and survivors (i.e. graduation from a program, receiving different types of services, counseling vs. job training), and crisis interventions?

Debra, with Breaking the Chains, did not like either term “victim” or “survivor.” She says they are all survivors, though she does not put any label on them as she wants to let them heal and not be reminded of their past. She also was very passionate about the fact that there is no difference between prostitution and sex trafficking. In all her years in the trafficking world, she has not met a single person who was simply out there because they wanted to be. She said that because these girls feel extreme shame, the fact that they not only sold their bodies, but that they had to give most of it to someone else who was controlling their life, is even more shameful.

CVJC challenges the concept that there is no difference between prostitution and sex trafficking. While most cases can be traced back to trafficking with clear evidence of force, fraud and coercion, they have observed multiple cases that have led them to the perspective that not all involved in prostitution are being exploited by a trafficker for sex. While the lines are blurry and most of individuals that they serve who are involved in prostitution are trafficking victims, they do not go so far to say that each individual in prostitution is automatically a trafficking victim. They believe we must allow for the differences, as technical as they may be, and not decide for a person that she/he is a trafficking victim if the circumstances/evidence do not support that statement and he/she is not identifying as such. CVJC uses the terms victim and survivor because it is the most universal language right now, but they have found that it can be extremely difficult to determine when a victim becomes a survivor and often this is something the individual themselves must decide and demonstrate through their choices.

Question Five: Does the agency track how individuals are referred to you (self-referral versus agency referral)? If so, how?

Centro la Familia receives their referrals primarily from agencies like ICE, Fresno PD, and the FBI.

Beauty for Ashes previously functioned solely as an evangelical outreach agency with the purpose of ‘saving souls’ without tracking or gathering data of those they had served. However, they are now seeking to have a structured ministry while still emphasizing their evangelical efforts.

At the FPD Vice Unit, they do not track how individuals are referred but instead put their names in a record management system where the people are categorized as suspects, victims, witnesses, or involved parties. Contacts and different classifications go into the query for human trafficking. A lot of convictions are different (rape, etc.) and are classified by the Vice Unit.

Question Six: Does the agency have an outreach program to contact/connect with victims? If yes, please provide a brief overview of the outreach activities.

Central Valley Against Human Trafficking sends staff to vulnerable communities to provide outreach, education, and resources on human trafficking.

Marjaree Mason Center outreach includes booths and presentations at events. They run a 'No More' program in schools.

United Way's outreach programs include HT 101 classes, information tables at events, event sponsorship, poster campaigns and billboards with the national phone number. Labor trafficking information is also given to individuals located in the neighborhoods known for trafficking.

Valley Crisis Center has several outreach programs to connect with victims. A few tactics they utilize are community presentations and events, putting out pamphlets with rip-off tabs around high trafficking areas, and distributing toiletry bags.

Tulare County Family Services gives presentations for school professionals and has information pamphlets in English and Spanish.

Centro la Familia is highly intentional about location and concentration of people and networks where people can become aware of the services available to them. 'Promotora' is a process of outreach Centro la Familia does to connect with people at a cultural level, which started in 2014/2015. They use this tool via various aspects like 'fotonovela' (a comic book) that engages with individuals on labor trafficking that later was made into a video; it has helped tremendously to start the conversation on the reality of trafficking.

Madera Community Action Agency is engaged in community events in which they distribute their crisis hotline information.

DSS Child Welfare has some informal outreach programs in collaboration with their community partners, such as the Central Valley Justice Coalition.

Made for Them has several outreach programs including Mercy Street, where they connect with people on the streets. They also speak at adolescent and teen mom meetings as well as various prevention programs.

Mollie's House's administers their outreach program with a high level of caution through Probation and the Department of Child Support Services. As a residential program, they want no chance of compromising their location and the safety of their victims.

CVJC considers the following as forms of outreach: providing resources at a community event (with a trained representative), Human Trafficking 101 classes and related presentations in churches/community venues, My Life My Choice workshops.

