



HUMAN TRAFFICKING IN ARIZONA: NEEDS ASSESSMENT FOR SERVICES AND TRAINING

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Human Trafficking in Arizona: Needs Assessment for Services and Training
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Executive Summary

This report summarizes the results of a victim serving organizations survey in the State of Arizona regarding their services for victims of human trafficking. The survey also collected information about what victim serving agencies needed to better serve victims of human trafficking. One-hundred agencies from all 15 counties in Arizona completed the survey through Survey Monkey and through individual phone contacts. One individual from each agency filled out the survey and the majority were either program directors (n = 24, 24%), clinical directors (n = 12, 12%), or directors (n = 10, 10%). Of the 73 agencies that responded about how victims of sex trafficking learn about their agency, they most often reported that victims are referred to them by other service provider referrals (n = 59, 81%), word of mouth (n = 49, 67%), community outreach (n = 38, 52%), self-referral (n = 37, 51%), and brochures or other written materials (n = 36, 49%). Out of the 29 agencies that answered about how victims of labor trafficking learn about their agency, most often victims are referred to them by other service provider referrals (n = 20, 69%) and word of mouth (n = 15, 52%).

Of the 100 responding victim service agencies, 81 percent (n = 81) reported they have the capacity to serve sex trafficking victims and 29 percent (n = 29) have the capacity to serve labor trafficking victims. Out of the 81 agencies who have the capacity to serve sex trafficking victims, 67 percent (n = 54) served adult sex trafficking victims and 30 percent (n = 24) served juvenile sex trafficking victims in the past 12 months. Out of the 29 agencies who have the capacity to serve labor trafficking victims, 38 percent (n = 11) served adult victims of labor trafficking and 14 percent (n = 4) served juvenile victims of labor trafficking in the past 12 months. Twenty-seven agencies reported that they had a specialized position to serve victims of sex trafficking and six agencies reported that they had a specialized position to serve victims of labor trafficking. Many of the agencies did not collect information about the victims they serve regarding gender, race, and sexual orientation.

On the survey, 92 agencies victim service agencies identified resources necessary to better serve sex trafficking and labor trafficking victims. Two out of three agencies serving sex trafficking victims reported that they needed training (n = 62, 67%), followed by over half needing funding (n = 54, 59%), to receive more referrals (n = 48, 52%), and to have more staff (n = 41, 45%). To better assist labor trafficking victims, out of the 91 agencies responding to this question, over half of respondents (55%, n = 50) reported needing training, followed by to receive referrals (n = 40, 44%), and funding (n = 38, 42%). The majority of agencies reported needing both sex and labor trafficking training were located in Flagstaff, Phoenix, Prescott, and Tucson.

Over half of agencies (n = 53, 53%) reported that they have received training on identifying sex trafficking victims and one out of five agencies (n = 18, 50%) have received training on identifying labor trafficking victims. Twenty-eight percent (n = 28) have received training on screening for sex trafficking and 8% (n = 8) have received training on screening for labor trafficking. Unfortunately, many agencies do not utilize a specific screening tool to identify either sex or labor trafficking victims. Only 10 agencies (10%) reported using a screening tool for sex trafficking and three agencies (3%) reported using a screening tool for labor trafficking.

Agencies were asked what types of services were provided for sex and labor trafficking victims. Out of the 81 agencies (81%) that responded to services provided for victims of sex trafficking in

the past 12 months, over half of victims received advocacy services (58%, n = 47), followed by clothing (n = 40, 49%), crisis intervention (n = 38, 47%), food (n = 38, 47%), transportation (n = 37, 46%), and mental health (n = 33, 41%). Out of the 29 agencies, close to half provided advocacy services (45%, n = 13) followed by mental health services (34%, n = 10), clothing (31%, n = 9), food (31%, n = 9), legal assistance (31%, n = 9), and interpreter/cultural liaison (31%, n = 9) (see Figure 23 for a full list). The average length of service provision varied for both sex and labor trafficking victims, from one day to more than 12 months (see Figure 11 and Figure 24).

When asked about what connections would be helpful to assist in serving sex and labor trafficking victims, ninety (90%) agencies reported on what other organizations or individuals would be helpful for their agency to connect with in order to better serve victims of sex trafficking. Fifty-one percent (n = 46) of respondents identified connecting with advocacy groups, 46% (n = 41) shelters, 46% (n = 41) housing services, 44% (n = 40) victim advocate, 43% (n = 39) health services, and 41% (n = 37) mental health providers (see Figure 12 for a full list). Twenty-three agencies (79%) reported on their agency's collaboration with other agencies on labor trafficking cases. The average number of agency's collaborated with was 1.85 (*SD* = 1.60) with a range from zero to five agencies. Ninety (90%) agencies reported on what other organizations or individuals would be helpful for their agency to connect with in order to better serve victims of labor trafficking. Forty percent (n = 36) of respondents identified connecting with advocacy groups, 36% (n = 32) housing services, 33% (n = 30) shelters, 33% (n = 30) mental health providers, 31% (n = 28) health services, 31% (n = 28) victim advocate, and 30% (n = 27) attorneys (see Figure 25 for a full list).

Ninety agencies (90%) reported on barriers their agency experiences when serving victims of sex trafficking. Fifty-two percent (n = 47) of the agencies reported having a lack of training, 46% (n = 41) lack of funding, 44 percent (n = 40) lack of awareness of other service providers, and 39 percent (n = 35) lack of procedures/protocols. Ninety agencies (90%) reported on what service provision barriers exist for labor trafficking victim service providers. Thirty-seven percent (n = 33) of respondents identified lack of training, and 36 percent (n = 32) lack of awareness of other service providers.

According to agencies who answered questions regarding barriers or fears of sex trafficking clients engaging in services (n = 81, 81%), over half reported that sex trafficking victims expressed having a barrier or fear of engaging in services due to feelings of shame (58%, n = 47), not self-identifying as a victim (58%, n = 47), and having little to no social support (54%, n = 44). Eighteen agencies (62%) reported on barriers or fears their labor trafficking clients have expressed while involved in services. More than three out of four agencies reported their labor trafficking victims reported a lack of knowledge about resources (78%, n = 14), two out of three reported having little to no social support (67%, n = 12), a lack of knowledge about victim's rights (61%, n = 11), and reported feelings of shame (50%, n = 9).

In the United States, 2020 has been a unique and challenging time for social service agencies dealing with the impacts of the coronavirus (COVID-19) pandemic. Many social service agencies have faced unique challenges in providing services to survivors of human trafficking given shutdowns, staffing shortages, social distancing regulations, and a potential loss of funding

due to economic shortfalls. Eighty-eight agencies (87.1%) responded to open ended questions regarding COVID-10 impacts on service provision for human trafficking victims.

Six themes emerged regarding changes to service provision for victims of human trafficking: 1) a decrease in referrals and availability of housing and shelter services, 2) a decrease in capacity to assist in mental health and medical services due to many services being only via Zoom and over telehealth platforms, 3) limited abilities to advocate and conduct outreaches, 4) limited operations by law enforcement and delays in the justice system due to restrictions, 5) lack of volunteer efforts and community engagement due to social distancing guidelines, and 6) service provision changes, such as staff working from home and not being able to use all grant funding.

Four themes emerged regarding how sex trafficking clients are experiencing the pandemic. Clients indicated a greater reluctance to visit offices or enter shelters due to COVID concerns. Clients also indicated many mental health and physical health concerns, such as reduction in resources available, increase in trauma symptoms, feelings of isolation, and increased rates of interpersonal violence. Many clients indicated a loss of income and subsequent ability to pay bills, having food insecurity, and a lack of jobs available. Agencies were also concerned that there is an inability for victims to self-identify or be identified by mandated reporters, due to less contact with victims.

Labor trafficking clients had similar issues like sex trafficking clients, such as isolation and loneliness and the inability to hold jobs. Labor trafficking clients also reported that they were affected by United States Citizenship and Immigration Services delays.

In regard to the best ways to collaborate with other agencies to assist human trafficking victims, many indicated to continue building relationships over virtual meetings (Zoom, email, or phone calls).

In order to build a state-level response to best serving victims of human trafficking, it is recommended that more trainings take place to educate agencies on sex trafficking and labor trafficking that are victim-centered and trauma-informed. It is also recommended that there be a uniform screening protocol for agencies to identify sex and labor trafficking victims. Agencies should continue to develop clinical treatment interventions or other specialized programs for sex and labor trafficking victims. Social policies should be drafted to increase financial support for agencies to serve human trafficking clients, whether it be to provide more services or to hire on more staff to build capacity. Finally, events should be held on a yearly or quarterly basis in a hybrid manner (video conferencing and in-person) to provide trainings, share best practices, and make connections to increase capacity to serve human trafficking victims.

Introduction

Human trafficking, which includes both sex and labor trafficking is a serious problem in every community in the United States. In recent years, the State of Arizona has become increasingly engaged in addressing human trafficking with a steady increase in trafficking-related prosecutions and the development of systems of care for child sex trafficking victims in some counties. Community based trainings for the purpose of awareness, identification and response to victims of human trafficking have been provided to a wide variety of service providers who have direct contact with potential victims. Those receiving trainings include social service providers, clinical therapy providers, case managers, family and child advocacy centers, juvenile and adult probation officers, school administrators and teachers, forensic nurse examiners, medical personnel, and child welfare staff. While these trainings have shown to have a positive impact with more child sex trafficking victims identified by non-law enforcement service providers from 2017 to 2020 in Maricopa County (Roe-Sepowitz et al., 2020), there continue to be gaps in the social service delivery systems for children and adult victims of sex trafficking and labor trafficking in Arizona. Through the administration of a statewide needs assessment survey from October to November 2020, this report focuses on the status of service provision to victims of sex and labor trafficking, identifies gaps in services, and explores training needs of human trafficking victim service providers in Arizona. This report also explores the impacts of coronavirus (COVID-19) on the social service delivery systems and safety of victims of sex and labor trafficking in the State of Arizona.

Methodology

This study was conducted through a survey targeting social service agencies within Arizona that come into contact, or may come into contact, with juvenile or adult sex and/or labor trafficking victims. The social service agency participants were identified through existing provider relationships through the Arizona State University's Office of Sex Trafficking Intervention Research and the State of Arizona Governor's Human Trafficking Council and extensive internet searches. A list of 340 victim service agencies was compiled. Each agency was contacted via email from October 12 to November 30, 2020 to take part in the study. Participants were provided a link to Survey Monkey to take part in the survey. Only one person per a social service agency was contacted to fill out the survey. For respondents that did not fill out the survey, follow-up surveys were sent out a week later and then two weeks later. After the second reminder email, each agency was contacted by phone and the survey was administered by phone. For respondents that began the survey online and did not complete it, follow-up phone calls were made to support completion.

Instrument

The survey was created by the Office of Sex Trafficking Intervention Research team and was reviewed by multiple service providers for accuracy and readability. The survey included 63 questions, with both closed and open-ended questions. Questions included information on agency demographics, such as agency name, number of staff, and their title within the agency. To understand locations where services are provided, agencies were asked to provide zip codes that their agency serves. Specific questions were then asked if they served sex trafficking or labor trafficking victims and then subsequent questions were asked about victims' race, gender, and sexual orientation. Agencies were also asked questions regarding training, screenings, protocols, services provided, and agency needs to better serve human trafficking victims. Such

questions included “has your agency received training on screening for sex trafficking?” and “what services has your agency been able to provide to sex trafficking victims?” Quantitative data was analyzed through SPSS statistical software and qualitative data was theme coded. Survey questions and study methodology were reviewed and approved by the Arizona State University Institutional Review Board.

