



SERVICE PROVISION & ADVOCACY

ASU LABOR TRAFFICKING SYMPOSIUM 2021



1



PRESENTATION OVERVIEW

- Mosaic Introduction
- Key Aspects of Our Program
- Barriers and Challenges
- Building a Labor Trafficking Program
- Resources
- Questions & Answers

MOSAIC FAMILY SERVICES

2



MOSAIC FAMILY SERVICES

OUR CLIENTS' HOLISTIC NEEDS ARE MET IN ONE SAFE PLACE



CASE MANAGEMENT



SHELTER & TRANSITIONAL HOUSING



LEGAL



COUNSELING



ECONOMIC EMPOWERMENT



COMMUNITY OUTREACH

MOSAIC FAMILY SERVICES

3



MOSAIC HISTORY



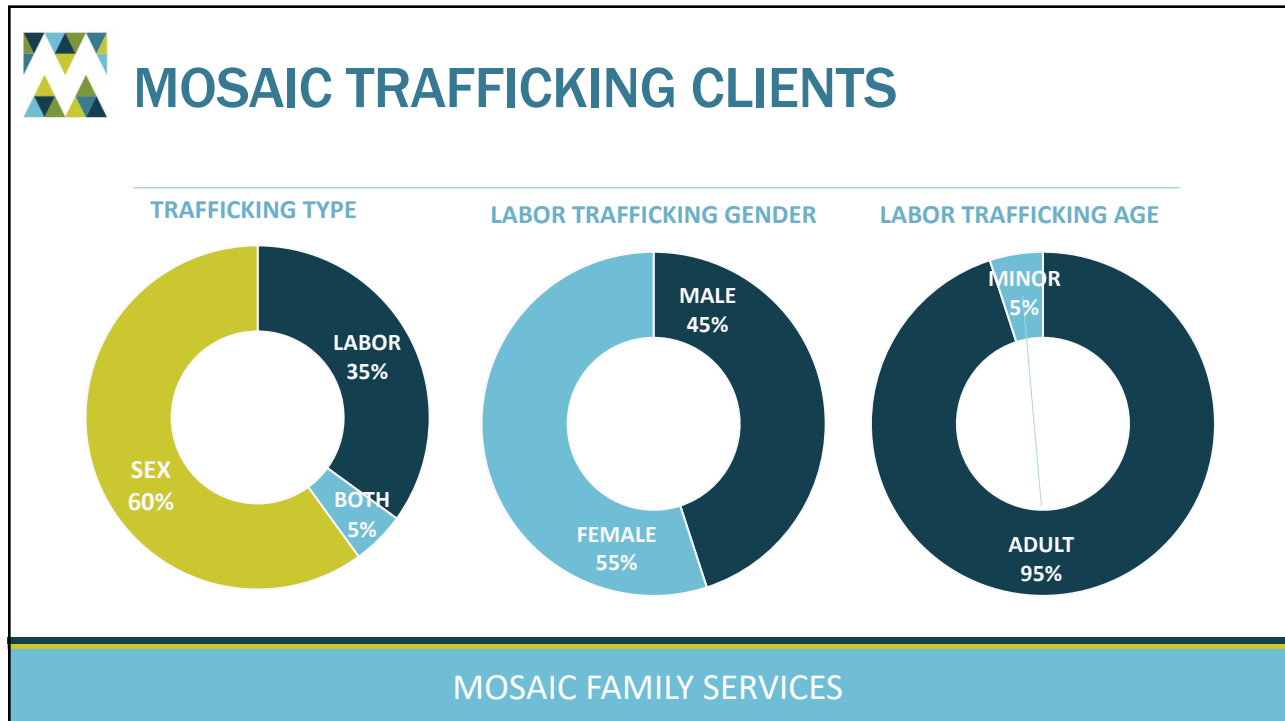
Dr. Walter Nguyen

Founder and Executive Director of Mosaic Family Services

- 1993 - Refugee Case Management
- 1997 - Family Violence Case Management
- 2001 - Mosaic House Shelter
- 2001 - Trafficking Case Management
- 2002 - Multicultural Legal
- 2002 - Multicultural Youth Program
- 2003 - Multicultural Counseling
- 2007 - Human Trafficking Outreach
- 2012 - Post Release Services (Unaccompanied Minors)
- 2014 - Citizenship Services
- 2014 - Safe Release Support (Unaccompanied Minors)
- 2016 - Specialized Legal Services
- 2018 - Transitional Housing
- 2019 - Economic Empowerment
- 2019 - Child Care Center