At the FPD Vice Unit, they partner with organizations in the community (NGO's) to execute outreach programs. The Formal Victim Witness Program is an outreach where victims are referred to other agencies and they also reach out to victims referred by the police and District Attorney.

Police Chaplaincy reaches out to communities when asked. They have information and awareness handouts for those looking for more information.

Project Restoration works with Youth for Christ Juvenile Hall's "My Life, My Choice" program. Beth also hands out business cards in a street outreach program. She puts on "Elevate" for prevention education in partnership with Fresno State University. This is a one day event with food, games, and prizes that teaches girls about human trafficking, ways they can be recruited, and who to contact if they are ever confronted or involved in human trafficking.

Question Seven: If answer to six is yes, does the agency have a method to measure the effectiveness of the outreach program? If yes, please provide a brief description of the effectiveness measurement markers utilized by the agency.

Central Valley Against Human Trafficking marks increase of knowledge on Public Awareness, Training, Tech Assistance. Although direct outreach is not measured, they do have a client satisfaction survey. For their "My Life, My Choice" groups, they include pre and post-group tests. They also have post-tests for trainings which aids in measuring effectiveness. For media, they use media impressions and engagement to track effectiveness.

Marjaree Mason Center has seen an increases in women coming forward, but they cannot specify which outreach methods may have contributed.

United Way received feedback that a billboard they put up with the national number increased phone calls by 240%.

Tulare County Family Services does not track specific effectiveness of outreach, but they have noticed an increase in clients.

CVJC is working hard to expand and develop how they measure effectiveness. Currently they look at pre and post tests for My Life My Choice, and count the categories listed in question 1. They keep case notes on all who go through their intake process and look/listen for qualitative and quantitative data to help them determine if their work is effective.

Centro la Familia uses various charts and graphs to show outreach effectiveness, and are able to see when responses to outreach and cases handled rise and fall. Centro la Familia values "we are who we serve." In order to represent the people they serve, the staff is purposefully comprised of immigrants, third and fourth generation U.S. citizens that come from immigrant families, as well as members who represent the LGBTQI community.

Made for Them is in the process of working on more thorough tracking methods.

After Project Restorations visits a group home for education outreach, Beth follows up with the home to receive feedback. They also keep all registration information from outreach events they attend.

Question Eight: Does the agency ask about/track connection the victim may have to: gang affiliation, Foster Care, Department of Social Services involvement, history of incarceration in Juvenile Hall, cities traveled to or has lived in, disabilities (physical, mental, developmental, education level, food and nutrition needs, employment history, job training needs, other.

Central Valley Against Human Trafficking only tracks previous incarcerations, cities traveled to, and cities lived in. Disabilities are tracked only if the individual discloses that information.

While Marjaree Mason doesn't specifically track the negative responses in this section, the information is logged in their database if it comes up in discussion.

CVJC asks about these some of these areas as it is appropriate in conversation when intake is done, not all the categories are on the form currently. Those who do not do intake with them would be asked many of these questions, and case notes and/or reports to police/CPS would indicate this information.

At United Way, items with negative responses in this section are reported in the case file if they are applicable to the individual and are voluntarily disclosed during discussion.

Valley Crisis Center asks about and tracks connections the victim may have to gang affiliation, Foster Care, Department of Social Services, cities travelled to, employment history, and disabilities. They do not track history of incarcerations in Juvenile Hall, education level, food and nutrition needs, or job training needs.

Tulare County Family Services does not specifically track gang affiliation, but they record this information if it is disclosed. They also help connect individuals to community resources.

Centro la Familia specializes in immigration services. They thoroughly track all aspects of victims and individuals coming through the program. The Department of Social Services has helped fund Centro la Familia since 2010. They keep track of immigration and residential history. In 2013, they added a counseling center with multiple services. Centro la Familia also has an internal system called the Family Development Matrix (FDM) which looks at each individual's situation to address the most basic and important needs such as housing, food, transportation, job training, visa/immigration status, and counseling services.

