

Resources for Victims of Exploitation and Trafficking

In Alameda County



Training Goals

- Understand connections between accessing services and patient experiences with trauma
- Learn about helpful patient-centered resources from case managers, mental health providers, shelter, and more available to support victims
- Learn how trauma-informed protocols in partnership with bedside advocates facilitate warm hand-offs for longer-term patient support



Community-Based

Services and Considerations

Accessing Services

Victims of exploitation and human trafficking may be apprehensive to accept assistance for reasons beyond their trauma experiences. Other reasons may include:

- Lack of knowledge about resources and legal protections
- Fear of governmental agencies
- Fear of deportation
- Fear of threats to loved ones
- Language barriers

The keys are to work through these barriers by:

- Building a relationship of trust
- Setting clear expectations
- Bridging language barriers
- Utilizing trauma-informed resources



Key Ingredients of Trauma-Informed Clinical Practices



Involve patient in treatment process

For example, no surprises! Also, include bedside advocates with lived expertise and experiences (S.H.A.D.E., Ruby's Place, Progressive Transition(s), etc.)



Screen for trauma

Upfront screening for Adverse Childhood Experiences (ACE), exploitation and trafficking, etc. (This may be difficult without first building trust through first **universally assessing patient's well-being!**)



Train staff in trauma-specific approaches

See handout.



Engage referral sources and partnering organizations for:

- Short-term and immediate needs: internal advocates and/or external certified and trained bedside advocates
- Longer-term, trauma-informed, case-managed supports in legal matters, etc.

Challenges That Can Undermine Care

Lack of Shelter and Housing

- **Alameda County lacks sufficient housing options –**
However, see the Frequently Contacted Organizations list
- Ruby's Place has emergency shelters for adult age men and women (but not children)
- Ruby's Place and Building Futures for Women and Children have Rapid Re-Housing Support for longer-term housing (Section 8 Vouchers)
- DreamCatcher has emergency beds for youth (13 to 17) and Covenant House for young adults (up to 23)
- Alameda County does not have Short-Term Residential Treatment Housing for child welfare dependents

Lack of Long-Term Case Management

- **Most long-term case managers are residential based,** such as Ruby's Place and Side by Side Youth. Outpatient case managers are at Ruby's Place Outreach and Progressive Transition(s).
- Tahiri Justice Center and Justice At Last offer trauma-informed legal services that include case management for clients.
- Alameda County Family Justice Center has short-term navigators for DV and Sexual Assault.

Key Challenge: Mental Health Care

Long-term, affordable, one-on-one mental health care — coupled with group-based care when appropriate — is critical for exploited patients, yet not easily available.

WestCoast Children's Clinic in Oakland has a specialized mental health practice for youth at risk or involved in commercial sexual exploitation, and has published a practice guide: [Psychotherapy for Commercially Sexually Exploited Children: A Guide for Community-Based Behavioral Health Practitioners and Agencies](#)

The guide's content and guidance may be applicable to adult-age victims of both labor and sex trafficking. An integrated mental health treatment framework for exploitation is suggested. [https://www.westcoastcc.org/wp-content/uploads/2018/10/MH Treatment Guide CSEC.pdf](https://www.westcoastcc.org/wp-content/uploads/2018/10/MH_Treatment_Guide_CSEC.pdf)



Critical Exploitation Trauma-Informed Organizational Components



Sustain internal hospital/community health center champions.



Adhere to internal protocols guided by
the HEAL Trafficking Trauma-Informed Tool Kit for Health Care Settings



Secure consent from patient
to contact Bedside Advocate, Law Enforcement, and Abuse Hotlines



Contact Bedside Advocates:
Survivors Healing Advising and Dedicated to Empowerment
Hotline (510) 437-0192 to access advocates from S.H.A.D.E., Ruby's Place, Progressive Transition(s),
or BAWAR. Advocates to arrive 60 minutes from the initial call

Trauma-Informed Resources

Internal to Health Care Settings



Role of Health Champions

- Serve as internal expertise on services and approaches to support suspected or confirmed human trafficked/exploited patients to health professionals in the targeted health settings.
- Lead development of protocols and trainings for effective implementation – designate space to interview victims and resources for emergency needs.
- Participate in learning exchanges with fellow community health centers, hospitals, and stakeholders to sharpen implementation practices.
- Report cases and make data-informed decisions to provide any course corrections, identify breakthroughs, etc. throughout implementation.
- Serve as the lead contact from health facility to the Community Health Center Network and other partners of the Human Trafficking Medical Offramps Project.