MOSAIC FAMILY SERVICES

4



5

MOSAIC KEY ASPECTS OF OUR PROGRAM

OVERVIEW

- Comprehensive Services (In-House)
- Multicultural Approach
- Trauma Informed Care Approach
- Survivor/Client/Person-Centered Approach
- Community Partnerships, Education, and Outreach
- Staff Resilience, Retention, and Support

MOSAIC FAMILY SERVICES

6



KEY ASPECTS OF OUR PROGRAM

COMPREHENSIVE SERVICES (IN-HOUSE)

- Quality and Continuity of Services
- Efficiency in Communication and Collaboration
- Understanding of trauma and approaches in working with survivors
- Holistic healing and support beyond victimization
- Offer Options, Flexibility, and Accommodations
- Community Partners (to fill gaps)

MOSAIC FAMILY SERVICES

7



KEY ASPECTS OF OUR PROGRAM

MULTICULTURAL APPROACH

- Cultural Humility, Competency, and Sensitivity
- Language Access – Bilingual Staff and Interpreters
- Consideration of cultural stigmas and taboos
- Consideration of cultural barriers and needs
- Consideration of cultural and spiritual healing and practices
- Cultural Orientations and Education for Survivors
- Provide cross-cultural training and education with community partners and organizations

MOSAIC FAMILY SERVICES

8



KEY ASPECTS OF OUR PROGRAM

TRAUMA-INFORMED CARE APPROACH

THE ARMY OF SURVIVORS

6 Guiding Principles to a Trauma-Informed Approach

Adopting a trauma-informed approach is not accomplished through any single particular technique or checklist. It requires constant attention, caring awareness, sensitivity, and possibly a cultural change at an organizational level. On-going internal organizational assessment and quality improvement, as well as engagement with community stakeholders, will help to imbue this approach which can be augmented with organizational development and practice improvement. ©SAMHSA, 2019

<p>Safety</p>  <p>Ensuring physical and emotional safety.</p>	<p>Trustworthiness/ Transparency</p>  <p>Decisions are made with transparency, with a goal of building and maintaining trust for all.</p>	<p>Peer Support</p>  <p>Utilizing their stories and lived experience to promote healing.</p>
<p>Collaboration / Mutuality</p>  <p>Everyone has a role to play in the healing process.</p>	<p>Empowerment, Voice & Choice</p>  <p>Individually strengths are recognized, built on, and validated.</p>	<p>Cultural, Historical, and Gender Issues</p>  <p>Actively moving past stereotypes and biases, offering inclusive services.</p>

Core Principles of a Trauma-Informed Approach

<p>Safety</p>  <p>Throughout the organization, patients and staff feel physically and psychologically safe.</p>	<p>Trustworthiness & Transparency</p>  <p>Decisions are made with transparency, and with the goal of building and maintaining trust.</p>	<p>Peer Support</p>  <p>Individuals with shared experiences are integrated into the organization and viewed as integral to service delivery.</p>
<p>Collaboration</p>  <p>Power differences — between staff and clients and among staff — are leveled to support shared decision-making.</p>	<p>Empowerment</p>  <p>Patient and staff strengths are recognized, built on, and validated — this includes a belief in resilience and the ability to heal from trauma.</p>	<p>Humility & Responsiveness</p>  <p>Biases and stereotypes and historical trauma are recognized and addressed.</p>

3 Source: Adapted from the Substance Abuse and Mental Health Services Administration's "Guiding Principles of Trauma-Informed Care." TraumaInformedCare.chcs.org

MOSAIC FAMILY SERVICES



KEY ASPECTS OF OUR PROGRAM

SURVIVOR/CLIENT/PERSON-CENTERED APPROACH

- Survivor Autonomy – Listen and support their rights, priorities, needs, and choices
- Individualized Service Plan
- Voluntary Services Model
- No judgment, agenda, or “righting” their direction
- Meet survivors where they are at
- Strength-Based Empowerment
- Success defined by the survivor