Madera Community Action Agency tracks Foster Care, Department of Social Services involvement, disabilities, food and nutrition needs, and employment history. Additionally, they track housing and safety needs such as protection orders.

DSS Child Welfare utilizes a statewide database that contains a majority of this information, but it is self-reported by clients and their families.

Made for Them discovers this information through counseling sessions.

Breaking the Chains learns about gang affiliations later on in their program. Although they do not currently ask about Foster Care involvement, Debra thought this was a good idea. They think the following questions should be added: drug history, drug of choice, family abuse history, homelessness, prostitution type and length, the age they entered into prostitution, and the existence of a boyfriend.

Mollie's House functions as a licensed group home and must gather historical information by requesting existing files through the Foster Care system, Child Protective Services, probation, and Juvenile Hall. They also need to know what cities they have worked in to protect them in

their outings. A lot of this information is provided in the packets they receive from the referring agency. Many of these questions pertain to adults, whereas this agency works with minors so many of these questions do not apply.

At the FPD Vice Unit, they ask about and track connections the victims may have to gang affiliation. They only know about Foster Care and Social Services if it is mentioned in the case. They only know about incarceration in Juvenile Hall if the officer checks and has a need or right to know. They do not ask about disabilities, education level, food and nutrition needs, employment history, or job training needs. All investigative information is entered as case notes and would have to be accessed manually.

Police Chaplaincy has access to detectives and police files. They also track the schools the individuals attend, whether they have cell phone access, who their probation officer is, and what social services they are receiving.

Project Restoration captures this information in case files which would need to be accessed manually. As they primarily work with minors, none of the women have previous job experience.

Question Nine: Does the agency ask about/track how the victim became involved/was recruited into their situation?

Centro la Familia must get a declaration from each person to specify how they ended up at their agency. They track everything for each case individually.

Made for Them asks this when appropriate to a situation.

CVJC asks about the relationship to the offender in their intake and other information is typically revealed through conversation.

Question Ten: If answer to number 9 is yes, does the agency ask about the following categories: addiction, economic, fear/coercion, Romeo (boyfriend/girlfriend recruiter), family, friend, other.

Central Valley Against Human Trafficking stated that the answers to these questions are routinely disclosed during their conversations with clients, but it depends on the situation if they ask for these details specifically and explicitly. If they are already receiving services from partnering agencies, they might not do in-depth questioning.

Marjaree Mason logs all information appropriate to this section if it comes up in discussion.

The answers to these questions are typically revealed through the CVJC intake, consultations or My Life My Choice discussion groups, but if they refer out to another agency they might not ask in-depth questions. They also let the victim know he/she does not necessarily need to disclose all information (especially regarding questions about the offender/trafficker) if they are not comfortable to receive certain types of services.

At United Way, the case file contains this information if it applies to the individual.

Valley Crisis Center asks about the following categories: addiction, economic, fear or coercion, family, and friend. They do not specifically ask about a Romeo recruiter, though that is something they discover during the victim's stay.

Tulare County Family Services inquires into recruitment, but they also ask about debt bondage.

Centro la Familia asks if the individual chose this route or what other methods were used that led them to their current situation. Centro la Familia asks many basic questions to identify if it was by choice or by force.

DSS Child Welfare conducts full interviews, which includes all of the above categories, and attempts to gather as much information as the victim is willing to disclose.

Made for Them asks about all categories except friends. The existence of a Romeo recruiter is discovered more conversationally than through a specific question.

At Breaking the Chains, they do not ask about fear or coercion, but instead determine themselves based on the answers to the questions.

Mollie's House asks about gang affiliations or rivalries as well as information about their traffickers for the protection of their clients. They want to become acquainted with the victims being housed and understand how they are going to live together. In order for the victim to be protected from reliving the trauma of having to verbally provide information for their case, victims are not required to provide personal information in such a formal manner. Instead, they hold group discussions and therapy sessions where they are informally asked how they were recruited or became involved. This helps in creating a safe space for them to share.