Community-Based

Resources Available

Bedside Advocates Managed by S.H.A.D.E.

Duties Monday through Friday 8 am to 5 pm

- Certified in domestic violence, sexual assault, and human trafficking counseling; maintain patient's confidentiality and expectations
- Skilled in culturally-competent and language- specific services
- Equipped with basic toiletry bag; if allowed, transport client to place of safety
- Set up and hand-off to long-term case management and follow patient
- Keep health care provider informed about warm hand- off to long-term case management services





COMMUNITY HEALTH
CENTER NETWORK

Community Health Center Network

- Coordinate protocol development/implementation with training at community health centers
- Convene learning communities between hospitals that have completed training and protocol development and community health centers
- Introduce community-based resources to support patient's healing
- Analyze prevalence data collected from community health centers and rolling up to the State
- carladartis@gmail.com; lmiller@chcnetwork.org; rursua@alamedahealthconsortium.org

Ruby's Place

Primary Grantee Manager of the HT Medical Offramps Project:

Outreach Program: Domestic Violence & Trafficking Clients:

- American Born and Foreign National Adults (18 yrs. +)
- Human Trafficking awareness in local community
- **Long term case management support** for both sex and labor adult trafficking victims

Shelter Services:

- Women's Shelter: DV and HT
- Housing Programs: DV and HT
- Casa de Rubí: Men's Shelter

Services:

- Case management and transportation assistance
- Referrals to outside legal services
- [U.S. Office Victim of Crimes and California Victim Compensation Bureau services application](#)
- Advocacy: Liaison with legal rights, LE, other agencies

24/7 Hotline: (888) 339-SAFE / (888) 339-7233



RUBY'S PLACE

H.E.A.T. Watch

Five-point strategy that includes:

1. Raising community awareness
2. Training law enforcement
3. Prosecuting exploiters
4. Coordinating victim services
5. Changing legislative policy

For Labor Trafficking/Exploitation Cases, please contact William Murphy at **(510) 777-2294** or William.Murphy@acgov.org For Sex Trafficking, please contact Sharmin Bock at **(510) 272-6222** or Sharmin.Bock@acgov.org



S.H.A.D.E

- A survivor-based advocacy organization that offers training, court advocacy, support groups, leadership programming, and crisis intervention to survivors/victims of exploitation
- Founder co-founded Motivating Inspiring Supporting and Serving Sexually Exploited Youth, based in Oakland
- Bedside Advocates respond to patient needs while at health setting and link patients to longer-term case management
- Bedside Advocates from S.H.A.D.E., Ruby's Place, Progressive Transition(s), and Bay Area Women Against Rape are dispatched to arrive within 60 minutes from when the call is received through the S.H.A.D.E. Hotline.
- **24-hour/7 days a week Hotline: (510) 437-0192**



Human Rights Health Clinic

Referral process to Highland Hospital Human Rights Clinic located at the Eastmont Wellness Center at 6955 Foothill Blvd #200, Oakland, CA 94605. Some appointments will take place at Highland Hospital in the Adult Medicine or Pediatrics Clinic.

- **Genitalia mutilation exams**
- **Medical and psychological exams**
- **Medical care**
- **Forensic examinations**
- **If patient speaks Mayan dialect such as Mam, clinic does not have access to interpreter — use Language Line**



Contact: Humanrightsclinic@alamedahealthsystem.org
cc: adiaz@alamedahealthsystem.org, nnelson@alamedahealthsystem.org

Sexual Assault Response Sites

The sexual assault response site for 14 years and older is Highland Hospital located at 1411 East 31st Street, Oakland, CA. The hospital provides bedside advocates for their patients.

Alameda County's sexual assault response site for children 13 years and under is at Teen Clinic 5400 Telegraph Ave and/or the emergency room at UCSF Benioff Children's Hospital of Oakland located at 747 52nd Street, Oakland, CA.

