

Appendix B

Sample Data Collection Instruments

The protocols included in this appendix were developed for the *Needs Assessment for Service Providers and Trafficking Victims* study conducted by Caliber Associates in Fairfax, Virginia, under contract number OJP-99-C-010 from the National Institute of Justice, U.S. Department of Justice. They are provided as examples of data collection instruments; use them as guides in developing instruments to suit the types of victims you serve.

- 1. Needs Assessment Telephone Survey**
- 2. Telephone Survey Response Lists**
- 3. Focus Group Invitation Letter**
- 4. Focus Group Guide**
- 5. Focus Group Response Lists**

1. Needs Assessment Telephone Survey

SERVICE PROVIDER TELEPHONE SURVEY

Contact Log:

Contact Attempt	Date	Day of Week	Time	Interviewer	Outcome
Attempt #1					
Attempt #2					
Attempt #3					
Attempt #4					
Attempt #5					

Interview start time: _____ Stop time: _____ Length: _____ minutes

Name of agency/organization: _____

Phone #: _____ (home) _____ (work)

Interviewer note: We are interviewing direct service providers who have experience working with trafficking victims or who see a role for their agency in working with trafficking victims. Prior to terminating any interview, ask for a referral for other agencies, organizations, or individuals in the targeted area whom we should contact for this study. Confirm with the respondent that he/she has the response lists in front of him/her before beginning the survey. Be sure to tell the respondent that the telephone survey will last about 1 hour.

Background Information

1. What is the name of your agency/organization? _____

2. What is your title or position? _____

3. How long have you been in this position? _____ months/years

4. Where is your program? [Do not read categories; use to record responses and probe as needed.]

- | | |
|---|--|
| <input type="checkbox"/> City attorney's office | <input type="checkbox"/> Private for-profit agency |
| <input type="checkbox"/> District attorney's office | <input type="checkbox"/> Private nonprofit agency |
| <input type="checkbox"/> Educational institution | <input type="checkbox"/> Religious faith community |
| <input type="checkbox"/> Medical facility | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Police department | |

5. In general, what type of clients does your agency/organization serve? [Do not read categories; use to record responses and probe as needed.]

- | | |
|--|--|
| <input type="checkbox"/> Burglary | <input type="checkbox"/> Homicide |
| <input type="checkbox"/> Child abuse | <input type="checkbox"/> Hate crime |
| <input type="checkbox"/> Elder abuse | <input type="checkbox"/> Labor |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Property crimes |
| <input type="checkbox"/> Fraud | <input type="checkbox"/> Robbery |

- Sexual assault/rape
- Violent crime/assault
- Other _____

6. What is your agency's/organization's average monthly caseload? ___ clients per month

General Knowledge

7. How difficult is it for you to identify a client as a trafficking victim?

Not difficult	Somewhat difficult	Difficult
1	2	3
4	5	

8. How do you gain your knowledge of trafficking victims? [*Mark all that apply. Do not read categories; use to record responses and probe as needed.*]

- Academic knowledge
 - Educational training
 - Academic conferences
 - Scholarly articles, reports
 - Other _____
- Personal knowledge
 - Family member
 - Friend/neighbor
 - Myself
 - Other _____
- Professional knowledge
 - Professional training
 - Interaction with coworkers
 - Direct work with victims
 - Direct work with other service providers

9. Have you attended formal workshops or classes on trafficking in persons?

- Yes (What were they?) [*Probe for the type of workshop or class, name of provider, role of respondent.*]
- No

10. Have you received formal training on how to serve trafficking victims?

- Yes (What type of training?) [*Probe for name of training, when received and name of provider, and role of respondent.*]
- No

11. Are you familiar with the Victims of Trafficking and Violence Protection Act of 2000?

Not Familiar		Somewhat Familiar		Very Familiar
1	2	3	4	5

12. How would you rate the seriousness of the trafficking in persons problem in your area?

Not a Problem				Very Serious Problem
1	2	3	4	5

Client Population

Now, I would like to ask you some questions about the **trafficking victims** your agency/organization serves.