Project Restoration believes another recruitment category that should be noted is recruitment from a random stranger.

Question Eleven: Does the agency count total points of service in a year regardless if there are repeated contacts with the same person?

Made for Them does count total points of service, though they are working on building a system to better track everything.

Mollie's House tracks every time an individual receives services, no matter if they are repeated or new.

CVVCJ doesn't track every phone call or email but significant conversations if they include resourcing, educating or some sort of service/support.

Breaking the Chains keeps the girls' files on hand even if they leave so if they return, they are still counted as that one person, not a "new" point of service.

Question Twelve: What do you think your agency and/or the Coalition partners should start counting or asking about that is not currently being addressed?

Alison at Valley Crisis Center said they should start tracking the cities travelled to and include that in their database.

Tulare County Family Services said that tracking social media trends and effects on youth would be helpful. It is important to have a history on parents and how that has affected the kids seeking gratification elsewhere. Foster Care youth are targeted, so foster parent education and potential risk assessment should be a priority. They would also like to start tracking the traffickers to better understand how and why they are getting involved in the industry of exploiting people.

Centro la Familia would like to continue to invest in holistic approaches through established relationships with other agencies. He has a strong relationship with Ryan Townsend from the Central Valley Justice Coalition.

Madera Community Action Agency said that tracking suspect information would be helpful.

DSS Child Welfare said housing for victims of trafficking should be made a priority.

Debra with Breaking the Chains believes family history, abuse information, existence and location of children, and understanding the court system should be focused on.

The FPD Vice Unit had much to say. They think it would be beneficial to have a 'human trafficking' box in the records management system (RMS) to indicate whether the incident is trafficking-related and identify the trafficking cases that are being masked by other crimes. There are so many reports that a lot of information is missed. If you have a disturbance at a hotel and a box is checked, it may help the case move forward. In going through every licensed massage parlor in town to check on owner and compliance, they can cite and require fees to be paid where applicable. The California Massage Therapy Council, which is self-governed and not run by a state agency, takes too long to revoke licenses and there is no oversight out of Sacramento. Different departments do not share information and there are not resources throughout California. In 2015 laws changed and gave CMTC a bit less power. In the future, the FPD could send people under cover based on tips to further the list. Interpreters are in the highest need. There are cultural risks and lack of formally trained and certified interpreters, which is a large barrier when dealing with the various Asian communities in particular. No traffickers or victims have been identified. The victims in the massage industry work 14+ hour days, seven days a week and do make large sums of money, which makes victim identification very difficult.

Police Chaplaincy would see a lot of value in being able to close the loop from victims transitioning into survivors or not. When they refer victims out they lose track of whether or not they completed or engaged in any form of social services.

CVJC reports that because at least 4 different agencies have run or are currently running My Life My Choice groups – prevention workshops for teen girls, CVJC would like to take a deeper look at long term impact and the questions asked. Does each girl who discloses in a group go through a normal intake process? How many reports to CPS/Police are being made as a result of these groups? How many girls are disclosing for the first time and how many are receiving follow up services? How many are transitioning from victim to survivor? How many teens are recruited annually at school or through a school connection? At a group home or similar program? (Deeper tracking of how youth are most often targeted in our region.) It is also helpful to identify and track how they are resourcing and impacting the victim's family/care takers/friends (they

call this an advocate – someone with a direct relationship to a victim). What are the most effective ways to support them, what will help reduce recidivism? Tracking internet recruiting online (in any form), as well as social media impact on all victims/survivors is a potential area for further study and tracking, for adults and youth (for both sex and labor trafficking). CVJC as an agency is asking how they can better assess the results of their Human Trafficking 101 workshops: do participants report trafficking or take action somehow? CVJC will start tracking this in 2017. Would specialized training with medical professionals (as one example) result in an immediate increase in reports/referrals made to their agency or to their partners, or tips to National Resource Center? Is it possible to track this effectively?