Case Management Contact Information



Human/Social Services

Banteay Srei

DreamCatcher

International Rescue Committee

Motivating Inspiring Serving Supporting Sexually

Exploited Youth (MISSEY)

Progressive Transition(s)

Ruby's Place

Side by Side Youth



Legal Services

Asian Pacific Islander Legal Outreach

Justice At Last

Tahiri Justice Center for Women

Bay Area Legal Aid

International Institute of the Bay Area

Progressive Transition(s) Healing is Progressive

Provides services to adult men and women, LGBTQIA, and transitional-aged youth (18-24 years old) who identify as victims and survivors of intimate partner violence, human trafficking, sexual exploitation, and sexual assault. Services provided include:

- **Bedside Advocacy**
- **Domestic Violence Intervention**
- **Individual/Family Counseling**
- **Sexual Assault Counseling**
- **Restraining Order Modification**
- **Human Trafficking and Diversion Services**
- **Support Groups**
- **Linkages and Referrals**

Call (510) 917-0666 to access services and support.



Progressive
Transition(s)
Healing is Progressive

International Rescue Commitee

Provides adult-age foreign nationals with the following:

- Basic Needs Assessment
- Case Management
- Limited Legal Assistance in the following:
 - + Screening for Immigration Relief
 - + Family Law, Civil Law, and Employment
- Transportation Support to appointments (accompanies clients)
- Connections with Federal and Local Enforcement Agencies
- Application assistance with Social Service Benefits, including benefits provided by State and Federal governments
- Permanent Housing and Employment Preparation

Contact: (510) 452-8222





Alameda County Social Services Agency

Case Managers determine eligibility, complete and submit applications for the following benefits:

- CalFresh, Cash Assistance, MediCal, WIC (children under 5 yrs.)
- Programs have eligibility requirements — NOT open to everyone
- U visas: Access to benefits - Proof of Visa application
- T visas: Can seek benefits BEFORE starting visa application
- No SSN required

Under 19 yrs. Old: Social Security number is not needed

- CalFresh & WIC access
- Medical insurance (MediCal) for minors

Support minors and non-minor dependents of child welfare and juvenile justice systems.*



Bay Area Women Against Rape

Located in Oakland, California Bay Area Women Against Rape serves anyone affected by sexual violence: LGBTQ, males, youth and adult women. BAWAR defines sexual violence by the narratives of the survivors who experienced the violence. Services are provided in validating trauma-informed, culturally appropriate and accessible services which include free peer-counseling and advocacy 24 hours a day both in Spanish and English. To access volunteer advocates please call the 24-hour hotline is (510) 845-7273.

BAWAR also offers in Oakland and Fremont Rape Crises Counselor-certification training.

www.bawar.org



Emergency Shelter Resources

Alameda County 211 Hotline or www.211alamedacounty.org for the following:

- Housing, Mental Health, Case Managers, Legal, Food, General Assistance Referrals

Ruby's Place: (888) 339- SAFE (7233)

- 24/7 Crisis Line
- Women (single and children) & Men (single)