MOSAIC FAMILY SERVICES



KEY ASPECTS OF OUR PROGRAM

COMMUNITY PARTNERSHIPS, EDUCATION, & OUTREACH

- Coordination and Participation in Coalitions and Taskforces
- Networking to establish direct contacts, connections, or liaisons
- Internal sharing of community resources
- Direct Outreach to underserved communities (in native language)
- Connect with grassroots and local community organizations that engage with underserved populations

MOSAIC FAMILY SERVICES

11



KEY ASPECTS OF OUR PROGRAM

STAFF RESILIENCE, RETENTION AND SUPPORT

- Hiring Priorities (and Removing Barriers)
- Passion and Compassion
- Staff Benefits (Salary and Non-Salary)
- Self Care and Boundaries
- Team Building Activities
- Sharing of resources and contacts
- Solicit feedback and suggestions for improvement

MOSAIC FAMILY SERVICES

12



BARRIERS AND CHALLENGES

OVERVIEW

- Diverse Survivor Populations
- Funding Requirements
- Community Response
- Collaboration and Communication

MOSAIC FAMILY SERVICES

13



BARRIERS AND CHALLENGES

DIVERSE POPULATIONS SERVED

- Labor Trafficking Industry and Setting
- Exploitation, abuse, and additional victimization experienced
- Relationship to Trafficker
- Intersectionality of Domestic Violence and Sexual Assault
- Seeking services willingly or unwillingly
- Concurring Issues of Mental Health and Substance Abuse, etc
- Criminal history
- Foreign Nationals vs US Citizens
- Gender - Male vs Female vs Transgender Female or Male vs Non-Binary
- Age – Adult vs Minors vs Unaccompanied Minors
- Race/Ethnicity
- LGBTQIA+

MOSAIC FAMILY SERVICES

14



BARRIERS AND CHALLENGES

FUNDING LIMITATIONS & REQUIREMENTS

- Restrictions on Use of Funds (i.e. Admin support)
- Data Collection and Reporting (Multiple grants)
 - Lack of uniformed reporting categories
 - Time-consuming
 - Outputs and Outcomes don't always measure success
- Clear policies and processes in tracking funds and services to avoid "Double-Dipping"
- Match Requirements – Request to waive during COVID-19 pandemic or be creative

MOSAIC FAMILY SERVICES

15



BARRIERS AND CHALLENGES

COMMUNITY RESPONSE

- Focus and prioritization of sex trafficking efforts
- Minimized (i.e. wage issue) and/or anti-immigrant sentiment
- Lack of awareness, education, and familiarity
- Lack of funding opportunities or sources
- Lack of community resources, organization, and support
- Lack of law enforcement or criminal justice investigation or focus
- Can take more time and resources than sex trafficking
- Highlight labor trafficking at every opportunity and find intersectionality

MOSAIC FAMILY SERVICES

16



BARRIERS AND CHALLENGES

COLLABORATION

- Misalignment of goals, values, approaches, and priorities
- Constant change and inconsistency with organizations and anti-trafficking landscape
- Confidentiality Restrictions and Limitations
- Competitive environment
- Takes time to plan, coordinate, and train for effective collaboration
- Lack of capacity, motivation, or incentive

MOSAIC FAMILY SERVICES

17



BUILDING A LABOR TRAFFICKING PROGRAM

FUNDING SOURCES AND SERVICE PROVIDERS

- DOJ Office for Victims of Crime (OVC)
 - Direct services and Task force grants
 - Find a local program at [ovc.gov/map.html](https://www.ovc.gov/map.html)
- Victims of Crime Act (VOCA)
 - Funding for direct services
 - Find your state program by visiting [ovc.gov/map.html](https://www.ovc.gov/map.html)
- Office on Trafficking in Persons (OTIP)
 - Trafficking Victim Assistance Program (TVAP)
 - <https://www.acf.hhs.gov/otip/grants>
- National (i.e. Safe Shelter Collaborative), State (i.e., State Attorney General Office), City/Local (i.e., City Housing Funds), Foundations, Corporations, Religious Institutions, Individual Donors, etc