Beth at Project Restoration would like us to ask where and when human trafficking originated. Specifically, with cases of child abuse, there is an urgency to begin addressing these problems immediately. She would like to see questions addressing sexual abuse at a young age and molestation reports to Child Protective Services because these are important to potentially prevent human trafficking involvement. Also, education provided to children about reporting molestation or discussing accountability with Child Protective Services was highlighted as two possible steps moving forward.

Question Thirteen: Would the agency you represent be open to sharing unique identifiers and more detailed tracking methods in 2017 with the Economic Opportunities Commission (EOC), Center for Community Transformation (CCT), and Central Valley Justice Coalition (CVJC) if a Memorandum of Understanding (MOU) were in place?

It sounded like external guidelines would prevent Marjaree Mason Center from sharing additional information.

Valley Crisis Center would be open to sharing information as long as it does not hurt a person's confidentiality.

Centro la Familia's staff member, Mario Gonzalez, shared a strong 'yes' but would only share data without specific information on a person's private information. Additionally, Mario would need approval from the EOC to provide a copy of existing reports that share numbers they've been tracking. He added that he would like to see more data to show law enforcement and create a task force specific to trafficking.

Breaking the Chains is willing to share their data as long as it is only numbers. No information on the girls.

Appendix II: Additional Agency Information

Project Restoration is looking for someone with administrative skills to come onboard in the near future and help with data collection and tracking. She also has a goal of finding a home outside of the city area for human trafficking survivors to safely heal and recover before continuing their lives. Beth has seen multiple homes open within the city, specifically downtown, that shut down because the old environmental factors caused too much temptation for tenants. She mentioned the need for PTSD counseling for survivors of human trafficking. While she understands the need for prevention and big-picture administration and planning, Beth's heart is

with the women where they are at. While Project Restoration only works with minors of sex trafficking, they continue working with the women after they turn 18, if desired.

The Marjaree Mason Center focuses on domestic violence cases but also provides assistance to women involved in human trafficking. They offer a broad range of services for women from individual or group counseling to sheltering domestic violence victims. They attempt to look at the individual as a whole and provide the necessary services holistically. Stacy Gomez and Lauryn Muzny were helpful, but it appeared they were satisfied with their services and EOC input. While they did not say they would not share information if a MOU were in place, I believe their internal operating procedures and various external guidelines would prevent them from sharing any information beyond what they already provide.

Mike Fagan with United Way is a very busy gentleman. I believe Mike would adjust his operations to help in any way he was asked. In the future, specific questions concerning human trafficking information and what is recorded should probably be directed towards one of his case managers.

The FPD Vice Unit faces many barriers to identifying victims and prosecuting offenders. In the justice system it is the higher ranking crime that is investigated and prosecuted. For example, if a woman was murdered by her trafficker, he would be arrested and tried for murder and the trafficking incident might be lost in the process. In addition, agencies will not track data if there is no funding or federal mandate attached to it. FPD's funding expired in July, 2015, but they are continually reviewing available grants to receive additional resources. Though the RMS system is setup to be able to add a 'human trafficking' box, there are costs associated with that addition that are holding up the process. If that field existed, RMS would be able to run a query to develop a report, so that addition would be highly beneficial. The Fresno Police Department, overall, does not track human trafficking, though the Vice Unit retains all their data in-house on their anti-trafficking activities and encounters.