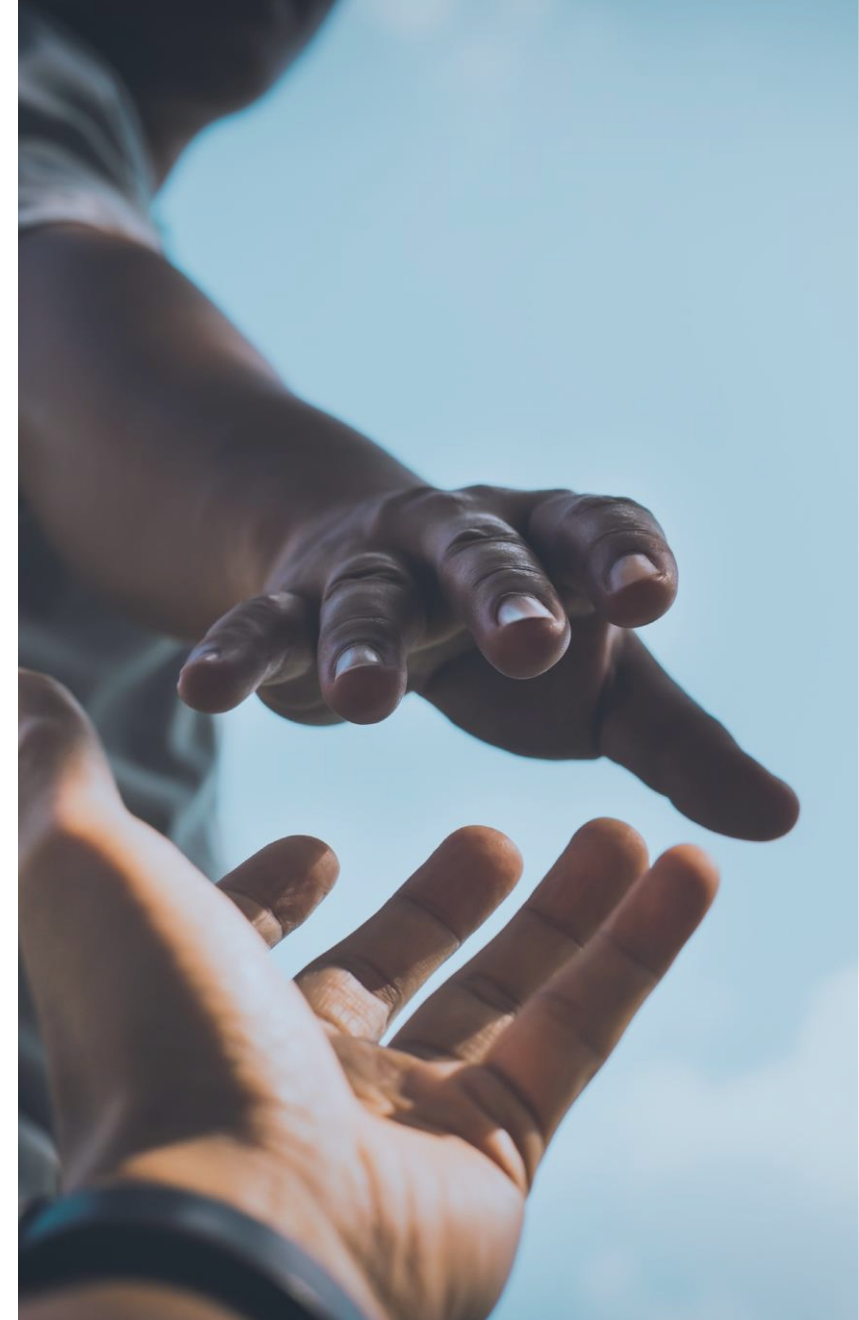
Covenant House of California

- DreamCatcher Youth Services (800) 379-1114 (13–17 yrs)
- Yeah House in Berkeley (510) 704-9867 (18–24 yrs)
- Jack London Square (510) 379-1010 (18–24 yrs)

A Safe Place (510) 536-7233

National Human Trafficking Hotline (888) 373-7888

- Help finding local assistance
- Text: 'HELP' to 23373





24 hours crises counseling hotlines

(listed on alameda county 211)

- Ruby's Place: **(888) 339-SAFE / (888) 339-7233**
- Safe Place Domestic Violence: **(510) 536-7233**
- Bay Area Women Against Rape: **(510) 845-7273**
- Safe Alternatives to Violence: **(510) 794-6055**
- Suicide Prevention Alameda County: **(800) 309-2131**
- Child Abuse Hotline: **(510) 259-1800**
- Side by Side Youth: **(510) 727-9401**
- Native American Health Center: **(510) 434-5421**
- Contra Costa Crises Counseling: **(800) 833-2900**
- Asian Community Mental Center: **(510) 869-6000**
- Tri Valley Haven: **(800) 884-8119**

Different Legal Systems that the Victim-Survivor may Face



Criminal Law

Main Goal:

To hold trafficker criminally accountable

Role of Victim-Survivor:

Victim-Witness

Legal Remedies:

Restitution



Immigration Law

Main Goal:

Legal Status.

Family reunification

Role of Victim-Survivor:

Self-petitioner

Legal Remedies:

Legal status for victim-survivor and their family members, including work authorization



Civil Remedies

Main Goal:

Damages for plaintiff

Role of Victim-Survivor:

Plaintiff

Legal Remedies:

Money, property, injunctions, etc.; debt relief, resolution of identity theft/credit issues



Family Law

Main Goal:

Protection, and best interests of minors, if involved

Role of Victim-Survivor:

Can be petitioner

Legal Remedies:

Restraining order, dissolution, custody, property

Source: Asian Pacific Islander Legal Outreach and Aradhana Tiwari, Immigration Attorney

Legal Remedies for Survivors

Immigration Relief

- Continued Presence
- U visa and T visa
- VAWA
- Special Immigrant Juvenile Status
- S visa
- Deferred Action
- Removal proceedings
- Asylum*

Criminal

- Rights under the Federal & State Crimes Victim Protection Laws
- Restitution
- Injunctions
- Expungement
- Civil
- Wage & Hour
- Human Trafficking Claims
- Tort / Personal Injury
- Contract
- RICO
- Alien Tort Claims

Family Law

- Domestic Violence Restraining Order
- Dissolution or Annulment
- Child Custody/ Child Abduction Prevention Orders
- Child Support
- Spousal Support
- Attorney Fees
- Restitution
- Legal Documents/ Passports

*note for Asylum...