13. What percentage of your clients are—

- Female ___%
- Male ___%
- Other ___%

14. Do you primarily work with trafficking victims who are— [*Mark all that apply; specify age at the time the client entered the system.*]

- Adults: specify age range: _____
- Children: specify age range: _____

15. How many trafficking victims has your agency/organization ever served?

- 1–5
- 6–10
- 11–15
- 16–20
- More than 20

16. How many of those trafficking victims were served in the past year?

- 1–5
- 6–10
- 11–15
- 16–20
- More than 20

17. What is the number of staff (including the director) who work with trafficking victims?

_____ Full-time
_____ Part-time
_____ Volunteer

18. What kinds of trafficking victims do you/have you worked with? [*Mark all that apply. Refer respondent to Response List #1.*]

19. Which countries do your trafficking victims represent? *[Mark all that apply. Refer respondent to Response List #2.]*
20. What languages are spoken by most of your trafficking victims? *[Mark all that apply. Refer to Response List #3.]*
21. Are interpreters available for trafficking victims?
- Yes, for all languages
 - Yes, for some languages (specify) _____
 - No
22. What is the status of your trafficking victims? *[Do not read categories; use to record responses and probe as needed.]*
- Immigrant (status) _____
 - Permanent resident
 - T-visa
 - Refugee (status; legal vs. personal classification) _____
 - Other _____
23. How would you rate the severity of your trafficking victims' problems as compared with your other clients? *[If rated a 4 or 5, probe for examples/explanation.]*

Not Severe		Moderate		Severe
1	2	3	4	5

Examples/Explanation:

24. In what other ways are the problems/needs of trafficking victims different or similar to other victims of crime? *[Record the respondent's generated list of similarities/differences and probe for clarifications. Probe for similarities/differences in length of service, presence of support networks (i.e., level of isolation), level of fear, level of trust, ability to communicate with service providers, type of services, special needs for mentally or physically disabled victims.]*

Service Delivery

Now, I would like to ask you some questions about the actual services your agency/organization provides to trafficking victims. *[Refer respondent to Response List #4 for questions 25–27.]*

25. In general, what services have trafficking victims needed? *[Mark all that apply on Response List #4.]*
26. What services has your agency/organization been able to provide trafficking victims? *[Mark all that apply on Response List #4.]*

27. Which services, if any, has your agency/organization referred out to other service providers? [Mark all that apply on Response List #4.] What is the name of the referred agency/organization? [Obtain contact information if available.]

28. What is the average length of the service your agency/organization provides to trafficking victims?

- Less than 1 week
- 1 week to 1 month
- More than 1 month, up to 3 months
- More than 3 months, up to 6 months
- More than 6 months, up to 12 months
- More than 12 months
- Don't know

29. For those services that your agency/organization provides to its trafficking victims, do you think you are—

- More than adequately meeting those needs
- Adequately meeting those needs
- Meeting some needs but not others
- Having difficulty meeting needs

30. Do you have formal procedures/protocols in place for how to serve/treat trafficking victims?

- Yes (Please describe the procedures/protocols.)
- No [Skip to question 32.]

31. Do you think the procedure/protocols are useful?

Not Useful	Somewhat Useful	Useful
1	2	3
4	5	

32. Do you have procedures in place governing referrals, confidentiality/privacy, security/protection of victims, working relationships with law enforcement? (Please explain.)

- Yes
- No

33. Do you charge trafficking victims a fee for your services?

- Yes
- No

34. Do you have a recording system for the services you provide to trafficking victims?

- Yes (Please explain the system.)
- No (Please explain why not.)

35. What is most likely to happen to the trafficking victims you serve? [Mark all that apply. For each classification marked, probe for percentage of cases.]

- | | |
|---|---|
| <input type="checkbox"/> Deportation: _____% of cases | <input type="checkbox"/> Employment: _____% of cases |
| <input type="checkbox"/> Permanent resident status:
_____ % of cases | <input type="checkbox"/> Don't know: _____% of cases |
| | <input type="checkbox"/> Other _____: _____% of cases |

36. How do trafficking victims learn about your agency/organization? [Mark all that apply. Do not read categories; use to record responses and probe as needed.]