MOSAIC FAMILY SERVICES

18



BUILDING A LABOR TRAFFICKING PROGRAM

RESOURCE COORDINATION AND PARTNERSHIPS

- Understand the needs of labor trafficking survivors
- Community Mapping - Identify existing programs and services, coalitions and task forces, community resources, and gaps
- MOUs and/or guidelines to clarify roles and responsibilities and avoid duplication of services and efforts
- Understand (and communicate) your Organization's Role, Services, and Limitations
- Walk throughs and warm referrals with community organizations
- [Multidisciplinary Collaborative Model for Anti-Trafficking Task Forces: Development and Operations Roadmap](#)

MOSAIC FAMILY SERVICES

19



BUILDING A LABOR TRAFFICKING PROGRAM

PROGRAM STRUCTURE

- Establish clear Vision, Mission, Values, and Approaches
- Build upon Existing Infrastructure
- Standards of Care
 - [FNUSA Standards of Care](#)
 - [FNUSA Standards of Care White Paper](#)
 - [Office for Victims of Crime \(OVC\) Model Standards](#)
- [Screening and Assessments \(Webinar Slides\)](#) – Designed for and/or include labor trafficking considerations
- [Outcomes for Human Trafficking Survivors \(OHTS\)](#)

MOSAIC FAMILY SERVICES

20



BUILDING A LABOR TRAFFICKING PROGRAM

PROGRAM STRUCTURE

- [OVC Human Trafficking Capacity Building Center](#)
- [NNEDV Digital Services Toolkit](#)
- Flexible Service Options – Communication methods, hours, financial assistance
- Customizable and user-friendly client database
- Diversity, Equity, and Inclusion
- Don't accept the status quo – Always advocate and think outside the box, and revisit

MOSAIC FAMILY SERVICES

21



BUILDING A LABOR TRAFFICKING PROGRAM

LANGUAGE ACCESS

- [API GBV Language Access Hub](#)
- [API GBV Interpretation Technical Assistance and Resource Center \(ITARC\)](#)
- [Ayuda's Breaking the Silence: Interpreting for Victim Services - Training Manual, A Workbook of Role Plays and Exercises, A Glossary of Victim Services Terminology](#)

MOSAIC FAMILY SERVICES

22



BUILDING A LABOR TRAFFICKING PROGRAM

STAFF SUPPORT

- Staff Training focused on Labor Trafficking topics
- Invest in focused Staff Roles (esp. in admin and support)
- [OVC Vicarious Trauma Toolkit - Webinars](#)

MOSAIC FAMILY SERVICES

23



BUILDING A LABOR TRAFFICKING PROGRAM

SURVIVOR-INFORMED AND ENGAGEMENT

- Hire and compensate survivor consultants and advocates
- [OVC Practical Guide: Survivor-Informed Services](#)
- [NHTTAC Toolkit: Building Survivor-Informed Organization](#)
- [Operationalizing Survivor-Informed Services](#)
- [A Practical Guide for Survivor-Informed Services \(Webinar and Handouts\)](#)

MOSAIC FAMILY SERVICES

24



ADDITIONAL RESOURCES

- [Freedom Network USA](#)
- [Office for Victims of Crime Training and Technical Assistance Center \(OVC TTAC\)](#)
- [National Human Trafficking Training and Technical Assistance Center \(NHTTAC\)](#)
- [Coalition Against Slavery and Trafficking \(CAST\)](#)
- [National Human Trafficking Hotline](#)
- [VAWNet.org](#)

MOSAIC FAMILY SERVICES

25



QUESTIONS & ANSWERS

MOSAIC FAMILY SERVICES

26



MOSAIC CONTACT INFORMATION

- 24-hour Crisis Hotline: 214-823-4434
- Main Office: 214-821-5393
- Website: www.mosaicservices.org
- Email: home@mosaicsservices.org
- Presenter: Sulan Chang, Program Director
- Presenter Phone: 214-821-5393 ext. 258
- Presenter Email: sulanc@mosaicsservices.org

MOSAIC FAMILY SERVICES

27



THANK YOU!

شڪرا
 mahadsanid
 asante
 谢谢
 ngatho nyingi
 gracias
 آپ کا شکر یہ
 hvala
 спасибо
 ဧဇဉ်ပိုင်စံဘာ
 ကုလသမဂ္ဂ
 хвала
 gacpeno
 merci
 grazie
 धन्यवाद
 காம் ஔ
 ကျေးဇူးတင်ပါတယ်။
 ka lawm tuk
 ကျေးဇူးတင်အောင်

MOSAIC FAMILY SERVICES

28