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# PROTOCOL TOOLKIT

Developing a trauma-informed, survivor-centered  
response to human trafficking in Chicago

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Office of the Mayor

2020

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# Purpose

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The purpose of this toolkit is to assist City Department leadership and staff in developing quality, trauma-informed and survivor-centered response protocols for when an individual demonstrates indicators of human trafficking and/or when staff see red flags in the community. Each City Department is unique in their roles, regulations, and authority. Therefore, this toolkit is not meant to be a mandate but instead a tool to assist in developing tailored protocols and best practices.

## CREATING A COORDINATED RESPONSE TO HUMAN TRAFFICKING ACROSS CHICAGO

Mayor Lori E. Lightfoot is committed to addressing the root causes of human trafficking – namely, poverty – and to ensuring victims have access to services, protection, and justice that they identify as needing to recover, heal and thrive.

The City of Chicago will work towards these goals by:



Training all City Departments to identify human trafficking among clients/constituents



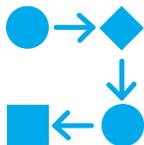
Creating a data collection plan to build a narrative of how and where trafficking happens in Chicago



Changing policies to better identify, protect and serve survivors as well as to address the root causes of human trafficking



Hosting donor forums to increase investment in ending human trafficking



Developing tailored protocols for a trauma-informed response across City Departments



Engaging communities, businesses, and survivors to collectively address human trafficking

## ONGOING TRAINING AND TECHNICAL ASSISTANCE

If your Department requires any additional training or support, please do not hesitate to reach out to Darci Flynn, Senior Fellow/Policy Advisor on Human Trafficking at the Mayor's Office. She can be reached at [darci.flynn@cityofchicago.org](mailto:darci.flynn@cityofchicago.org).



# Human Trafficking and The Law

*Human trafficking is a crime under Federal and Illinois State Law*

In order to develop a protocol, it is important that you understand the law and consider how that may shape the ways in which your staff will respond to incidents of potential trafficking.

**HUMAN TRAFFICKING EXISTS WHEN A PERSON IS COMPELLED THROUGH FORCE, FRAUD, AND/OR COERCION FOR THE PURPOSES OF COMMERCIAL SEX AND/OR FORCED LABOR.**

Under Illinois State Law (720 ILCS 5 / 10 – 9 (2010)), human trafficking is broken down into (3) primary categories:

- Involuntary Servitude: Exploits the labor (sexual or otherwise) of a person by force or coercion
- Involuntary Sexual Servitude of a Minor: Knowingly subjects a person under 18 years old to Commercial Sexual Activity
- Trafficking in Persons: Participates or profits from an enterprise that does either #1 or #2 above

## MANDATED REPORTING

*Per the Illinois Safe Children's Act , an "abused child" as defined by the law includes:*

"a child whose parent or immediate family member, or any person responsible for the child's welfare, or any individual residing in the same home as the child, or a paramour of the child's parent...commits or allows to be committed the offense of involuntary servitude, involuntary sexual servitude of a minor, or a trafficking in persons as defined in Section 10-9 of the Criminal Code of 2012 against the child."

Therefore, mandated reporters are required to alert the Illinois Department of Children and Family Services (DCFS) if they are working with or identified a minor who is exchanging sex for something of value (e.g. money, shelter, food, clothing, drugs) or has experienced involuntary servitude.

*Call the 24-hour Child Abuse Hotline at 800-25-ABUSE (800-252-2873 or TTY 1-800-358-5117) if you suspect that a child has been harmed or is at risk of being harmed by abuse or neglect. If you believe a child is in immediate danger of harm, call 911 first.*



# Developing Protocols Within Your Department

## FIRST STEPS

There are several ways for which a protocol may be needed to respond to human trafficking with your Department:

1. Staff/delegates encounter an individual who has experienced human trafficking in their lifetime
2. Staff/delegates encounter an individual who has recently escaped their trafficking situation
3. Staff/delegates encounter an individual who is still in their trafficking situation
4. Staff/delegates observe behavior or activities that appear as red flags/indicators of human trafficking

*Responses may be different dependent upon how an encounter happens.*

Prior to developing a protocol across your department, it is recommended that leadership consider the following questions:

1. Who are we serving that is vulnerable to human trafficking and exploitation?
2. What services do we provide that can benefit/help a victim of human trafficking?
3. What barriers exist to serving survivors? What barriers exist for survivors to access services?
4. Where do you anticipate identification happening (e.g. program/unit/team)?
5. What questions, if any, do you ask on your assessments that could identify indicators of human trafficking?
6. Who are your partners that you will collaborate with in meeting needs of survivors? (See Local Resources, Pg. 6)
7. What, if any, relationship will you need with local law enforcement?
8. -Who are your current partners that will be key stakeholders in this work? Who is missing?

### VULNERABILITIES

These experiences are not indicators of human trafficking but instead can lead to someone being vulnerable to be recruited by a trafficker.

- Low wage work
- Unemployed
- Living in poverty
- Lacks high school diploma/GED and/or higher education
- Limited English proficiency
- Undocumented or present on a temporary visa
- Homeless or at risk of homelessness
- LGBTQi youth
- History of violence and/or abuse
- Living with a physical, intellectual or developmental disability

When developing a protocol, the following items should be considered:

- Clarify the legal requirements for your staff that would affect or inform the protocol for reporting
- Who, if anyone, within your agency are mandated reporters? Remember, under Illinois law (325 ILCS 5/) mandated reporters must report any minor who discloses they are engaged in commercial sex and/or involuntary servitude.
- What will the sequence of events for internal reporting be? Who will you report to?
- What protocols are in place related to other crimes (e.g. domestic violence, sexual assault, child abuse) and how can those protocols inform this protocol related to human trafficking?



# Reporting Human Trafficking: Who do you call?

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When considering to whom, if anyone, you should report to when identifying human trafficking you should consider:

1. Your confidentiality/privacy policy
2. What the perceived victim wants (if applicable)
3. What state law mandates (e.g. mandated reporting)
4. Who your partners are currently and with whom do you need to build relationships
5. It is best practice to link victims with an attorney prior to making a report to law enforcement.
6. Is there immediate danger?

The National Human Trafficking Hotline can be utilized as a reporting source. The Hotline is available 24/7 and 365 days a year. You can call 888-373-7888 or visit their website at [humantraffickinghotline.org](https://humantraffickinghotline.org).

**NOTE:** The Hotline can and will pass along information reported to local law enforcement authorities.

## Creating Trauma-Informed Assessments

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It will not be feasible or appropriate for every Department to have assessment tools. However, if it is relevant to the activities and services your Department provides, these tips can be helpful. Further, unless you are a practicing attorney or law enforcement, your role is not to definitively determine if someone has experienced human trafficking under Federal or State law. Instead, you should be able to identify red flags/ indicators of human trafficking among your clients/patients/ constituents and know what to do.

Having questions within assessment tools can be an effective way to understand a person's experiences as well as needs. Still, it is not recommended that you utilize a full human trafficking assessment in addition to the tools you already use. Instead, adding in a couple of questions and understanding what to listen for will be enough to identify red flags.

The following questions can be included into assessment tools if/when it makes sense to generate open ended answers that may disclose indicators of human trafficking:

1. Did anyone where you worked [or did other activities] ever make you feel scared or unsafe?
2. Did anyone where you worked [or did other activities] ever hurt you or threaten to hurt you
3. Have you ever felt you could not leave the place where you worked [or did other activities]?
4. Did anyone where you worked [or did other activities] ever trick or pressure you into doing anything you did not want to do?



Allowing a client/patient/constituent to dictate what they need and explain why they are seeking help before asking direct questions can be an effective way to solicit important information. For example, if a client presents needing housing, understanding where the client has lived previously and what has caused them to have unstable housing may lead to the individual sharing information that indicates human trafficking, exploitation, or some other abuse or crime.

Lastly, when the trafficking took place does not matter for the purposes of connecting the individual to services and support. An individual may disclose indicators of human trafficking that took place 5+ years ago and they will still qualify for services and support. Under criminal and civil law, there are statute of limitations; however, if the individual wants to report to law enforcement it is recommend they connect with an attorney first and then proceed with attorney advice, guidance, and representation.

## Collecting Data + Creating A Story To Tell

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Statistics and numbers are difficult to come by for human trafficking. Currently, the City does not have a clear understanding of where trafficking is happening, who it is happening to, and what their life was like before, during and after their trafficking situation. City Departments have a unique and critical opportunity to be see something and say something. City employees are the eyes and ears across communities and are in positions in which they may see suspicious activity, dangerous situations, or encounter someone in need of help.

Further, tracking what is observed/identified and what the response is can generate helpful lessons that will inform policy change, systemic change, and an overall improvement in responding to human trafficking survivors across Chicago.

When developing protocols, we strongly encourage you to develop a data collection strategy to help track how your department is identifying and responding to this issue. This data can and should be shared with the Mayor's Office to help develop further programs and policies to address this issue Citywide.



# Local Resources

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This list is not exhaustive of agencies who can support survivors of human trafficking. It is recommended that your department builds relationships with organizations to improve referral processes if/when someone encounters a potential victim of human trafficking.

**The Salvation Army STOP IT program** <https://centralusa.salvationarmy.org/stopit/>

**Heartland Human Care Services** <https://www.heartlandalliance.org/heartland-alliance-stands-against-human-trafficking/>

**Legal Aid Chicago** <https://www.legalaidchicago.org/get-help/how-can-we-help/>

**Legal Aid Society of Metropolitan Family Services** <https://www.metrofamily.org/legal-aid-society/practice-groups-2/human-trafficking-initiative/>

**National Immigrant Justice Center** <https://www.immigrantjustice.org/services/human-trafficking>

**Lifespan** <https://life-span.org/programs-and-services/>

**Chicago Children's Advocacy Center** <https://www.chicagocac.org/>

**Swedish Covenant Hospital** <https://swedishcovenant.org/community/violence-prevention-program>

**Children's Advocacy Center** <https://www.chicagocac.org/>

**Chicago Alliance Against Sexual Exploitation** <http://caase.org/>

**Garfield Park Behavioral Hospital** <https://garfieldparkhospital.com/treatment-services/specialty-programs/worthy-program/>

**IL Domestic Violence Hotline 1-877-863-6338** <https://the-network.org/get-help/>

**Chicago Rape Crisis Hotline 1-888-293-2080**

If you are interested in learning more and partnering with individuals and organizations to better equip your department/program in addressing this issue, you can reach out to the Cook County Human Trafficking Task Force to learn more about ways to participate.

**Shaina Fuller, MPH**

Human Trafficking Task Force Coordinator

STOP-IT, The Salvation Army

[shaina.fuller@usc.salvationarmy.org](mailto:shaina.fuller@usc.salvationarmy.org)

Phone #: 773-957-4028



# Additional Resources

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## Standards of Care

### ***Standards of Care for the US Anti-Trafficking Field, Freedom Network USA***

<https://freedomnetworkusa.org/app/uploads/2019/07/Freedom-Network-Standards-of-Care-White-Paper-July-2019.pdf>

### ***14 Principles to Support Human Trafficking Victims, Safe Horizon***

<https://www.safehorizon.org/news-from-the-field/14-principles-support-human-trafficking-victims/>

### ***Motivational Interviewing, SAMHSA-HRSA Center for Integrated Health Solutions***

<https://www.integration.samhsa.gov/clinical-practice/motivational-interviewing>

### ***Polyvictimization Assessment Tool Resource Guide, Family Justice Center***

<https://www.familyjusticecenter.org/wp-content/uploads/2019/09/PolyV-Assessment-Tool-Resource-Guidebook-Final-v9.24.19.pdf>



## Healthcare Professionals/Settings

### ***Protocol Toolkit for developing a Response to Victims of Human Trafficking Healthcare Settings, HEAL Trafficking***

<https://healtrafficking.org/2017/06/new-heal-trafficking-and-hope-for-justices-protocol-toolkit-for-developing-a-response-to-victims-of-human-trafficking-in-health-care-settings/>

### ***Caring for Trafficked Persons: Guidance for Health Providers, International Organization for Migration***

[http://publications.iom.int/system/files/pdf/ct\\_handbook.pdf](http://publications.iom.int/system/files/pdf/ct_handbook.pdf)



## Survivor-Informed Practices

### ***Survivor-Informed Practice: Definition, Best Practices, and Recommendations from the Human Trafficking Leadership Academy, Office on Trafficking in Persons***

<https://www.acf.hhs.gov/otip/resource/htlasipractice>

### ***Survivor-Informed Practice: Self-Guided Assessment Tool, Developed by the Human Trafficking Leadership Academy, Office on Trafficking in Persons***

[https://www.acf.hhs.gov/sites/default/files/otip/hsla\\_self\\_guided\\_assessment\\_tool.pdf](https://www.acf.hhs.gov/sites/default/files/otip/hsla_self_guided_assessment_tool.pdf)

<http://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=1460&ChapterID=32>



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