- | | |
|---|---|
| <input type="checkbox"/> Referrals
For those services referred, with
which agencies have you primarily
worked? _____ | <input type="checkbox"/> Informational letter |
| <input type="checkbox"/> Brochures or other written materials
in (other) offices | <input type="checkbox"/> Newspaper ads |
| <input type="checkbox"/> Community outreach | <input type="checkbox"/> Radio announcements |
| | <input type="checkbox"/> TV announcements |
| | <input type="checkbox"/> Walk-in |
| | <input type="checkbox"/> "Word of mouth" |
| | <input type="checkbox"/> Other _____ |

Barriers to Service

Next, I would like to ask you a couple of questions about barriers and challenges that exist in your community regarding providing services for human trafficking victims, and why some needs go unmet.

37. What are the most critical barriers/challenges you face in providing services to trafficking victims? [Mark all that apply. Do not read categories; use to record responses and probe as necessary.]

- | | |
|--|---|
| <input type="checkbox"/> Coordinating with federal agencies | <input type="checkbox"/> Lack of in-house procedures |
| <input type="checkbox"/> Service providers who feel a lack of
support and isolation | <input type="checkbox"/> Lack of knowledge about victims'
rights |
| <input type="checkbox"/> Lack of adequate funding | <input type="checkbox"/> Language concerns |
| <input type="checkbox"/> Lack of adequate resources | <input type="checkbox"/> Safety concerns |
| <input type="checkbox"/> Lack of adequate training | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Lack of formal rules/regulations | |

38. Based on what you know about trafficking victims, what are the reasons why some trafficking victims **do not** seek out services? [Mark all that apply. Do not read categories; use to record responses and probe as necessary.]

- | | |
|--|---|
| <input type="checkbox"/> Fear of deportation/legal status | <input type="checkbox"/> Lack of knowledge about victims'
rights |
| <input type="checkbox"/> Fear of retaliation to self and/or
family | <input type="checkbox"/> Lack of trust of the system |
| <input type="checkbox"/> Lack of social support (i.e., isolated) | <input type="checkbox"/> Language differences |
| <input type="checkbox"/> Feelings of shame or embarrassment | <input type="checkbox"/> Not able to identify self as a victim |
| <input type="checkbox"/> Lack of knowledge about available
services | <input type="checkbox"/> Other _____ |

Collaboration

We've discussed the agencies that you work with when referring and receiving clients for direct services. Now I'd like to ask you about other collaborative activities.

39. Other than sending and receiving referrals, what types of collaborative activities do you engage in with regard to trafficking? *[Mark all that apply. Do not read categories; use to record responses and probe as necessary.]*

- Providing training and technical assistance
- Receiving training and technical assistance
- Sharing information
- Sharing resources (e.g., financial, material, building space)
- Sharing staff
- Other _____

40. For the collaborative activities indicated above, which agencies or individuals do you collaborate with? *[Mark all that apply. Do not read categories; use to record responses and probe as necessary. Note: If comments are made regarding the quality of services provided by these entities, record in question 43.]*

- | | |
|--|--|
| <input type="checkbox"/> Advocacy groups (e.g., immigrant groups) | <input type="checkbox"/> Hospitals/emergency medical |
| <input type="checkbox"/> Business and private sector | <input type="checkbox"/> Housing services |
| <input type="checkbox"/> Clergy working outside of faith community | <input type="checkbox"/> Local government (mayor's office) |
| <input type="checkbox"/> Community attorneys or corrections | <input type="checkbox"/> Media |
| <input type="checkbox"/> Community leaders | <input type="checkbox"/> Mental health services |
| <input type="checkbox"/> Consulate | <input type="checkbox"/> Police department |
| <input type="checkbox"/> Court-appointed special advocates | <input type="checkbox"/> Probation |
| <input type="checkbox"/> Department of Justice | <input type="checkbox"/> Public defender's office |
| <input type="checkbox"/> District attorney/prosecution | <input type="checkbox"/> Sexual assault coordinators |
| <input type="checkbox"/> Domestic violence agencies | <input type="checkbox"/> Social workers |
| <input type="checkbox"/> Educational institutions | <input type="checkbox"/> Substance abuse agencies |
| <input type="checkbox"/> Faith community | <input type="checkbox"/> U.S. Attorney's Office |
| <input type="checkbox"/> Family crisis centers | <input type="checkbox"/> Victim assistance agencies |
| <input type="checkbox"/> Health services | <input type="checkbox"/> Victim advocates |
| <input type="checkbox"/> Homeless shelters | <input type="checkbox"/> Witness protection program |
| | <input type="checkbox"/> Other _____ |

41. Are these agencies/organizations primarily— *[Mark all that apply.]*

- International
- National
- Federal
- State
- Local

42. What do you/your agency/organization need to help you do a better job in providing services to trafficking victims? [*Probe for resources (staff, facilities, funding), new services/programs, training, formal protocols/procedures.*]

43. Based on your experiences, what assistance would other agencies/organizations need to improve the services they provide to trafficking victims?