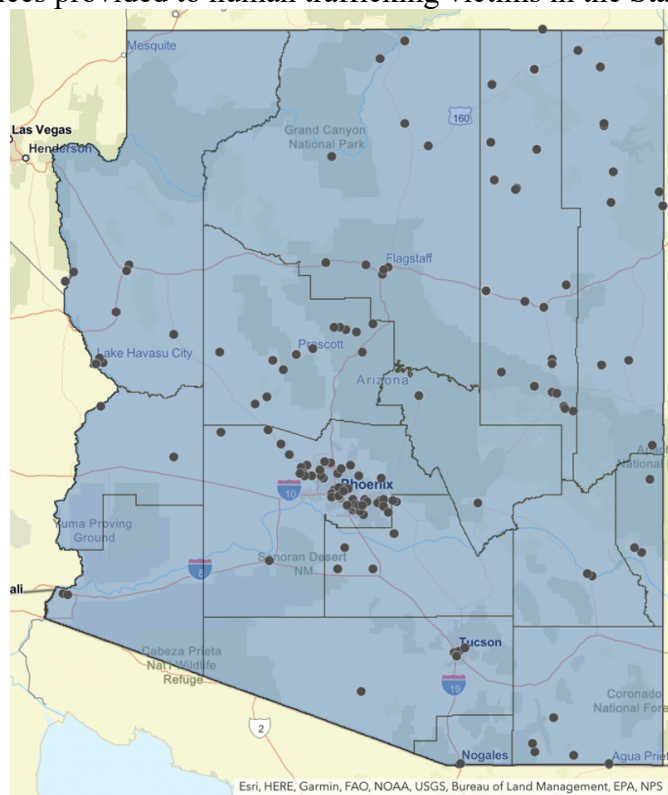
Demographics

A total of 340 agencies were contacted to take the *Human Trafficking in Arizona: Training and Gaps in Services* survey. One hundred agencies responded to the survey (see Appendix A), resulting in a response rate of 29%. Twenty-four agencies responded back via e-mail that they did not want to take part in the survey. Reasons given were that they do not serve victims of human trafficking or were not interested in taking the survey. Three agencies who did not take the survey responded to the email request to complete the survey stated the following:

- “We do not deal with any victims of sex trafficking, only survivors of homicide victims.”
- “We do not see cases of sex trafficking in our shelter for women and children. We have seen a couple of cases at our Community Care Center & Thrift Store in the 17 years we have been operating. Therefore, I do not feel that we can offer any helpful information to your survey.”
- “We do not deal with trafficking victims and are not interested in learning more.”

Agencies that took the survey provide services to all 15 counties within the State of Arizona. As seen within the pin map below, many services are provided within Maricopa County (see Figure 1).

Figure 1. Map of services provided to human trafficking victims in the State of Arizona.



The 100 agencies that completed the survey reported having an average of 75.8 employees ($SD = 156.30$) with a range of 1-1,000 employees. The majority of the respondents were Program Directors ($n = 24, 24\%$) followed by Clinical Directors ($n = 12, 12\%$), Directors ($n = 10, 10\%$), and Victim Rights Advocates ($n = 8, 9\%$) (See Table 1). Ninety percent ($n = 90$) of the participating agencies reported that they provide services to victims of sexual and domestic violence.

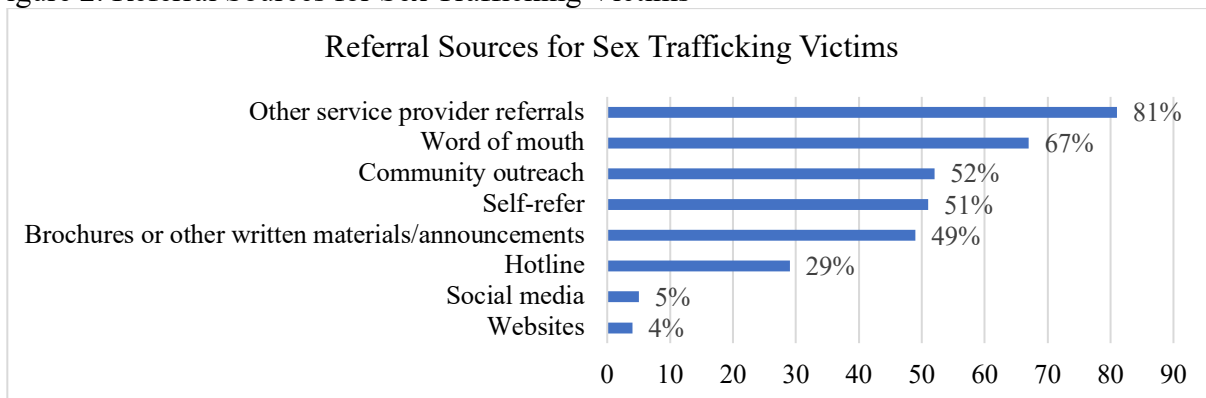
Table 1. Job Titles

Job Titles	N (%)	Job Titles	N (%)
Program Director	24 (24)	Chief Operating Officer	3 (3)
Clinical Director	12 (12)	Assistant Director	1 (1)
Director	10 (10)	Case Manager	1 (1)
Victim Rights Advocate	8 (8)	Crisis Coordinator	1 (1)
Executive Director	7 (7)	Family Physician	1 (1)
Program Manager	7 (7)	Medical Social Worker	1 (1)
Victim Services Coordinator	7 (7)	Minister	1 (1)
Chief Executive Officer	5 (5)	Nurse	1 (1)
Supervisor	5 (5)	Prosecutor	1 (1)
Administrator	3 (3)	Volunteer Coordinator	1 (1)

Sex Trafficking Victim Services (n = 81)

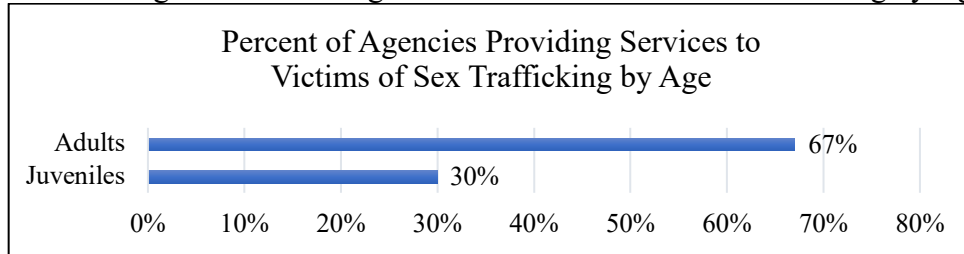
Out of the 100 survey respondents, 81 percent ($n = 81$) of agencies reported that they have the capacity to provide services to victims of sex trafficking. Out of the 81 agencies that responded that they have the capacity to serve victims of sex trafficking, 33 percent ($n = 27$) reported that they have a specialized position or unit to serve victims of sex trafficking. Of the 73 agencies that responded about how victims of sex trafficking learn about their agency, they most often reported that victims are referred to them by other service provider referrals ($n = 59, 81\%$), word of mouth ($n = 49, 67\%$), community outreach ($n = 38, 52\%$), self-refer ($n = 37, 51\%$), and brochures or other written materials ($n = 36, 49\%$). Other referral sources included the national human trafficking hotline ($n = 21, 29\%$), social media ($n = 4, 5\%$), and websites ($n = 3, 4\%$) (see Figure 2).

Figure 2. Referral Sources for Sex Trafficking Victims



Fifty-four (67%) agencies reported serving adult victims in the past 12 months and the number of victims served ranged from one to 228 ($M = 24.76$, $SD = 45.87$) adult victims. Nine agencies were not able to provide data on the number of adult victims served, as they did not track this data. Twenty-four (30%) agencies reported serving juvenile victims in the past 12 months and the number of victims served ranged from one to 126 ($M = 20.95$, $SD = 32.15$) juvenile victims. Four agencies were not able to provide data on the number of juvenile victims served, as they did not track this data. One agency reported that “the number of child sex trafficking victims they served is unknown as any trafficked child is classified under child abuse” (see Figure 3).

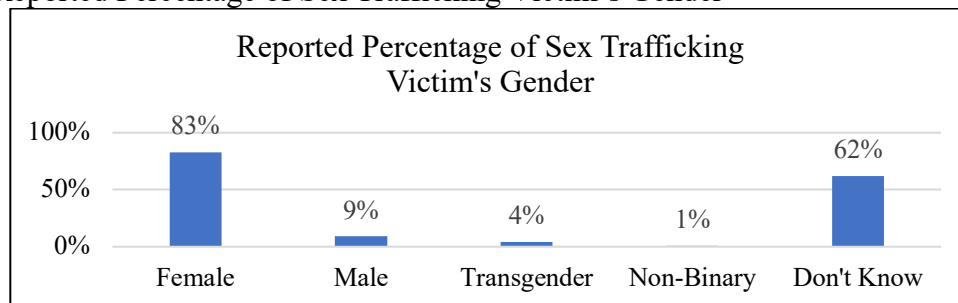
Figure 3. Percent of Agencies Providing Services to Victims of Sex Trafficking by Age



Out of the 54 agencies that served adult victims and 24 agencies that served juvenile victims in the past 12 months, limited data was collected by the agencies on victims’ gender, sexual orientation, and race. These questions asked respondents to provide the percentage of gender, sexual orientation, and race. For example, the gender question asked “what percentage of the sex trafficking victims in the past 12 months identified their gender as: male, female, transgender, non-binary/non-conforming, other, or don’t know (enter percentages as whole numbers, i.e. 20% = 20. Totals add up to 100%).”

Of the 81 agencies responding to the survey reporting that they served sex trafficking victims, 73 agencies (90%) reported on the percentage of the gender of sex trafficking victims and the vast majority were female (83%), followed by male (9%), transgender (4%), and non-binary or non-conforming (1%) (see Figure 4). The average percentage of gender reported as unknown or “don’t know” was 62%, indicating that over half of agencies do not collect or have access to information on gender.

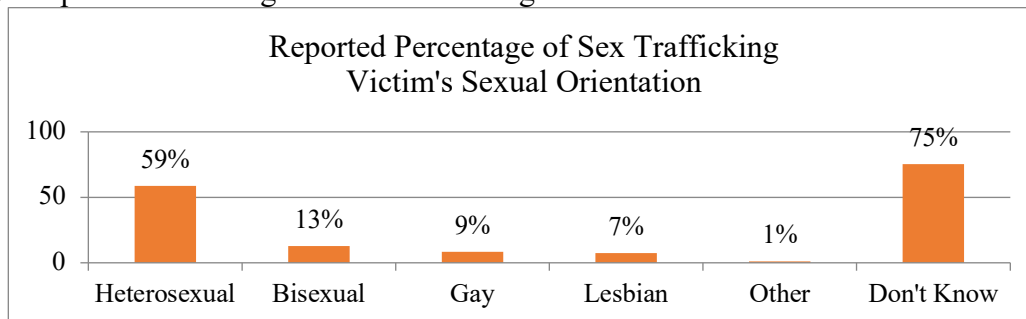
Figure 4. Reported Percentage of Sex Trafficking Victim’s Gender



Seventy-three agencies (90%) out of 81 agencies reported on the average percentage of the sexual orientation of sex trafficking victims and the majority were heterosexual (59%), followed by 13% bisexual, 9% gay, 7% lesbian, and 1% other (see Figure 5). The other (1%) identified

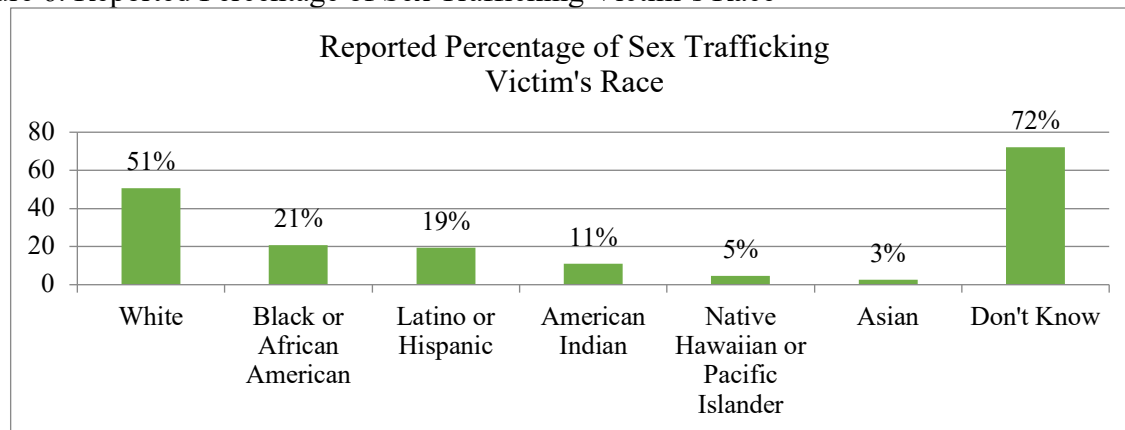
sexual orientation responded as queer. The average percentage of not knowing or “don’t know” the sexual orientation was 75%. One agency reported that “85 juvenile and adult sex trafficking victims won’t discuss sexual orientation until they feel safe to do so to strangers.”

Figure 5. Reported Percentage of Sex Trafficking Victim’s Sexual Orientation



Seventy-three agencies (90%) out of 81 agencies reported on the race of sex trafficking victims and the majority were White (51%), followed by 21% Black or African American, 19% Latino or Hispanic, 11% American Indian, 5% Native Hawaiian or Pacific, and 3% Asian (see Figure 6). An average of 72% of agencies “don’t know” their clients race and reasons why agencies did not report on race is that race data is not collected by their agency.

Figure 6. Reported Percentage of Sex Trafficking Victim’s Race

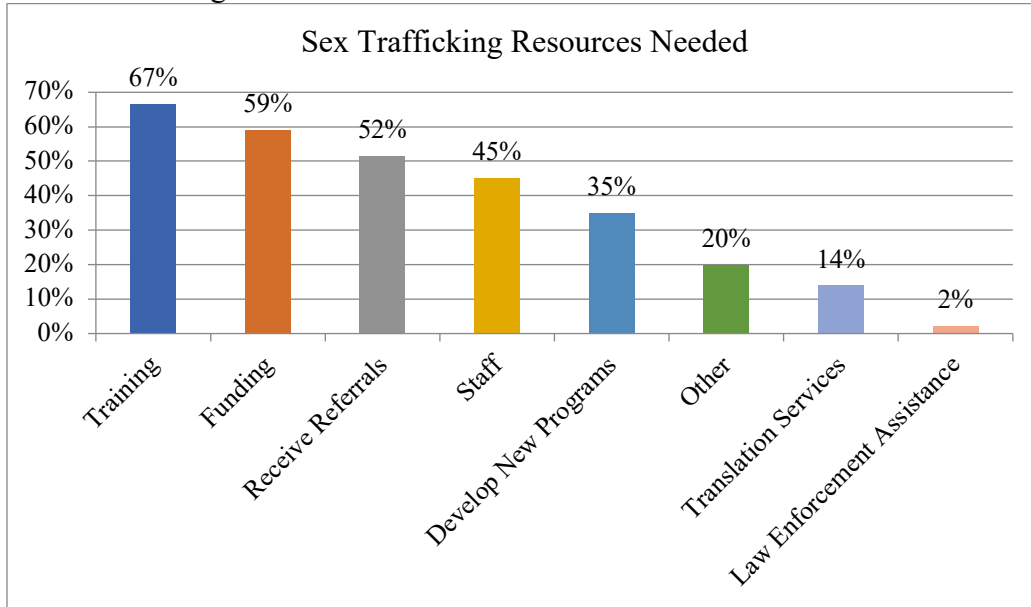


Ninety-two percent of agencies (n = 92) reported that they were able to identify resources their organization needs to be able to serve victims of sex trafficking, including 11 agencies that did not provide direct service to victims of sex trafficking in the past 12 months. Out of the 92 agencies, 67 percent (n = 62) of respondents reported needing training, 59 percent (n = 54) funding, 52 percent (n = 48) receive referrals, 45% (n = 41) staff, 35% (n = 32) develop new programs, 20% (n = 18) other, 14% (n = 13) translation services, and 2 percent (n = 2) law enforcement assistance (see Figure 7). Other responses included:

- “Collaboration with other federal agencies, specific to the reservation.”
- “We've determined that we do not currently have the appropriate therapeutic curriculum to effectively treat victims of sex trafficking.”
- “Support and guidance from a survivor advocate.”

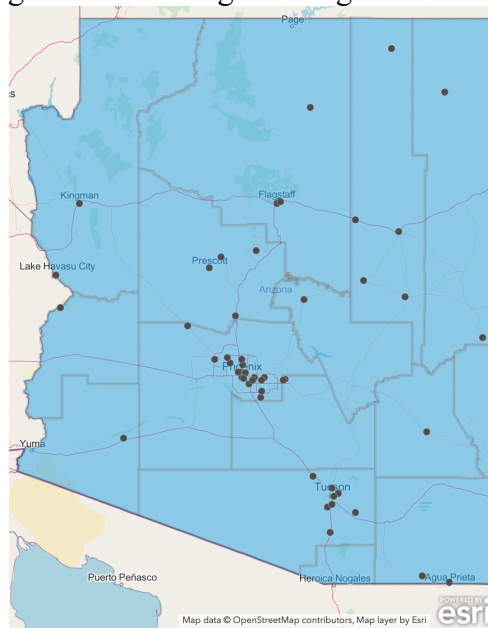
- “Since the SAATURN coalition lost their funding, we are all doing more individual organization grass roots work with this population (not as collaborative, but we still work with each other as needed). In my opinion I would like to see the Mission hire or appoint a point person for this population as we had for 4 years. If someone is appointed, they and other staff need some training, as we lost our expertise to retirement.”

Figure 7. Sex Trafficking Resources Needed



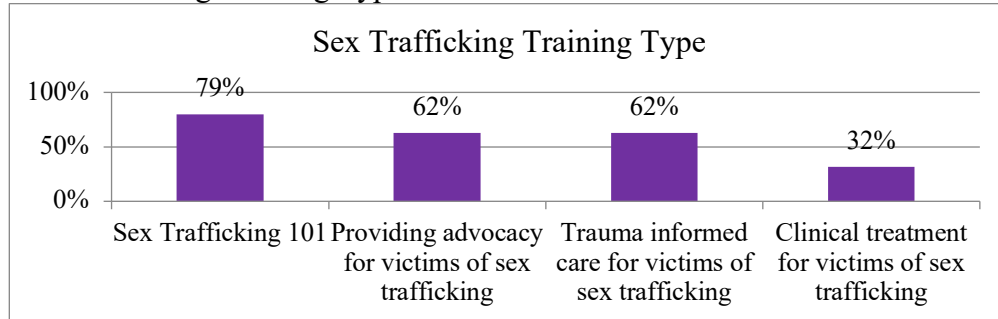
Of the 62 agencies that reported needing sex trafficking training, the agencies are located within various counties throughout the State of Arizona. There are four locations with the most requests, including Flagstaff, Phoenix, Prescott, and Tucson (see Figure 8).

Figure 8. Agencies Requesting Sex Trafficking Training



Over half of agencies (n = 53, 53%) reported they have received training on identifying sex trafficking victims. Respondents also provided what agency or individual provided the training on identifying sex trafficking victims (See Appendix B). When asked what type of training, 79 percent (n = 42) identified taking a Sex Trafficking 101 class, 62 percent (n = 33) providing advocacy for victims of sex trafficking, 62 percent (n = 33) trauma informed care for victims of sex trafficking, and 32 percent (n = 17) clinical treatment of victims of sex trafficking (see Figure 9).

Figure 9. Sex Trafficking Training Type



Twenty-eight percent (n = 28) of agencies reported that they have received training on screening for sex trafficking. Out of the 28 (28%) agencies who answered regarding using a specific screening tool used by their agency, only 36% (n = 10) responded that they use a specific screening tool. Out of the ten agencies that reported screening tools, answers included:

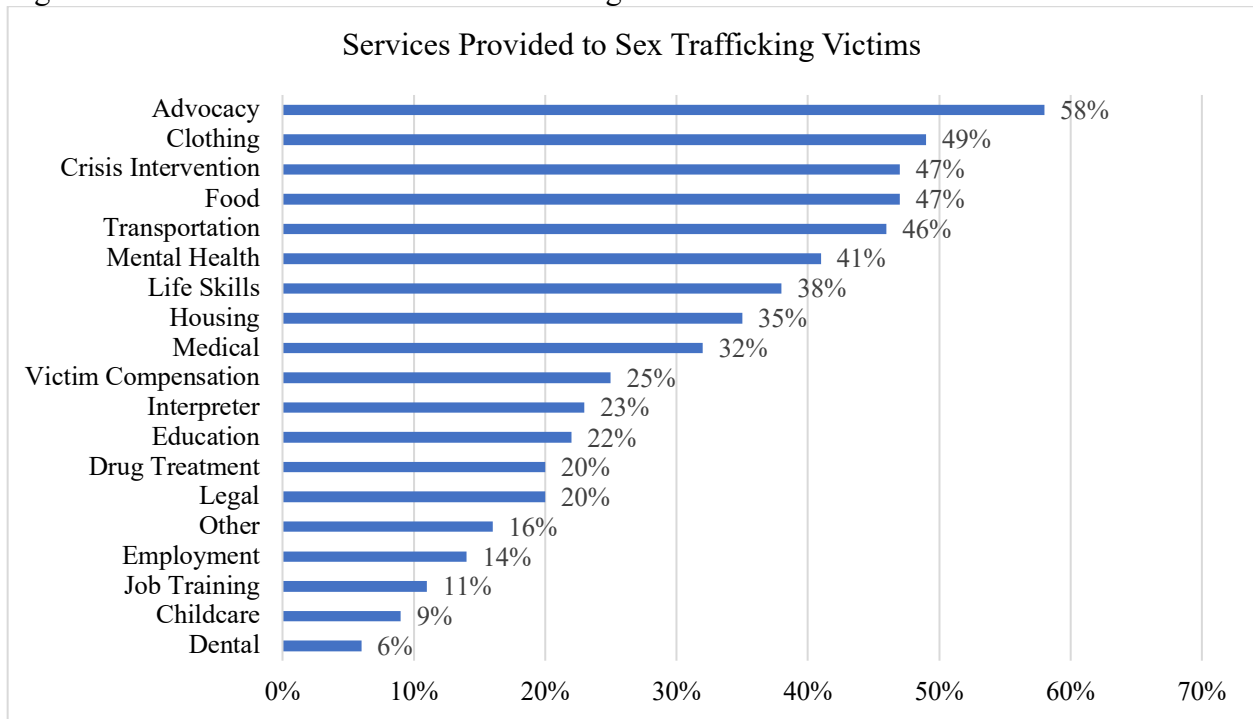
- Commercial Sexual Exploitation – Identification Tool (CSE-IT)
- Intake Process
- International Rescue Committee (IRC) tool
- Life History Survey
- SAATURN Questionnaire
- Self-developed screening tool
- The Washington State tool.

Out of the 92 agencies that reported on if they had received training on responding to sex trafficking, 37 percent (n = 34) responded “yes.” Out of the 34 agencies that reported on if they have a protocol in place for responding, 50 percent (n = 17) have a protocol in place for responding. A handful of agencies reported on their protocol and answers included:

- Safety Protocols for youth in shelter programs, referral services, and case management protocols.
- Mercy Care collaborative process.
- Report to clinical supervisor and alert caregiver/guardian to safety plan. Call DCS/Police/Incident Reporting protocols, alert Mercy Care, and assign appropriate clinical staff to case.
- Written into the policy and procedures. Patrol is educated on identifying the signs of sex trafficking. SVU is notified and Detectives and Crisis Intervention work together to build and provide rapport, trust building, interview and resources.

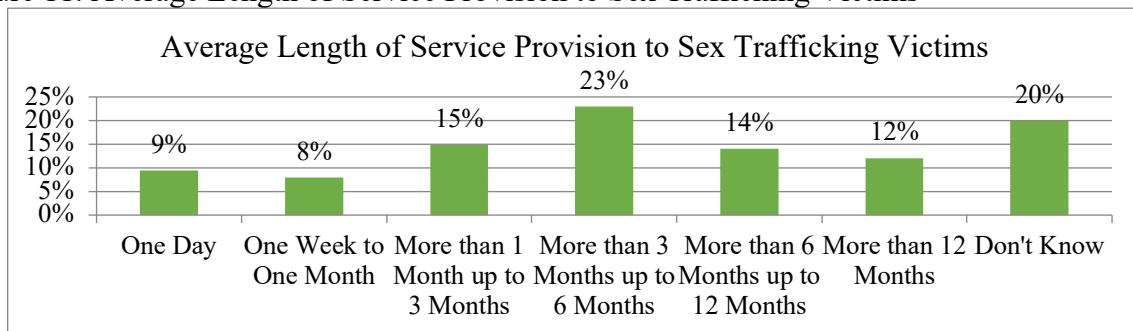
There are a number of services provided to victims of sex trafficking within the State of Arizona reported by the participants. Out of the 81 agencies (81%) that responded to services provided for victims of sex trafficking in the past 12 months, over half of victims received advocacy services (n = 47, 58%), followed by clothing (n = 40, 49%), crisis intervention (n = 38, 47%), food (n = 38, 47%), transportation (n = 37, 46%), mental health (n = 33, 41%), life skills (n = 31, 38%), housing (n = 28, 35%), medical (n = 26, 32%), victim compensation (n = 20, 25%), interpreter (n = 19, 23%), education (n = 18, 22%), drug treatment (n = 16, 20%), legal (n = 16, 20%), other (n = 13, 16%), employment (n = 11, 14%), job training (n = 9, 11%), childcare (n = 7, 9%), and dental services (n = 5, 6%) (see Figure 10).

Figure 10. Services Provided to Sex Trafficking Victims



The average length of service provision varied from providing services from one month to more than 12 months (see Figure 11).

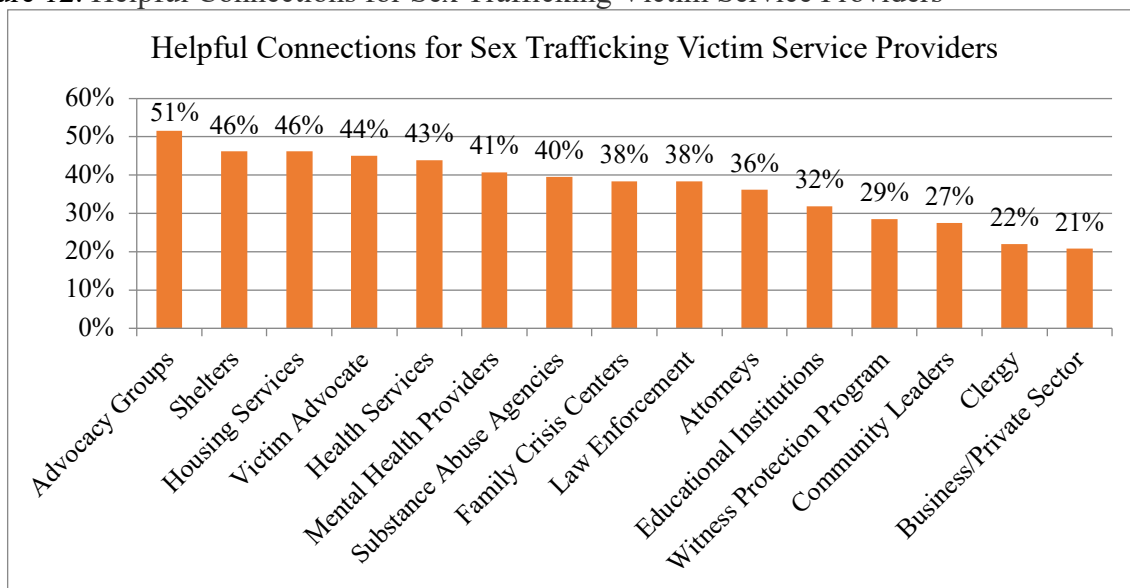
Figure 11. Average Length of Service Provision to Sex Trafficking Victims



Seventy-three agencies reported on their collaboration with other sex trafficking cases. The average number of agencies they reported collaborating with was 3.5 ($SD = 3.3$) with a range from zero to 19 agencies. Some agencies reported they work with various and many organizations, but no quantifiable amount was provided.

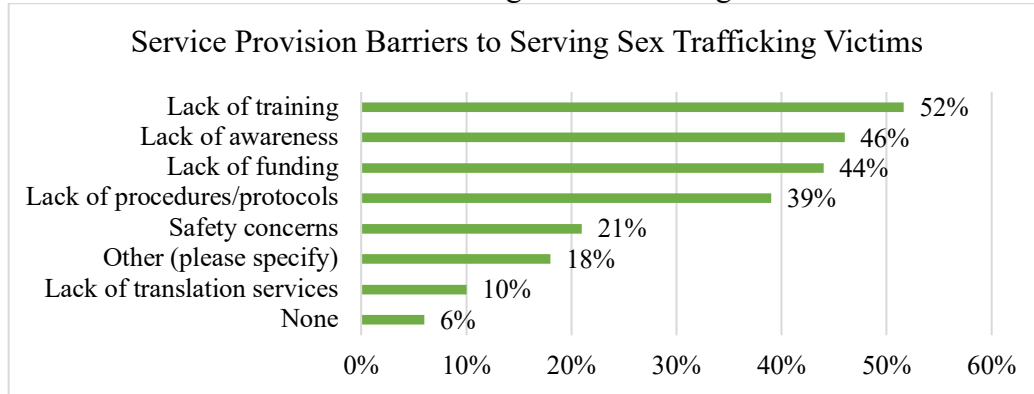
Ninety (90%) agencies reported on what other organizations or individuals would be helpful for their agency to connect with in order to begin to serve or better serve victims of sex trafficking. Fifty-one percent ($n = 46$) of respondents identified it would be helpful to connect with advocacy groups, 46 percent ($n = 41$) shelters, 46 percent ($n = 41$) housing services, 44 percent ($n = 40$) victim advocate, 43 percent ($n = 39$) health services, and 41 percent ($n = 37$) mental health providers. See Figure 12 for a full list of helpful connections for sex trafficking victim service providers.

Figure 12. Helpful Connections for Sex Trafficking Victim Service Providers



Ninety agencies (90%) reported on barriers their agency experiences when serving victims of sex trafficking. Fifty-two percent ($n = 47$) of agencies reported having a lack of training, 46 percent ($n = 41$) lack of funding, 44 percent ($n = 40$) lack of awareness of other service providers, 39 percent ($n = 35$) lack of procedures/protocols, 21 percent ($n = 19$) safety concerns, 18 percent ($n = 16$) Other, and 10 percent ($n = 8$) lack of translation services, and 6 percent ($n = 5$) no barriers or none (see Figure 13).

Figure 13. Service Provision Barriers to Serving Sex Trafficking Victims

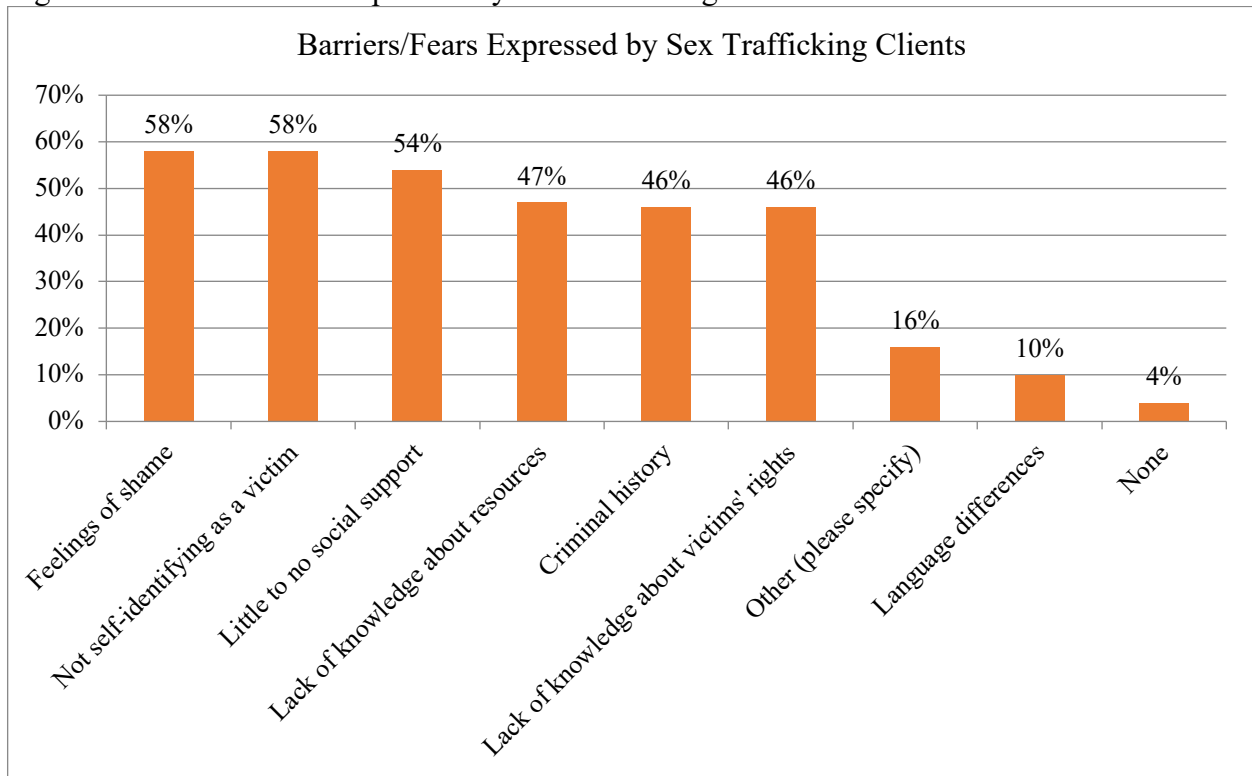


Other responses to service provision barriers to serving sex trafficking victims included:

- Placements for minor victims that are NOT in DCS custody
- Resources in general – rural area, lack of daycare providers
- Need for more agencies serving victims of human trafficking
- Lack of law enforcement to certify U-Visas
- Lack of transportation, affordable housing, deaf connection community
- Lack of survivors engaging in services
- Transitional housing, safe discharge provisions
- Not enough programs to assist ST victims. Not enough programs that offer enough incentives to leave the life behind. Lack of follow through. Lack of housing. A lot of programs do not answer their phones after 5pm
- After hours services for housing/shelter services

According to agencies who answered questions regarding barriers or fears of sex trafficking clients engaging in services (n = 81, 81%), over half of sex trafficking victims expressed having a barrier or fear of engaging in services due to feelings of shame (58%, n = 47), not self-identifying as a victim (58%, n = 47), and having little to no social support (54%, n = 44). Other responses included having a lack of knowledge about resources (47%, n = 38), criminal history (46%, n = 37), lack of knowledge about victim's rights (46%, n = 37), other (16%, n = 13), language differences (10%, n = 8), and none (4%, n = 3) (see Figure 14).

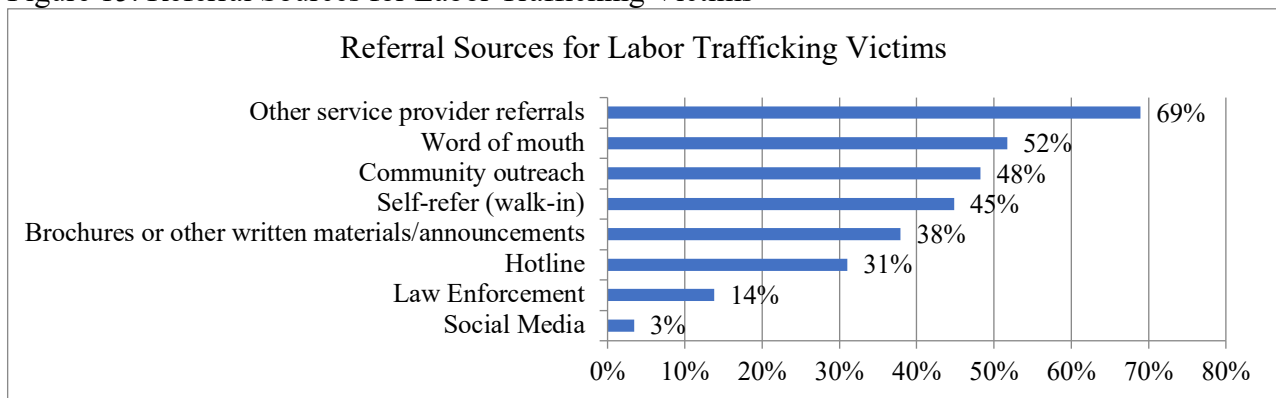
Figure 14. Barriers/Fears Expressed by Sex Trafficking Clients



Labor Trafficking Victim Services (n = 29)

Out of the 100 agency survey respondents, 29 percent (n = 29) of agencies provide services to victims of labor trafficking. Out of the 29 agencies that serve victims of labor trafficking, 21 percent (n = 6) have a specialized position or unit to serve victims of labor trafficking. Out of the 29 agencies that answered about how victims of labor trafficking learn about their agency, most often victims are referred to them by other service provider referrals (n = 20, 69%), and word of mouth (n = 15, 52%) followed by community outreach (n = 14, 48%), self-refer (walk-in) (n = 13, 45%), brochures or other written materials/announcements (n = 11, 38%), the national human trafficking hotline (n = 9, 31%), law enforcement (n = 4, 14%), and social media (n = 1, 3%) (see Figure 15).

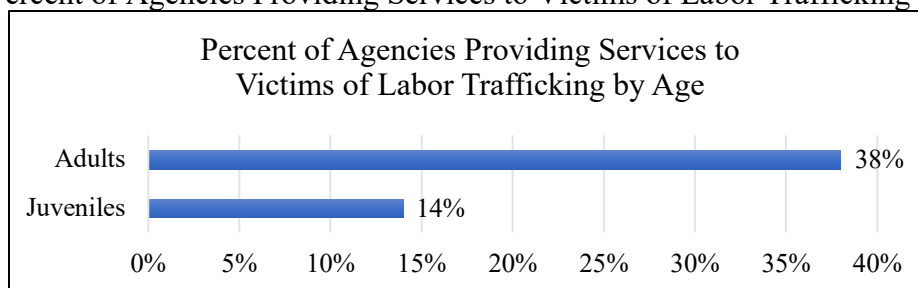
Figure 15. Referral Sources for Labor Trafficking Victims



Out of 29 participants who responded to the question, four (14%) agencies indicated they have provided services to juvenile victims of labor trafficking in the past 12 months. Only two (7%) agencies were able to provide the number of juvenile victims of labor trafficking served. For the two agencies that did provide assistance for juvenile victims, the number of victims served ranged from 1-2 juvenile victims.

Out of 29 participants who responded to the question, 11 (38%) agencies indicated that they have provided services to adult victims of labor trafficking in the past 12 months. Only seven (24%) were able to provide the number of adult victims of labor trafficking served. For the 11 agencies that did provide assistance for adult victims, the number of victims served ranged from 1-34 adult victims (see Figure 16).

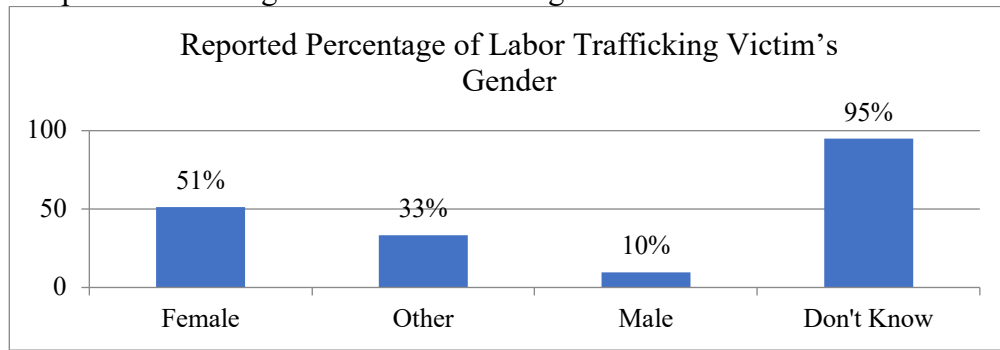
Figure 16. Percent of Agencies Providing Services to Victims of Labor Trafficking by Age



Out of the seven agencies that serve adult victims of labor trafficking and two agencies that served juvenile victims labor trafficking, data was collected on victim’s gender, sexual orientation, and race. These questions asked respondents to provide the percentage of their clients’ gender, sexual orientation, and race. For example, the gender question asked “what percentage of the labor trafficking victims in the past 12 months identified their gender as: male, female, transgender, non-binary/non-conforming, other, or don’t know (enter percentages as whole numbers, i.e., 20% = 20. Total will add up to 100.).”

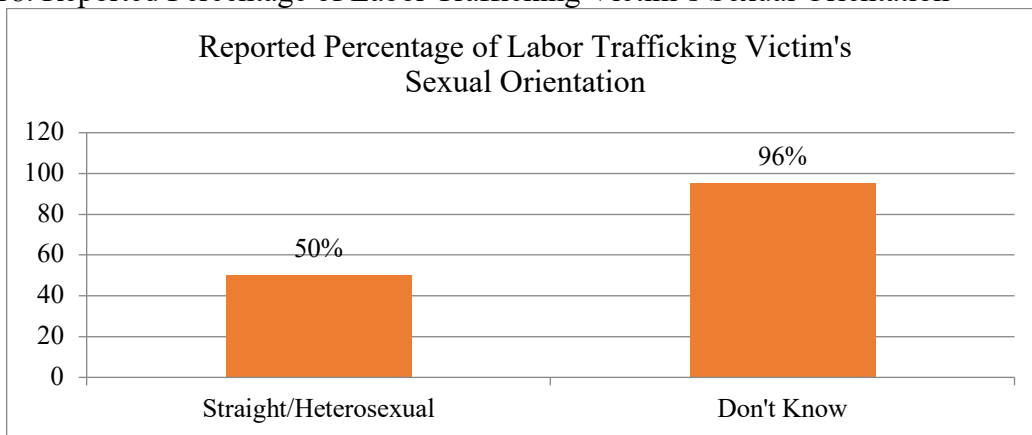
The average percentage of the gender of labor trafficking victims was reported and the majority the average gender of victim’s served, half identified as female (51%), one out of every three (33%) as other and 10 percent as male (see Figure 17). A large average percentage of gender reported was unknown (95%). Reasons agencies who serve labor trafficking victims did not report on gender is that they have not served labor trafficking victims within the past 12 months or gender data is not collected by their agency.

Figure 17. Reported Percentage of Labor Trafficking Victim's Gender



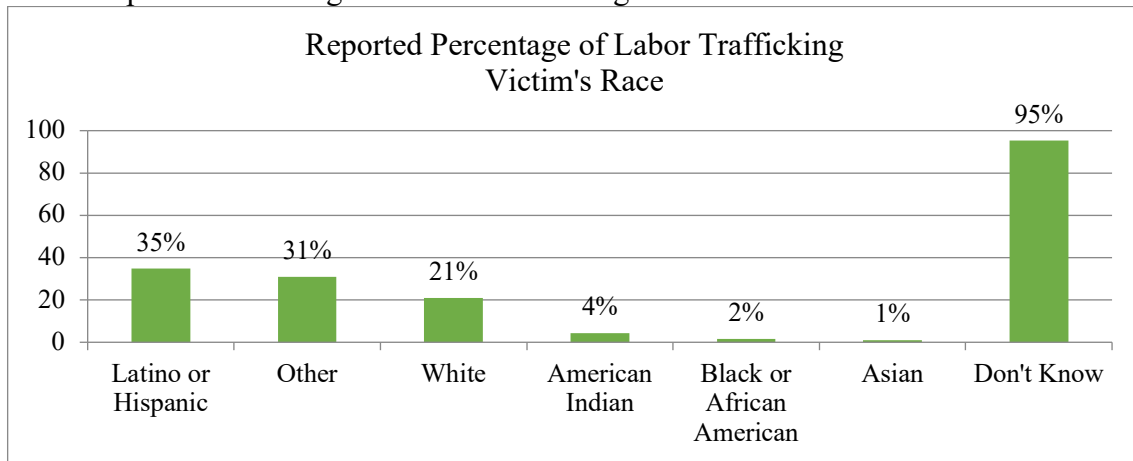
The reported percentage of identified sexual orientation of labor trafficking victims were 50% heterosexual. In many cases, agencies did not know the sexual orientation of labor trafficking victims (96%) (see Figure 18). Some of the reasons why agencies did not report on sexual orientation is that they have not served sex trafficking victims within the past 12 months or sexual orientation data is not collected by their agency.

Figure 18. Reported Percentage of Labor Trafficking Victim's Sexual Orientation



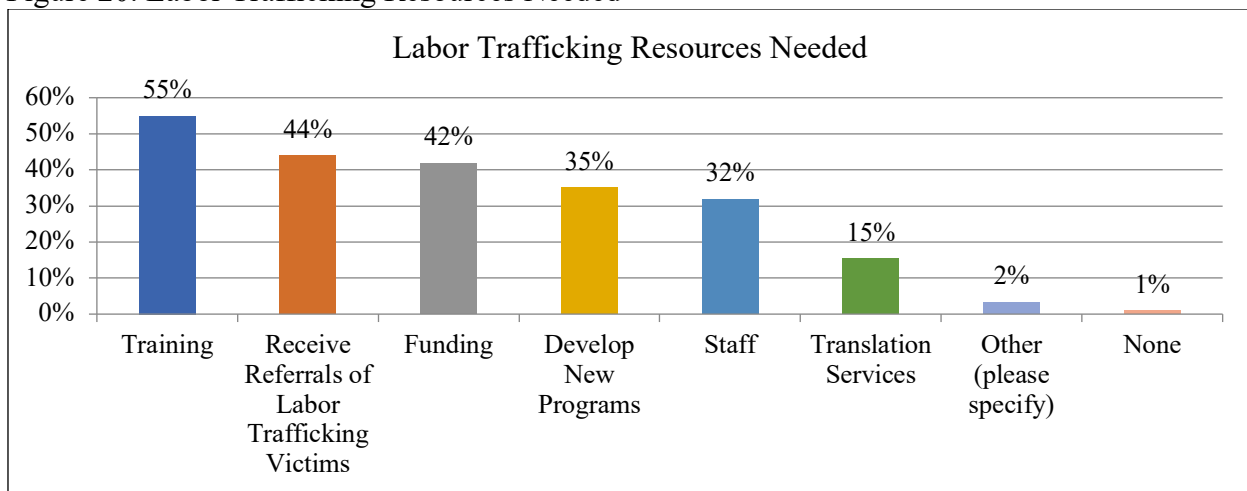
The reported percentage of identified race of labor trafficking victims were 35 percent Latino or Hispanic, 31 percent Other, 21 percent White, 4 percent American Indian, 2 percent Black, and 1 percent Asian (see Figure 18). In many cases, agencies did not know the sexual orientation of labor trafficking victims (95%) (see Figure 19). Some of the reasons why agencies did not report on race is that they have not served labor trafficking victims within the past 12 months or race data is not collected by their agency.

Figure 19. Reported Percentage of Labor Trafficking Victim's Race



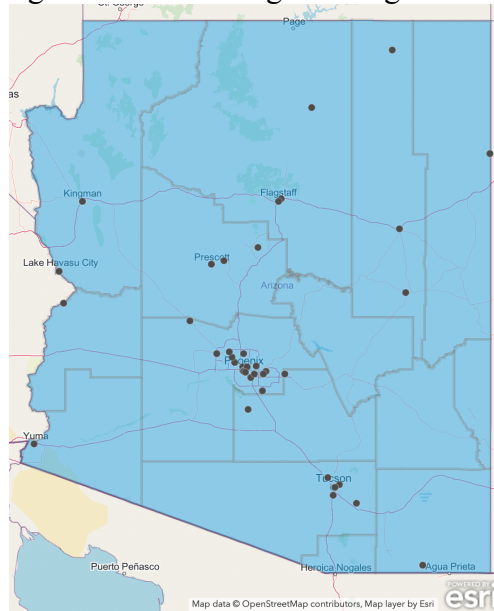
Ninety-one percent of agencies (n = 91) were able to identify resources their organization need to be able to serve victims of labor trafficking (see Figure 20). Over half of respondents (55%, n = 50) reported needing training, 44 percent (n = 40) receive referrals, 42 percent (n = 38) funding, 35 percent (n = 32) develop new programs, 32 percent (n = 35%) staff, 15 percent (n = 14) translation services, 2 percent (n = 2) Other, and 1 percent (n = 1) None. Other responses included knowing laws, safety (legal docs), and more about labor trafficking resources.

Figure 20. Labor Trafficking Resources Needed



Of the 50 agencies that reported needing labor trafficking training, the agencies are located within various counties throughout the State of Arizona. There are four locations with the most requests, including Flagstaff, Phoenix, Prescott, and Tucson (see Figure 21).

Figure 21. Agencies Requesting Labor Trafficking Training

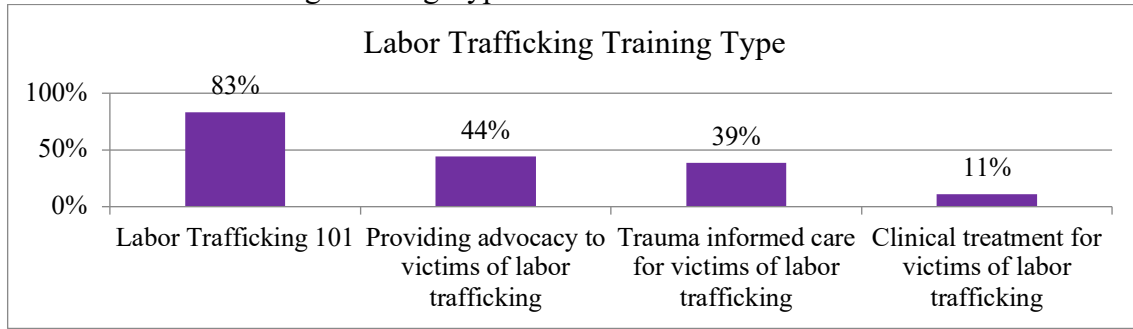


Out of the 91 respondents (91%) to this question, only one out of five agencies (20%, n = 18) reported they have received training on identifying labor trafficking victims. Respondents also provided what agency or individual provided the training (See Appendix C). When asked what type of training, 83 percent (n = 15) identified taking a Labor Trafficking 101, 44 percent (n = 8) providing advocacy for victims of labor trafficking, 39 percent (n = 7) trauma informed care for victims of labor trafficking, and 11percent (n = 2) clinical treatment of victims of labor trafficking (see Figure 22). Eight percent (n = 8) of agencies have received training on screening for labor trafficking. Out of the eight agencies who answered regarding using a specific screening tool used by their agency, three (38%) agencies reported using a specific screening tool. Out of the three agencies that reported screening tools, answers included:

- Client Assessment
- International Rescue Committee (IRC) created a specific tool
- Youth Experiences Survey

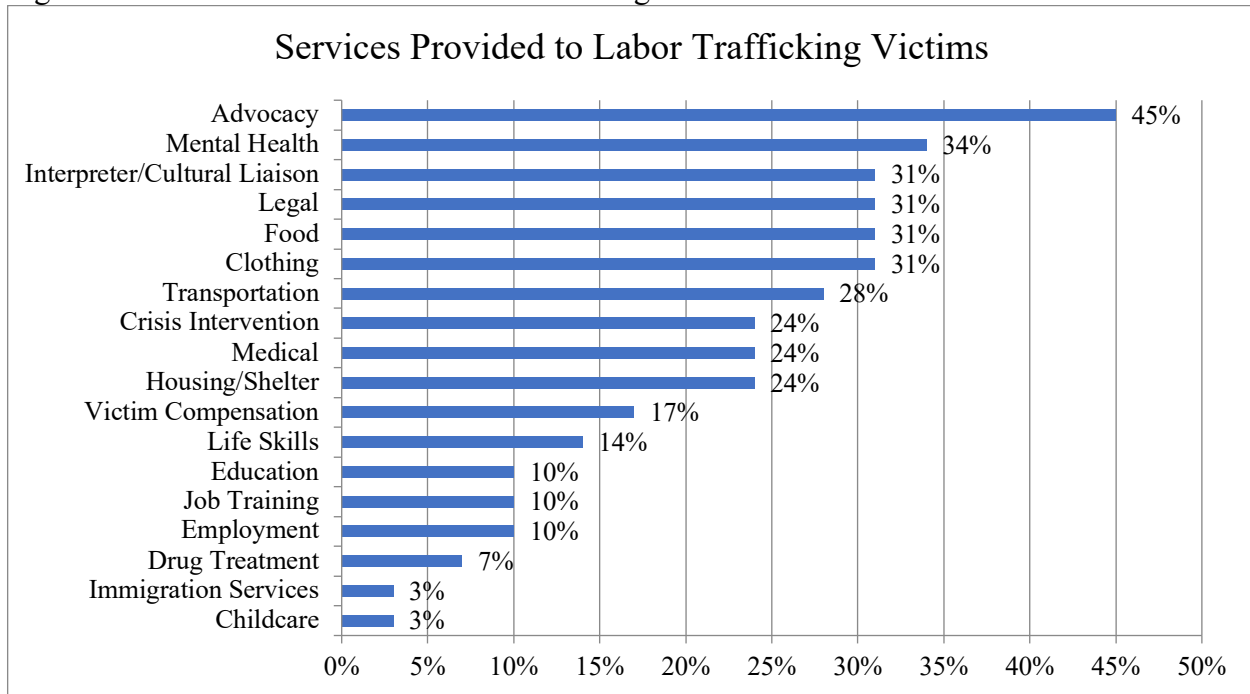
Eight agencies (8%) responded that they have received training on responding to labor trafficking. Out of the eight agencies that reported on if they have a protocol in place for responding, 50 percent (n = 4) have a protocol in place for responding. No agency provided insight into their protocol.

Figure 22. Labor Trafficking Training Type



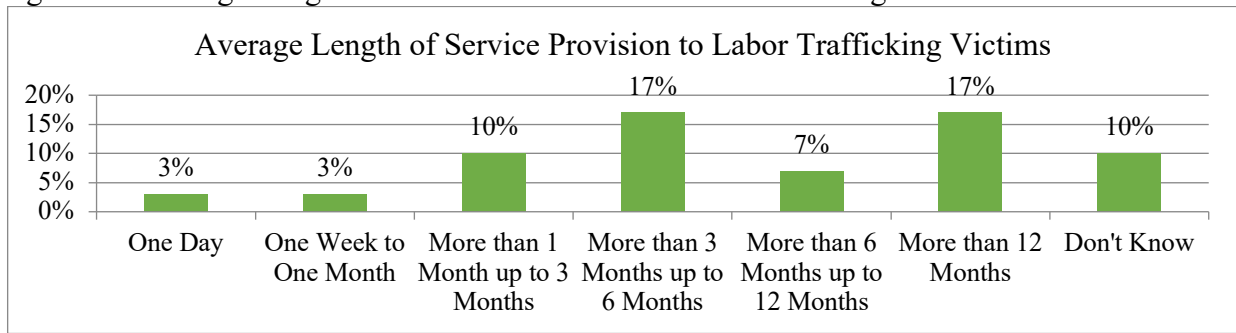
Many services are provided to victims of labor trafficking victims within the State of Arizona. Out of the 29 agencies, close to half provided advocacy services (45%, n = 13) followed by mental health services (34%, n = 10), clothing (31%, n = 9), food (31%, n = 9), legal assistance (31%, n = 9), interpreter/cultural liaison (31%, n = 9), transportation (28%, n = 8), housing/shelter (24%, n = 7), medical (24%, n = 7), crisis intervention (24%, n = 7), victim compensation (17%, n = 5), life skills (14%, n = 4), employment (10%, n = 3), job training (10%, n = 3), education (10%, n = 3), drug treatment (7%, n = 2), childcare (3%, n = 1), and immigration services (3%, n = 1) (see Figure 23).

Figure 23. Services Provided to Labor Trafficking Victims



The average length of service provision varied from one day to more than 12 months (see Figure 24).

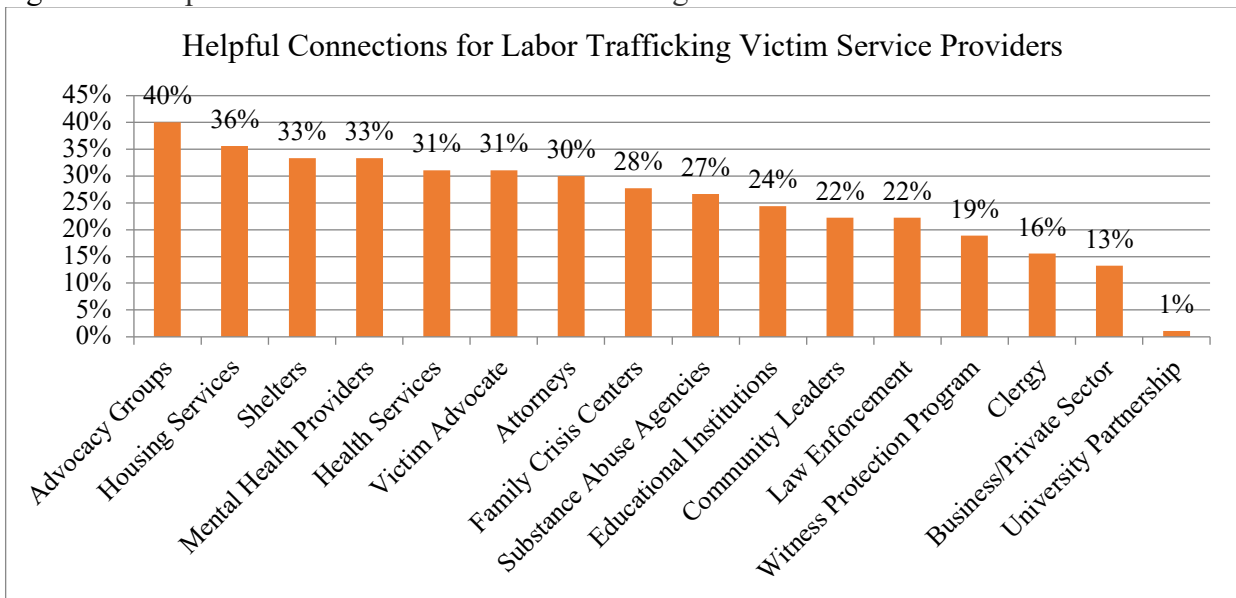
Figure 24. Average Length of Service Provision to Labor Trafficking Victims



Twenty-three agencies (79%) reported on their agency's collaboration with other agencies on labor trafficking cases. The average number of agency's collaborated with was 1.85 ($SD = 1.60$) with a range from zero to five agencies.

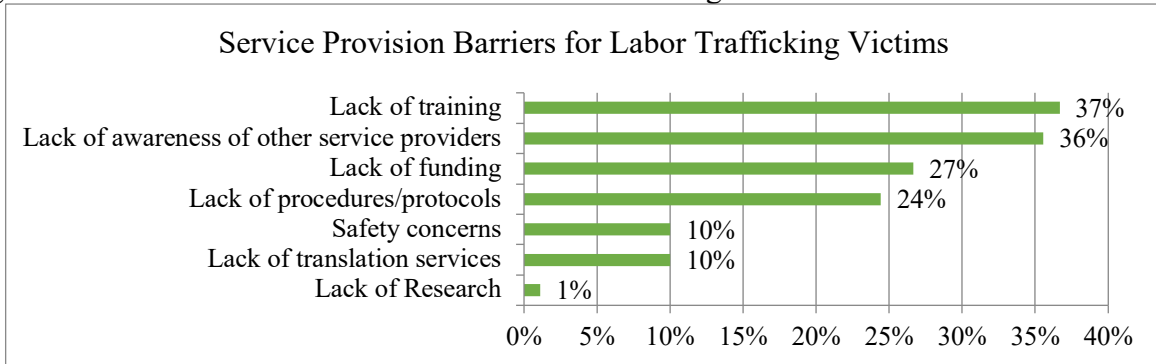
Ninety (90%) agencies reported on what other organizations or individuals would be helpful for their agency to connect with in order to better serve victims of labor trafficking. Forty percent ($n = 36$) of respondents identified connecting with advocacy groups, 36 percent ($n = 32$) housing services, 33 percent ($n = 30$) shelters, 33 percent ($n = 30$) mental health providers, 31 percent ($n = 28$) health services, 31 percent ($n = 28$) victim advocate, and 30 percent ($n = 27$) attorneys.

Figure 25. Helpful Connections for Labor Trafficking Victim Service Providers



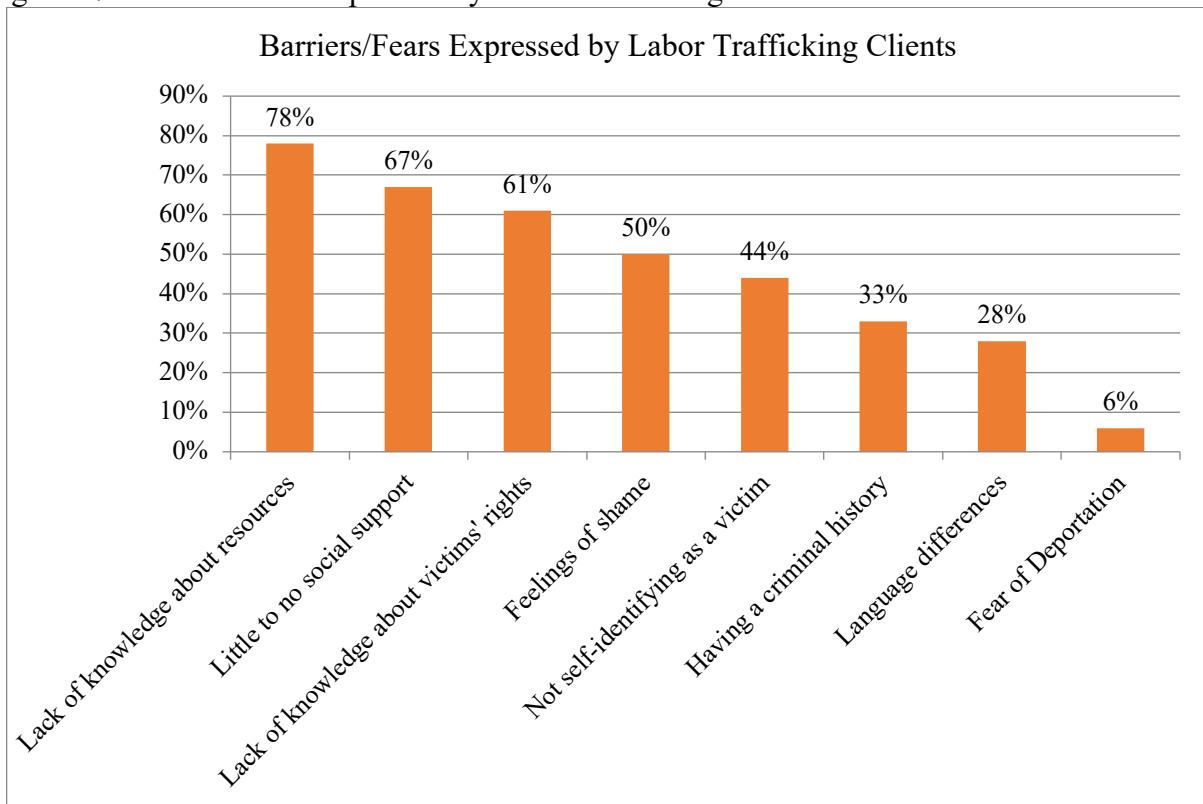
Ninety agencies (90%) reported on what service provision barriers exist for labor trafficking victim service providers. Thirty-seven percent ($n = 33$) of respondents identified lack of training, 36 percent ($n = 32$) lack of awareness of other service providers, 27 percent ($n = 24$) lack of funding, 24 percent ($n = 22$) lack of procedures/protocols, 10 percent ($n = 9$) lack of translation services, 10 percent ($n = 9$) safety concerns, and 1 percent ($n = 1$) lack of research on labor trafficking (see Figure 26).

Figure 26. Service Provision Barriers for Labor Trafficking Victims



Eighteen agencies (62%) reported on barriers or fears their labor trafficking clients have while involved in services. According to agencies who answered questions regarding barriers or fears of labor trafficking clients engaging in services, over three out of every four reported a lack of knowledge about resources (78%, n = 14), two out of three having little to no social support (67%, n = 12), a lack of knowledge about victim’s rights (61%, n = 11), feelings of shame (50%, n = 9), not self-identifying as a victim (44%, n = 8), language differences (28%, n = 6), having a criminal history (33%, n = 5), and 6% fear of deportation (n = 1) (see Figure 27).

Figure 27. Barriers/Fears Expressed by Labor Trafficking Clients



COVID-19 Impacts on Service Provision for Human Trafficking Victims

In the United States, 2020 has been a unique and challenging time for social service agencies dealing with the impacts of the coronavirus (COVID-19) pandemic. Many social service agencies have faced unique challenges in providing services to survivors of human trafficking given shutdowns, staffing shortages, social distancing regulations, and a potential loss of funding due to economic shortfalls. Eighty-eight agencies (87.1%) responded to open ended questions regarding COVID-19 impacts on service provision for human trafficking victims and data was coded. Regarding the current pandemic/coronavirus/COVID-19, the open-ended questions were posed regarding a change in service provision for victims of human trafficking, how sex trafficking and labor trafficking clients are experiencing the pandemic, and what are the best ways to collaborate with other agencies to assist human trafficking victims during a pandemic.

Changes to Service Provision for Victims of Human Trafficking

The following are statements from service providers (by type) regarding how COVID-19 impacted their service provision.

1) Housing and Shelter Services

- Overall referrals are down. We are concerned that this group of victims are not being identified. Not as many victims and survivors coming to shelters due to fears of contracting the virus
- Had to shut down intakes, increased difficulty with discharge follow up services
- Limited intakes for a period due to quarantine issues
- Patients seeking residential treatment must undergo quarantine with our organization prior to entering residential services. We do more services online than face-to-face
- More intense medical screenings prior to admission
- Increase in safety precautions and admission criteria

2) Mental Health and Medical Services

- More intense medical screenings prior to admission
- Lack of volume in Emergency Room and Clinics. Patients in the clinic are having virtual visits
- Many, if not all, services are virtual and provided over telehealth platforms and Zoom
- Phone and Zoom have replaced in-person meetings
- As services are being delivered virtually, there are concerns about protection and confidentiality issues for families and children
- Staff working from home
- We had a hard time providing classes for our victims, and funding for activities to keep them busy
- Use of tracked mail delivery to facilitate applications and signatures
- Our staff are sometimes having to work remotely due to COVID concerns, and it has been hard to engage our clients by phone and telehealth. Our group programs were suspended for a while due to COVID and we lost engagement with some of our clients

due to canceling their groups. We have resumed now but engagement is not quite the same in COVID era

3) *Advocacy and Outreach Efforts*

- Doing most advocacy by phone, as our offices are shut down
- Loss of relationship building and 1:1 support
- Limit in the number of clients served
- Unfortunately, our advocate position that serves victims of human trafficking has been vacant. We were in the process of filling this position when COVID hit and we were placed on a hiring freeze
- Inability to conduct in-person outreach
- Outreach efforts not as successful as before COVID

4) *Law Enforcement and Justice System*

- Not being able to have operations to identify victims and those who are paying to have sex with juvenile victims
- None other than wearing a mask. We are housed within a police agency, so all services are continued to be provided 24/7
- Attendance in court is limited due to the virus. All other services are still being provided
- Delays in pending court cases due to restrictions

5) *Volunteer Services and Community Engagement*

- Ceased services and volunteering efforts
- Lack of community involvement
- Lack of fundraising efforts and funding due to social distancing guidelines and therefore preventing trainings and speaking engagements in-person
- Supporters cancelled events scheduled out of safety reasons

6) *Service Provision Changes*

- Due to a change in service provision, social service agencies are not able to utilize all grant funds
- Staff working from home

How Sex Trafficking Clients are experiencing the Pandemic

The following are statements from service providers (by type) regarding how COVID-19 impacted their clients.

1) *Engagement in Social Services*

- Cases seen were participating in online school and became runaways due to difficult relationships at home. While in runaway status, they either continued to be trafficked or became trafficked for the first time
- Greater reluctance to visit agency offices
- Many do not want to enter shelters due to COVID concerns
- Some are anxious and afraid and do not want to engage in any in person services. Some appear relatively unaffected and unconcerned

2) Mental and Physical Health Concerns

- Reduction in resources available for mental and physical health issues
- Increase in trauma symptoms due to the pandemic
- The stress, decreased social contact and increased contact with their abusers is having a noticeable effect on victims
- Feelings of isolation, loneliness, and a struggle to stay connect to their supports particularly for sobriety
- Missing the lack of social support and togetherness
- Increased rates of interpersonal violence
- They are at higher risk of complications associated with AIDS, STDS, and other respiratory and stress related illnesses
- Difficult home relationships are exacerbated by extended amounts of time at home which causes many youths to run away, putting them in a prime position to be trafficked

3) Financial Issues

- Loss of income and subsequent ability to pay bills, including rent and utilities
- Food insecurity
- Many victims and survivors want to or going back to the life, because they lost their jobs
- Lack of jobs available when looking for gainful employment
- Some have experienced financial hardships due to losing their jobs: for example, one lost her job at a restaurant, one survivor (for health reasons) quit her job due to working with high-risk clients, and another lost her job in the gig economy
- It has been a struggle for some not to return to the way they know how to earn quick money

4) Inability to self-identify or be identified by mandated reporters

- Victims inability to report, especially children that do not have access to mandated reporters (teachers, counselors, clergy)
- Less interaction with other people who may report suspicious activities/concerns

How Labor Trafficking Victims are experiencing the Pandemic

The following are statements from service providers (by type) regarding how COVID-19 impacted their labor trafficking clients.

- Similar issues to sex trafficking victims
- Affected by United States Citizenship and Immigration Services (USCIS) delays
- Less interaction with people who may report suspicious activities or concerns
- Many have lost under the table jobs they had before the pandemic
- Feelings of isolation and loneliness

Best Ways to Collaborate with Other Agencies to Assist Human Trafficking Victims

- Utilizing Zoom, Email, and Phone communication

- Collaboration for service planning and virtual meetings
- Continued coordination of services through telehealth and Zoom to meet, as many agencies have computers or iPads for clients to use for meetings
- Ensuring victims are made aware of services available via virtual platforms - for us this means advertising the availability of telehealth services if in-person visits are not available (or not appropriate)
- Remotely via zoom. Another way we could collaborate with other agencies is to ask them to participate in the Starfish planning process and ask for them to refer survivors who would like to have a mentor or become a mentor

Recommendations

This needs assessment survey took place in October and November 2020. This study highlights the importance of developing strong partnerships to improve human trafficking survivors' services in the State of Arizona and during a global crisis. Findings indicate a sustained need for awareness building on sex trafficking and labor trafficking and training, specifically for rural communities. Agencies were able to report their needs for sex and labor trafficking trainings and the majority of these requests were found in Flagstaff, Phoenix, Prescott, and Tucson. This survey helped to establish which agencies are providing services, or are capable of providing services to sex trafficking and labor trafficking victims around Arizona and this information can assist in decision making for future investment of training, resources, and partnerships.

In order to build a state-level response to best serving victims of human trafficking, it is recommended that more trainings take place to educate agencies on sex trafficking and labor trafficking that are victim-centered and trauma-informed. It is also recommended that there be a uniform screening protocol for agencies to identify sex and labor trafficking victims. Agencies should continue to develop clinical treatment interventions or other specialized programs for sex and labor trafficking victims. Social policies should be drafted to increase financial support for agencies to serve human trafficking clients, whether it be to provide more services or to hire on more staff to build capacity. Finally, events should be held on a yearly or quarterly basis in a hybrid manner (video conferencing and in-person) to provide trainings, share best practices, and make connections to increase capacity to serve human trafficking victims.

Conclusion

Through the administration of a statewide needs assessment survey administered from October to November 2020, this report identified the status of service provision to victims of sex and labor trafficking, identifies gaps in services, and explores training needs of human trafficking victim service providers in Arizona. Although the response level was 29%, the picture drawn by this report of where services are being provided, to whom, as well as what trainings are needed is helpful to build a state-level response.

Appendix A: Survey Respondents

A New Leaf - Domestic Violence Hotline	City of Phoenix	Kingman Aid to Abused People
A New Leaf	City of Phoenix Family Advocacy Center	La Frontera Center, Inc.
Administration of Resources and Choices	Coalition for Compassion and Justice	La Frontera EMPACT
Against Abuse, Inc.	Colorado River Regional Crisis Services - Residential Program	Lake Havasu City Attorney's Office
Alice's Place	Community Bridges (CBI)	Mercy Care
Amberly's Place	Continuum Recovery Center	Mingus Mountain Academy
Arizona Department of Corrections Rehabilitation & Reentry, Office of Victim Services	COPE Community Services	Mohave County Attorney's Office Victim / Witness Program
Arizona Department of Juvenile Corrections (ADJC)	Copper Queen Community Hospital	Mt. Graham Safe House
Arizona Legal Women and Youth Services (ALWAYS)	Desert Star ARC	Navajo County Victim Services
Arizona Recovery Center	Devereux AZ	Northern Arizona Care and Services After Assault
Arizona Youth Partnership	Dignity House, Inc.	Northland Family Help Center
Burning Tree West	DNA-People's Legal Services, Inc.	Oasis Behavioral Health
Community Alliance Against Family Abuse (CAAFA)	Ebony House Inc.	One-n-Ten
Came to Pass Recovery	ETANO Center	Palo Verde Behavioral Health
CARE 7 Crisis Response Team	Eve's Place	Peoria Police Department
Catholic Charities My Sisters' Place	Florence Crittenton	Phoenix Starfish Place
Catholic Charities Prostitution Diversion Program	Fort McDowell Yavapai Nation Office of the Prosecutor	Pima County Victim Services
Catholic Community Services	Fresh Start Women's Foundation	Pinal County Attorney's Family Advocacy Center
Chandler Police Victim Services Unit	Friendly House, Inc.	Prescott Area Shelter Services
Child Crisis Arizona	Gospel Rescue Mission	Renaissance Recovery Center
Childhelp Children's Center of Arizona	Graham County Attorney's Victim Witness Program	Safe Child Center
Children's Advocacy Center of Southern Arizona	HAVEN Family Resource Center	Scottsdale Police Crisis Intervention Section
Choice Recovery Center	Homeless Youth Outreach program at Phoenix Children's Hospital	Sharon Manor
City of Maricopa Police Department / Maricopa Family Advocacy Center	International Rescue Committee - Phoenix	Sister Jose Women's Center

Sonora Behavioral Health	The Chalet house	Wesley Community and Health Centers
Soul Surgery	The Pathway Program	White Mountain SAFE House
Southern Arizona Legal Aid	The Phoenix Dream Center	Wickenburg Community Hospital
Southwest Behavioral & Health Services	Tohdenasshai Committee Against Family Abuse, Inc.	Yavapai County Attorney's Office
Southwest Family Advocacy Center	Tuba City Regional Healthcare	Yavapai Family Advocacy Center
Southwest Network	UFW Foundation	Yavapai Reentry Project
SpringBoard Recovery	Verde Valley Sanctuary	Youth Development Institute
St. Joseph the Worker	Victim Witness Services for Coconino County	Youth on Their Own
Starfish Partnership Mentoring	Vogue Recovery Center	
Surprise PD	WD Recovery and Wellness Center	

Appendix B: Training Agencies or Individuals that have provided Sex Trafficking Training

AZ Coalition to End Sexual and Domestic Violence (ACESDV)	8	Dignity Health	1
ASU Office of Sex Trafficking Intervention Research (ASU STIR)	8	EMPACT Trauma Healing Services	1
Trust AZ	6	Family Youth Services Bureau	1
Arizona Trauma Institute	4	Flagstaff Initiative Against Trafficking (FIAT)	1
Shared Hope International	3	Franki Reddick-Gibson	1
Phoenix PD Heat Unit	3	International Association of Forensic Nurses (IAFN)	1
Dominique Roe-Sepowitz	3	Konstance Meredith	1
AZ Attorney General's Office	2	Lisa Schember	1
JUST Conference	2	McCain Institute	1
Southern Arizona Anti-Trafficking Unified Response Network (SAATURN)	2	Mercy Care	1
Family Advocacy Center (FAC)	2	National Center for Missing & Exploited Children (NCMEC)	1
Homeland Security Investigations (HSI)	2	Office of Victims of Crime Online Training	1
Angelica Tovar Huffman	1	Polaris	1
Anne Marie Cardinal	1	Sarah Kent	1

AZ Child and Family Advocacy Network	1	Survivor Advocate	1
Breaking Free	1	Survivor Alliance	1
Coalition to Abolish Slavery and Trafficking (CAST)	1	Tara Mitchell	1
Center Against Sexual Assault- Phoenix	1	The National Immigrant Women's Advocacy Project (NIWAP)	1
Connie Parker	1	Tucson Police Department	1
Dallas Crimes Against Children	1	United States Department of Justice (DOJ)	1

Appendix C: Training Agencies or Individuals that have provided Labor Trafficking Training

International Rescue Committee (IRC)	3
TRUST AZ	2
ASU Office of Sex Trafficking Intervention Research (ASU STIR)	1
Attorney General's Office	1
Cari Sparks	1
Coalition to Abolish Slavery and Trafficking (CAST)	1
Clinical Professionals	1
Department of Justice (DOJ)	1
Family Youth Services Bureau	1
Homeland Security Investigations (HSI)	1
In House Training	1
Lori Regnier	1
Michael Chalberg	1
The National Immigrant Women's Advocacy Project (NIWAP)	1