Appendix III: Data Spreadsheet

		Central Valley Against Human Trafficking	Marjaree Mason Center	United Way	Valley Crisis Center	Tulare Family Services	Centro la Familia	Madera Community Action Agency	DSS Child Welfare	Made for Them	Breaking the Chains	Mollie's House	FPD Vice Unit	Beauty for Ashes	Police Chaplaincy Project Stealth	Project Restoration	Central Valley Justice Coalition	Yes	No
1	Does the agency count the number of unique individuals served?	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	15	1
a	Initials	yes	no	yes	no	yes	yes	no	yes	no	yes	no	no	yes	yes	no	no	9	7
b	Name	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	15	1
c	Birthdate	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no	yes	yes	13	2
d	Gender	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	15	1
e	Age of first contact	yes	no	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	yes	no	no	12	4
f	Country of origin	yes	no	yes	yes	yes	yes	yes	no	yes	yes	no	no	no	yes	no	no	10	6
g	County of identification	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	no	no	12	3
h	Race	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	no	no	no	11	4
2	Does the agency count/track the type of trafficking (labor, sex, both)?	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	yes	14	2
3	Does the agency count the number of times you serve/refer a particular individual?	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	yes	yes	yes	yes	14	2
4	Does the agency distinguish between victims and survivors, and crisis interventions?	yes	no	no	no	no	yes	no	no	no	yes	no	no	no	no	no	no	3	13
5	Does the agency track how individuals are referred to you (self/agency-referral)?	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	no	no	yes	yes	yes	yes	13	3
6	Does the agency have an outreach program to contact/connect with victims?	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	15	1
7	If yes, does the agency have a method to measure the effectiveness of the outreach program?	yes	no	yes	no	no	yes	no	no	no	yes	no	no	no	no	yes	yes	5	11
8	Does the agency ask about/track connection the victim may have to:																	0	0
a	Gang Affiliation	yes	no	no	yes	no	yes	no	yes	yes	yes	yes	no	yes	yes	no	no	10	6
b	Foster Care	yes	no	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	no	no	11	5
c	Dept. of Social Services	yes	no	no	yes	yes	yes	yes	yes	yes	yes	no	no	yes	yes	no	no	11	5
d	History of incarceration in Juvenile Hall	yes	no	no	no	yes	yes	no	yes	yes	yes	no	no	yes	yes	no	no	9	7
e	Cities of travel to, or has lived in	yes	no	yes	yes	no	yes	no	yes	yes	yes	no	no	yes	no	no	no	9	7
f	Disabilities (physical, mental, developmental)	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	no	yes	no	yes	yes	13	3
g	Education Level	yes	yes	yes	no	no	yes	no	yes	yes	yes	no	no	yes	yes	yes	yes	11	5
h	Food and nutrition needs	yes	yes	yes	no	yes	yes	yes	yes	yes	yes	no	no	no	yes	yes	yes	12	4
i	Employment History	yes	no	no	no	no	yes	yes	yes	yes	yes	no	no	yes	no	yes	yes	9	7
j	Job training needs	yes	no	yes	no	no	yes	no	yes	yes	yes	no	no	no	yes	no	yes	8	8
k	Other	yes	no	no	yes	yes	yes	yes	no	yes	yes	no	no	yes	yes	yes	yes	8	4
9	Does the agency ask about/track how the victim became involved/was recruited into their situation?	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	no	no	yes	yes	yes	yes	13	3
10	If yes, does agency ask about the categories below?																	0	0
a	Addiction	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	no	no	12	3
b	Economic	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	12	3
c	Fear/Coercion	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	no	11	4
d	Romeo - boyfriend/girlfriend recruiter	yes	yes	yes	no	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	12	3
e	Family	yes	yes	yes	yes	yes	yes	no	yes	yes	yes	yes	no	yes	yes	yes	yes	13	2
f	Friend	yes	yes	yes	yes	yes	yes	no	yes	no	yes	yes	no	yes	yes	yes	yes	12	3
g	Other	yes	no	no	yes	yes	yes	no	yes	yes	yes	no	no	no	yes	yes	yes	6	6
11	Does the agency count total points of service in a year regardless if there are repeated contacts with the same person?	yes	yes	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no	no	no	yes	11	5
13	Would the agency you represent be open to sharing unique identifiers and more detailed tracking methods in 2017?	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	16	0