44. Additional comments/questions:

45. Can you refer us to other agencies or individuals we should contact for this study? [*Refer to responses to question 27 (sending referrals) and question 36 (receiving referrals).*]

- Yes
- No

Agency/organization: _____

Contact person: _____

Telephone number: _____

Address: _____

46. As I mentioned at the beginning of the survey, the second phase of our project will include conducting focus groups and/or interviews with service providers in your area to explore in greater detail the issues that emerged from the survey and any other concerns that you would like to raise with regard to providing services for trafficking victims. Would you be interested in participating?

2. Telephone Survey Response Lists

Response List #1: Types of Trafficking

- Agricultural labor
- Forced begging
- Bonded labor
- Field laborers
- Food processing (e.g., slaughter houses)
- Forced prostitution
- Pornography
- Servile marriage
- Domestic worker (e.g., au pair, maid)
- False adoption
- Sex tourism and entertainment
- Sweatshops
- Restaurant workers
- Use in criminal activities
- Other _____

Response List #2: Countries of Origin

- North America**
 - United States—rural
 - United States—urban
 - Canada
- Middle America**
 - El Salvador
 - Guatemala
 - Mexico
- South America**
 - Colombia
 - Ecuador
 - Peru
- Eastern Europe**
 - Estonia
 - Ukraine
- Southeastern Europe**
 - Bosnia
 - Romania
- Central Europe**
 - Czech Republic
- Western Europe**
 - Netherlands
- Oceania**
 - Australia
- Africa**
 - Somalia
- Eastern Asia**
 - China
 - Hong Kong
 - Japan
 - South Korea
 - Taiwan
- Southeastern Asia**
 - Burma
 - Cambodia
 - Indonesia
 - Laos
 - Malaysia
 - Philippines
 - Thailand
 - Vietnam
- Southern Asia**
 - Bangladesh
 - India
 - Sri Lanka
- Northern Asia**
 - Russia
- Caribbean**
 - Cuba
 - Haiti
- Other** _____
- Other** _____

Response List #3: Languages

Australia

- English

Bangladesh

- Bangla/Bengali
- English

Bosnia

- Croatian
- Serbian
- Bosnian

Burma

- Burmese

Cambodia

- Khmer
- French
- English

Canada

- English
- French

China

- Mandarin Chinese
- Yue (Cantonese)
- Wu (Shanghaiese)
- Min Bei (Fuzhou)
- Min Nan (Hokkien-Taiwanese)
- Xiang
- Gan
- Hakka dialects

Colombia

- Spanish

Cuba

- Spanish

Czech Republic

- Czech

Ecuador

- Spanish
- Quechua

El Salvador

- Spanish
- Nahua

Estonia

- Estonian
- Russian
- Ukrainian
- English
- French

Guatemala

- Spanish
- Quiche
- Cakchiquel
- Kekchi
- Mam
- Garifuna
- Xinca

Haiti

- French
- Creole

Hong Kong

- Cantonese
- English

India

- Hindi
- Bengali
- Telugu
- Marathi
- Tamil
- Urdu
- Gujarati
- Malayalam
- Kannada
- Oriya
- Punjabi
- Assamese
- Kashmiri
- Sindhi
- Sanskrit
- Hindustani

Indonesia

- Bahasa Indonesia
- English
- Dutch
- Javanese

Japan

- Japanese

Laos

- Lao
- French
- English

Malaysia

- Bahasa Melayu
- Malay
- English
- Chinese dialects
- Tamil
- Telugu
- Malayalam
- Thai
- Iban
- Kadazan

Mexico

- Spanish
- Various Mayan
- Nahuatl

Netherlands

- Dutch

Peru

- Spanish
- Quechua
- Aymara

Philippines

- Filipino
- English
- Tagalog
- Cebuano
- Ilocan
- Hiligaynon
- Bicol
- Waray
- Pampango
- Pangasinense

Romania

- Romanian
- Hungarian
- German

Russia

- Russian

Somalia

- Somali
- Arabic
- Italian
- English

South Korea

- Korean

Sri Lanka

- Sinhala
- Tamil

Taiwan

- Mandarin Chinese
- Taiwanese (Min)
- Hakka

Thailand

- Thai
- English

Ukraine

- Ukrainian
- Russian
- Romanian
- Polish
- Hungarian

United States

- English

Vietnam

- Vietnamese
- English
- French
- Chinese
- Khmer
- Mon-Khmer
- Malayo-Polynesian

- Sign Language

- Other _____

Response List #4: Services

- Advocacy (e.g., victim's advocate, civil court advocate, immigration advocate)
- Interpreter/cultural liaison
- Legal/paralegal services
- Court orientation
- Guardianship
- Life skills
- Childcare
- Housing/shelter
- Job training
- Employment
- Living stipend
- Clothing
- Food
- Education
- Transportation (standard transportation needs as well as for the physically disabled)
- Medical services
- Dental services
- Drug treatment
- Mental health services
- Counseling groups/support groups
- Family counseling
- Self-help groups
- Outreach services
- Information and referral
- Crisis intervention/24-hour hotline
- Protection/safety services
- Victim/witness notification
- Sexual assault services
- Social service coordination
- Victim compensation
- Victim impact statement
- Repatriation services
- Other (specify) _____

3. Focus Group Invitation Letter

<Insert date here>

Dear *<Insert client's name here>*:

<Insert your initiative's name here> is conducting a project for the *<insert the funding institution's name>* entitled *<insert project title here>*. The goal of the project is to gain insight into the needs of trafficking victim service providers, and victims themselves, to improve services to trafficking victims. As part of the project, the *<insert the initiative's name here>* research team would like to talk with trafficking victims to hear how victims felt about the services/help that they received.

On *<insert day, date here>*, members of the *<insert initiative's name here>* research team will be coming to the area to talk to trafficking victims. Participation will be limited to a 60- to 90-minute group discussion. Participating in this study will not expose you to professional or personal risks in excess of those you encounter in a typical day. Participants in the group discussion will be asked about their level of satisfaction with the services they received and will not, at any point, be asked about their victimization experience. If the discussion should evoke emotions related to your experience, mental health services will be made available for the duration of the discussion. The information provided during the discussion will guide the development and implementation of programs to ensure that they are responsive and effective in meeting the needs of trafficking victims. Participation is limited to those trafficking victims who are adults and certified trafficking victims.

If you choose to participate, everything you say will be kept completely confidential. None of your personal information will go to any federal agencies. *<Insert initiative's name here>* will report about what you say, but no one will know your name or what you specifically said. Neither participation nor nonparticipation will affect your legal status, T-Visa status, or eligibility for public assistance. Participation is completely voluntary, and you can withdraw your participation at any time during the study.

If you are interested in participating in the group discussion, please contact *<insert focus group organizer's name and contact information>* no later than *<insert date>*. For questions or concerns regarding the project, please contact *<insert project manager's contact information here>*.

Sincerely,

<Insert name of project manager>

4. Focus Group Guide

Revised Focus Group Guide—Trafficking Victims

Introduction

We will begin with our introduction, which will all be translated by the interpreter.

Hi everyone. We are here from *<insert initiative's name here>*, and we are working on a Needs Assessment of Service Providers and Trafficking Victims. Everyone in this room is here today because you received a letter from *<insert name of local partner>* regarding this project and were interested in participating in the group discussion.

We want you to know that what you say today will be kept completely confidential. None of your personal information will go to any federal agencies. We will report about what you said, but no one will know your name or what you specifically said. We are not here to share information, or to give you our opinions. We want to hear from you about the services you received. There are no right or wrong or desirable or undesirable answers. You can even disagree with each other, and you can change your mind. I would like you to feel comfortable saying what you really think and how you really feel.

Participating in this study will not expose you to professional or personal risks in excess to those you encounter in a typical day. Even though the discussion will not be related to your victimization, the discussion may evoke emotions related to your experience. If you feel uncomfortable at any time during our discussion and would like to leave the room, you can go to *<insert location>* and have a few moments alone. If you become upset and would like to talk with someone, you can go to *<insert room location>* and talk to *<insert counselor's name>*. He/she is a counselor. The interpreter, the counselor, and we have all signed confidentiality statements, ensuring that anything you say to us will be held in the strictest confidence.

Because this is a group meeting, it is important that each of you agree to respect and protect each other's privacy, just as we are obligated to respect and protect your confidentiality. By giving verbal consent to participate in this group, you agree to protect the confidentiality of all other group participants and will keep any information you hear today in the strictest of confidence. This means you will not discuss anything you hear today with anyone outside of this group. Please be aware, however, that we cannot guarantee that other participants will uphold this pledge of confidentiality.

The benefit to participating is twofold. First, you will be receiving a gift in the amount of \$50 as a token of appreciation for participating in this discussion. Second, the information you provide will be used to guide the development and implementation of programs to ensure that they are responsive and effective in meeting the needs of trafficking victims.

Your participation is completely voluntary. You don't have to answer any questions that you don't want to, and you can withdraw your participation at any time without consequences or penalties. Even if you withdraw your participation any time during the study, you will still receive the gift of \$50. Does anyone have any questions about any information that was provided in the letter or anything that I just said? *<Pause for questions.>*

If you understand all of the information that we've provided to you about the project and would like to participate in the group discussion, please raise your hand. *<Pause to allow those who declined to participate time to leave the room and receive their \$50 gift.>*

Introductory Question

1. Who were some of the first service providers/agencies you came into contact with? [*Refer focus group participants to Focus Group List #1 of service providers/agencies.*]

What were your first impressions?

Key Questions

2. When you needed help or information about services, did you know where to go?
3. How did you find out about services available to you? Who referred you to services? What are some ways that service providers can better inform victims about services available to them?
4. What services did you receive? [*Refer focus group participants to Focus Group List #2 of services.*] What obstacles did you face in accessing these services?
5. Was information about your rights and services/benefits presented to you in a way that you could understand? Was there a translator present? Were you able to read and understand documents you received?
6. Did you feel comfortable/safe talking about your problems with service providers? What made you feel comfortable or uncomfortable?
7. Was there anything that you needed that no one was able to help you with? Was there anything that you didn't want to ask for help with (e.g., shelter, appropriate protection, transportation)?
8. When you were being helped, what were some of the things you liked? What did you not like (e.g., way you were treated, timeliness of service, needs met or not met)?
9. Would you return to any of these service providers/agencies for help? Why would you return? Why would you not?
10. If you had a chance to give advice to trafficking victims as they are trying to seek assistance in meeting their needs, what advice would you give?
11. If you had a chance to give advice to service providers trying to help trafficking victims, what advice would you give?

Closing Question

12. We want you to help us evaluate these services. We want to know how to improve services for trafficking victims. Is there anything that we missed? Is there anything that you came wanting to say about services to trafficking victims that you didn't get a chance to say?

Thank you for coming today and sharing your insights with us.

5. Focus Group Response Lists

List #1—Service Providers

- Local police
- State police
- Federal Bureau of Investigation
- U.S. Immigration and Customs Enforcement
- Legal services
- Doctor
- SANE (Sexual Assault Nurse Examiner)
- Domestic violence shelter
- Sexual assault center
- Crisis hotline
- Labor/farmworker service agency
- Ethnic community organization
- Other _____

List #2—Services

- Advocacy (e.g., victim’s advocate, civil court advocate, immigration advocate)
- Interpreter/cultural liaison
- Legal/paralegal services
- Court orientation
- Guardianship
- Life skills
- Childcare
- Housing/shelter
- Job training
- Employment
- Clothing
- Food
- Education
- Transportation
- Medical services
- Dental services
- Drug treatment
- Mental health services
- Counseling groups/support groups
- Family counseling
- Self-help groups
- Outreach services
- Information and referral
- Crisis intervention/24-hour hotline
- Protection/safety services
- Victim/witness notification
- Social service coordination
- Financial services
- Orientation to rights and responsibilities of victims
- Victim compensation
- Victim impact statement
- Repatriation services
- Other _____