Alameda County Labor Trafficking Task Force Legal Professionals

Provides adult-age foreign nationals with the following:

- A.P.I. Legal Outreach: San Francisco & Oakland
- Bay Area Legal Aid
- Dolores Street Community Services: San Francisco
- East Bay Community Law Centre (EBCLC)
- Justice At Last
- Tahiri Justice Center for Women:

Free legal consults in the following focus areas:

- + Immigration relief including Asylum, Violence Against Women Act (VAWA), U visa, T visa
- + Family Law
- + Specific Referrals to Employment Law

Contact Ruby's Place Outreach: (510) 646-0861

2020 Wage & Hour Laws

Employer must provide employees, regardless of immigration status

- Payment for ALL time worked and must pay Overtime anytime employees work over 8 hours per day or 40 hours per week
- Minimum Wage: \$12 per hour in CA; \$13.80 to \$14.14 per hour in Oakland, in San Francisco \$15.59 per hour and Emeryville \$16.30 per hour
- Breaks for rest and meals (10 minute break every 4 hours, 1 lunch break if work exceeds 5 hours)

Employer cannot make illegal deductions from employee pay for food, housing, or debts owed, regardless of employee immigration status

Employees have 1 to 4 years to make legal claims against employers, if employer: did not adhere to an agreement or contract; physically hurt, harassed, abused, or psychologically or emotionally scared employee; prevented employee from leaving by holding onto passport, lying to them, or physically limiting their freedom of movement

Employers must physically post in different languages these laws



Resources for Employees

Monthly Walk-In Workers' Rights Legal Clinics are held by City of Oakland partner, Centro Legal de la Raza, 3022 International Blvd, Suite 410. Individual consultations are provided with Centro Legal attorney. Walk-In clinics are held the 3rd Wednesday of each month from 9 am to noon. Other workers' rights clinics are by appointment only. Call Centro Legal de La Raza at **(510) 437-1554**.

Resources are available online at www.oaklandca.gov/minimumwage after visiting website call **(510) 238-6258** for additional information or to answer questions.

Practice

Scenarios

Trauma Informed Champions and Bedside Advocates:

Steps 1, 2, 3, 4, and 5

Step 1:

Contact internal hospital/community health center champions and follow internal protocols

Step 2:

Universally assess patient and screen for exploitation

Step 3:

Secure patient's consent to call Bedside Advocate, law enforcement and abuse hotlines

Step 4:

Contact Bedside Advocates:

- Survivors Healing Advising and Dedicated to Empowerment
Hotline (510) 437-0192 to access advocates from S.H.A.D.E., Ruby's Place, Progressive Transition(s), or BAWAR

Step 5:

Make interview room available, inform patient of next steps, and review Bedside Advocate's credentials

Questions & Reflections

Assign the roles
Practice insights
Discuss and debrief



Patient A Scenario

16-year-old female accompanied by her aunt comes to the health center about 3pm in the afternoon complaining about headaches and pelvic pains. The female appears highly agitated and asks the aunt to join her in the examination room. The nurse notices the aunt is intermittently texting on her cell phone. During the exam, the physician notices tattoos on the patient's upper thigh, chest, and midriff that say, "Thoroughbred."



Patient B Scenario

A 19-year-old male comes in at 9:00 am. He is sweating, flustered, and most importantly has what appears to be a twisted right forearm and a dislocated left shoulder. He wants pain medicine and a splint, and he needs them quickly. He says that his uncle is waiting in the car.

Frequently Contacted Organizations

Updated Every Six Months

Frequently Contacted Organizations

www.211database.org

- **Alameda County District Attorney Office**
- **H.E.A.T. Prosecutorial Unit:** (510) 272-6222
- **Consumer Protection Enforcement Division-labor trafficking:** (510) 777-2294
- **Human Trafficking Inspectors:** (510) 272-6282
- **Local Tip Line:** 510-208-4959
- **SafetyNet for CSEC:** (510) 667-4370/ 667-4476
- **Training Needs - H.E.A.T. Institute:** (510) 891-8901 and HEAT Watch www.heatwatch.org
- **Victim Witness Assistance Division:** (510) 272-6180 for Human Trafficking Advocates
- **Alameda County Department of Children and Family Services Child Abuse and Neglect Hotline:** (510) 259-1800; **Program Manager for day shift:** (510) 780-8604; **Night shift:** (510) 780-8619; **Emergency Response Unit:** (510)-670-9764; **Adult Services Hotline:** (510) 577-3500
- **Alameda County Child Family Assessment Center:** A youth registration number is provided by County Child Abuse and Neglect Report Hotline: (510) 259-1800; concerns should be reported to Program Manager: (510) 780-8947.

Frequently Contacted Organizations

www.211database.org

- **Alameda County Probation Department:**
Director for Juvenile Division including CSEC: (510) 268-7200
- **Local Sexual Assault/Sex Trafficking 24 Hour Crises Responders:**
Survivors Healing Advising and Dedicated to Empowerment: (510) 437-0192; in Hayward, Oakland, Fremont, Emeryville, Berkeley (north county) **Bay Area Women Against Rape:** (510) 845-7273; and **Progressive Transitions (for adults):** (510) 917-0666; and **Highland Hospital Rape Crises also known as Highland Hospital Sexual Assault Center:** (510) 534-9290 or 510-534-9291 (countywide) **Tri-Valley Haven:** 1-800-884-8119 (Dublin, Pleasanton, Livermore)
- **Local Medical Sexual Assault Response Sites:**
for Victims ≤ 13 years: **UCSF Benioff Children's Hospital of Oakland:** (510) 428-3240, and for Victims ≥ 14 years: Highland Hospital in Oakland: (510) 437-4865
- **WestCoast Children's Clinic C-Change for CSEC:** (510) 517-9835 for mental health services, CSEC victims that have full scope MediCal Insurance, or have been previously seen by WCCC Counselors
- **UCSF Benioff CHO Adolescent Teen Clinic:** (510) 428-3000 for unmet health needs. Additional clinics may be found on the Healthy Oakland Teens app which can be accessed from Google Play and Apple iTunes Store.

Frequently Contacted Organizations

www.211database.org

- **Local 24 Hour Emergency Shelters with Human Trafficking Case Management:**
Ruby's Place: (888) 339-7233 for adults, **DreamCatcher:** (800) 379-1114 – 13 to 18 yrs; **Covenant House California:** (510) 379-1010 – 18 to 24 yrs. Transitional Housing: **Love Never Fails:** (844) 249-2698 – 3 beds for female adult victims w/children; and **New Day for Children:** please contact@newdayforchildren.com – non-system involved female CSEC age < 19 yrs with legal guardian's consent.
- **CALICO** aka Child Abuse, Listening, Interviewing, & Coordination Center (510) 895-0702; 524 Estudillo Ave, San Leandro, CA
- **Human Trafficking Survivor Support Groups and Training:** **MISSEY:** (510) 251-2070 and **S.H.A.D.E. Project:** (510) 306-5316
- **LGBTQ Support Groups and Training:** **Side by Side's Our Space:** (510) 727-9401; or OurSpace@sidebysideyouth.org
- **Legal Services for Victims:**
Justice At Last: (650) 918-0719; **Tahirh Justice Center:** (650) 270-2100
- **Support for Foreign Nationals:** **Asian Pacific Island Legal Outreach:** (510) 251-2846/(510) 251-2292 for training and immigration victim-witness advocates & attorneys; **International Rescue Committee:** (510) 452-8222 for case management.

Frequently Contacted Organizations

www.211database.org

- **Alameda County Family Justice Center:** (510) 267-8800 (ask for navigators); after 5 pm/ before 8:30am call 800-947-8301
- **Foreign Language Translation Services:** Please follow your local protocols, use trauma-informed translators
- **National Human Trafficking Hotline:** 888-373-7888; text: 233733 (Text "HELP" or "INFO"); 24 hrs/7 days
- **National Sexual Assault Hotline:** 1-800-655-HOPE (4673) and **Strong Hearts Native Helpline:** 1-844-7NATIVE (762-8483)
- **National Runaway Safeline for Runaway and Homeless Youth:** 1-800-RUNAWAY (786-2929)
- **National Domestic Violence Hotline:** 1-800-799-SAFE (7233) and **National Suicide Prevention Lifeline:** 1-800-273-8255

Thank You

From Your Human Trafficking Medical Offramps Partners:

**Carla Dartis Consulting
Community Health Center Network
Survivors Healing Advising Dedicated to Empowerment
Ruby's Place
Alameda County District Attorney's Office**

Questions? Please contact: