

RECOGNIZING AND RESPONDING TO DOMESTIC VIOLENCE AND HUMAN TRAFFICKING IN HEALTH CENTER SETTINGS

National Center for Health in Public Housing



National Center for Health in Public Housing
a project of North American Management

Disclaimer



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- The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.



MUTE



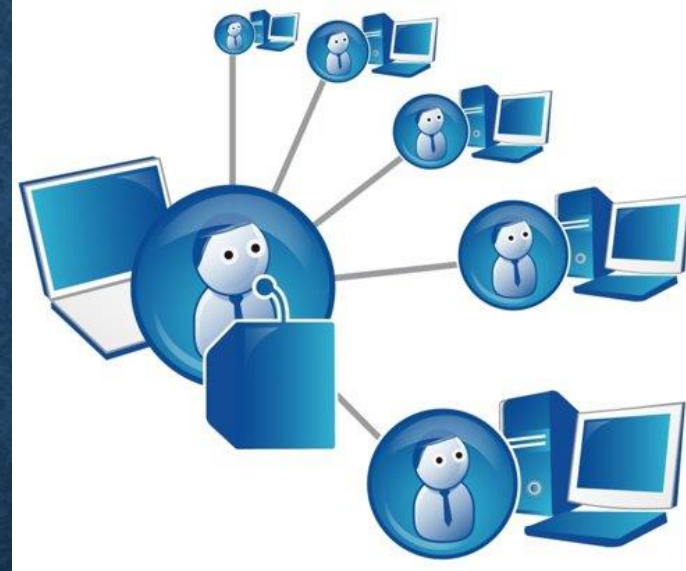
CHAT



RAISE HAND



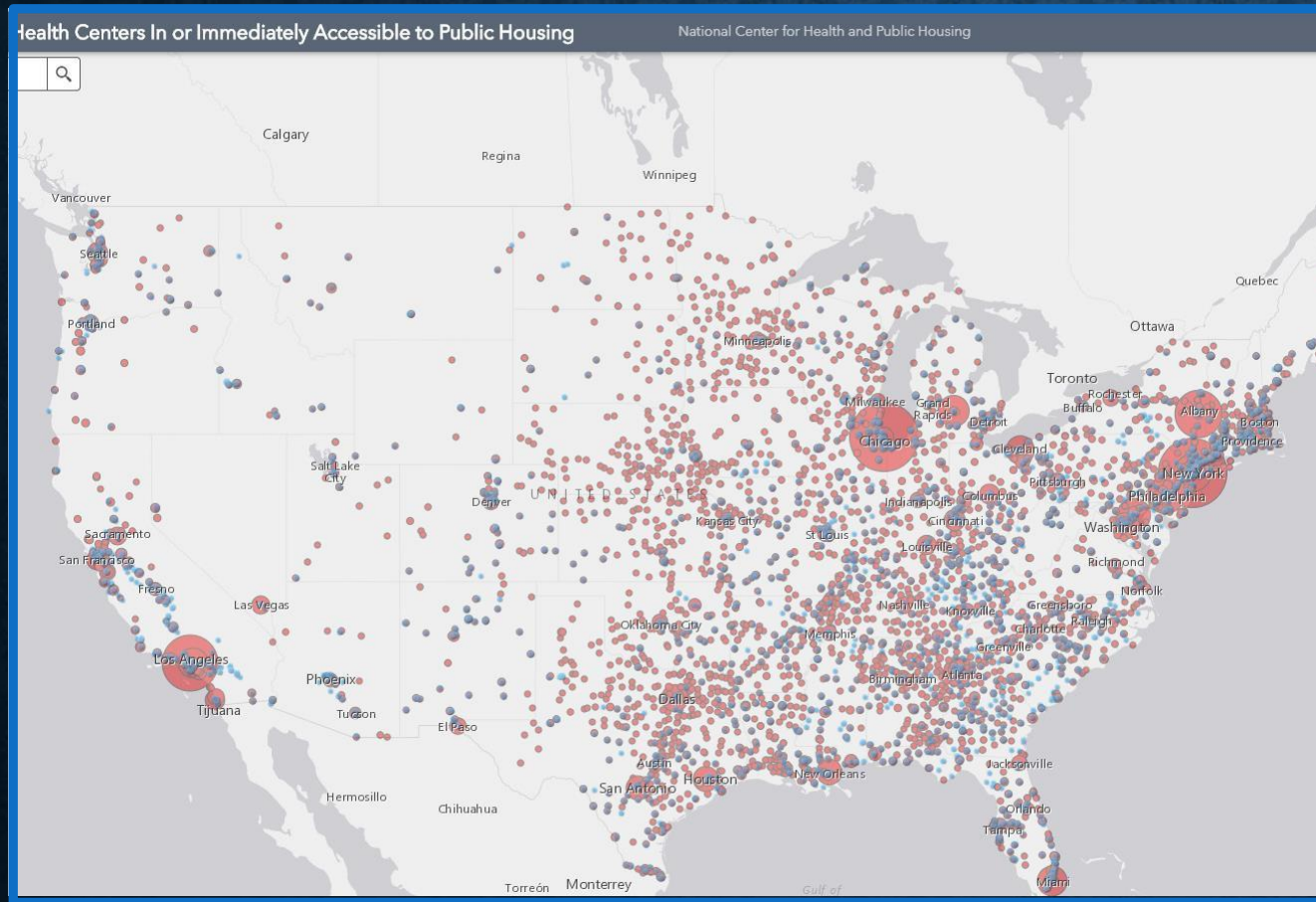
Q&A



LEARNING OBJECTIVES

- Define Domestic Violence and Human Trafficking
- Recognize potential persons at risk in a primary care setting
- Identify Promising Practices for assisting persons at risk of domestic violence or human trafficking

Health Centers Close to Public Housing



- 1,400 Federally Qualified Health Centers (FQHC) = 28.4 million
- 385 FQHCs In or Accessible to Public Housing = 4.4 million patients
- 106 Public Housing Primary Care (PHPC) = 817,123 patients

Source: www.nchph.org

POLL QUESTION #1

- Are you currently planning or implementing prevention and intervention programs on domestic violence or human trafficking?
 - a. Yes
 - b. No



Christine Pajarillo, Director of Behavioral Health



WHITTIER STREET HEALTH CENTER

Comprehensive. Compassionate. Community.

Promising Practices for Assisting Victims of
Domestic Violence In a Primary Care Setting

October 25, 2019

The mission of Whittier Street Health Center is to provide high quality, reliable and accessible primary health care and support services for diverse populations to promote wellness and eliminate health and social disparities.

Whittier Street Health Center- Overview

Whittier Street Health Center is a Federally Qualified Community Health center that serves Boston's vulnerable urban populations. Whittier is accredited by the Joint Commission and recognized by the National Committee for Quality Assurance (NCQA) as a level 3 Patient Centered Medical Home. Founded in 1933 as a well-baby clinic, Whittier initially focused on women's health. Since then, Whittier has expanded its services to more than 40 different programs, including eye care, dental services, physical therapy, behavioral health and arts therapy, a wellness institute, and specialized clinics focused on chronic illnesses such as diabetes, heart disease, and HIV.



WHITTIER STREET HEALTH CENTER
Comprehensive. Compassionate. Community.

Whittier Street Health Center- continued

The mission of Whittier Street Health Center is to provide high quality, reliable and accessible primary health care and support services for diverse populations to promote wellness and eliminate health and social disparities. Whittier's Passageway Program upholds the mission of the clinic by providing free, accessible support, advocacy, education and intervention to the most vulnerable of patients.

Located in a predominately low-income community of color, those who reside in Whittier's service area struggle with poverty, racism, a history of neglect and feelings of community abandonment. The services of the Passageway Program creates a sense of safety that is often lacking in the lives of our patients.

Whittier Street Health Center's Passageway Program-Domestic Abuse Intervention and Prevention

Passageway is a program of the Center for Community Health and Health Equity (CCHHE).

The Passageway Program at Whittier offers individual support services including, but not limited to:

- safety planning
- crisis intervention
- supportive counseling
- resource and referral information
- education
- advocacy

Whittier Street Health Center- Passageway Program continued

The scope of work of the Program Coordinator is not limited to direct client care and advocacy, but widens its reach to training and education of Whittier employees. The Program Coordinator provides a program overview, patient screening tools, and information on how to refer to domestic violence services. Staff training is conducted to all employees annually. Along with screening information, employees are taught procedures for: documenting injuries and collecting evidence, and safety and confidentiality guidelines for patients and staff.



Whittier Street Health Center- Passageway Program Referral Guidelines

Any community member or employee may be referred to Passageway if:

- They disclose intimate partner violence (IPV) and would like support
- They convey safety concerns regarding a current or past abusive relationship
- They request information or education about IPV or victims rights
- They need assistance accessing systems such as court, police, housing/shelter, as it relates to IPV
- They have questions about what a healthy relationship looks like
- They request information or assistance to support a friend or family member experiencing IPV

Consent MUST be given before a referral is made.

Services include free and confidential domestic violence counseling, court advocacy and safety planning.



Defining Domestic Violence

Domestic violence, also known as intimate partner violence (IPV), is a pattern of coercive behaviors where one person tries to control the thoughts, beliefs or actions of a partner.



Promising Practices for Assisting Victims of Domestic Violence in a Primary Care Setting

All patients are screened for Social Determinants of Health utilizing a standardized tool in the clinic's EMR. The screener includes the following relationship safety questions, preceded by the prompt:

Because violence and abuse happens to a lot of people and affects their health, we are asking the following questions:

- How often does anyone, including family and friends, physically hurt you?
- How often does anyone, including family and friends, insult or talk down to you?
- How often does anyone, including family and friends, threaten you with harm?
- How often does anyone, including family and friends, scream or curse at you?



Promising Practices for Assisting Victims of Domestic Violence in a Primary Care Setting

Patients are referred directly to the Passageway Program Coordinator when screening positive for intimate partner abuse, or at any patient request for domestic violence services.

The Program Coordinator is a member of the Behavioral Health Department and refers patients in need of brief treatment and/or long-term therapeutic clinical support.

Possible Signs of Domestic Violence in patients

Domestic abuse is linked to many common health conditions, including anxiety and depression, physical injuries, chronic pain, gynecological disorders, stomach problems, heart disease, migraines/headaches, and pregnancy complications.

Possible Signs of Domestic Violence:

- Injuries inconsistent with explanation of cause
- Multiple injuries at different stages of healing
- Patient hides injuries and/or minimizing their extent
- Partner attends appointments unnecessarily
- Partner is aggressive or dominant, controls the appointment or refuses to leave the room



Possible Signs of Domestic Violence in patients- continued

- Patient reluctant to speak in front of partner
- Patient appears frightened, overly anxious, or depressed
- Patient returns frequently with vague complaints
- High amount of STI's, pregnancies, miscarriages, and/or abortions
- Somatic complaints
- Injuries to head, neck, chest, breasts, abdomen or genitals
- Secrecy or apparent discomfort when asked about the relationship
- Delay between injury and seeking medical treatment



Responding Effectively to Patients When Screening for Domestic Violence

Listen and provide validation

Remember it is NOT effective to tell someone what you think they should do without listening

Supportive statements:

- I'm concerned for your safety, and this is why...
- I am willing to listen without judgement whenever you are ready to talk about it
- I won't pressure you to talk about it
- Your feelings about your relationship and partner are valid.

Responding Effectively to Patients When Screening for Domestic Violence

- You have the right to make your own decisions
- Domestic violence is not just physical abuse, it includes emotional, financial, and sexual abuse as well.
- Domestic violence is prevalent and can happen to anyone.
- Support is available. Would you like to talk to someone about it today?
- You do not deserve to be abused.
- This is not your fault.



Adopting a Trauma-Informed Approach to Domestic Violence

Trauma informed strategies are specific practices that recognize the physical, emotional, and mental effects of trauma and victimization. Adopting a trauma-informed approach to domestic violence advocacy means not just attending to survivors' physical safety, but to their emotional health as well.

Adopting a trauma-informed approach to domestic violence also means ensuring that all survivors of domestic violence have access to advocacy services in an environment that is inclusive, welcoming, destigmatizing, and non-re-traumatizing.



Adopting a Trauma-Informed Approach to Domestic Violence

- It is important to understand there are reasons why they stay with their abuser without blaming them for it
- They may not label their experiences as ‘trauma’ or ‘victimization’
- They may not trust themselves or others
- Some abusers will escalate the violence after the relationship has ended
- Money is controlled by their partner
- Children want them to stay together or side with the abuser
- They love their abusive partner
- Their immigration depends on their partner
- Their partner makes threats of calling ICE or hurting them if they leave



Safety Planning

Suggestions for safety:

- Document all incidents of abuse. Take pictures of any injuries or destroyed property caused by the abuse.
- Pick a safe place to go temporarily as needed
- Pack a “Safety bag” and store it in a place where your abuser will not find it in your home or give it to a friend.
- Work out a plan with others to help when you leave





Zara Marselian, President and CEO

Carmen Kcomt, Director of Legal Advocacy

Human Trafficking and Health Care Providers



LA MAESTRA
COMMUNITY HEALTH CENTERS
City Heights · El Cajon · National City · Lemon Grove

LA MAESTRA CIRCLE of CARE®

La Maestra Circle of Care® is a solution-based model designed to guide each individual and family to self-sufficiency by ensuring that their overall health and well-being needs are fully met through compassionate care. La Maestra Community Health Centers strives to provide quality care to our patients across the entire continuum of health. As a Patient-Centered Medical Home and through our La Maestra Circle of Care® model we do our utmost to enhance health and the patient experience. Keeping you healthy is our ultimate goal.



Promoting Health Lifestyles

Health Education & Coaching
Nutrition & Weight Management
Prevention and Management of Diabetes, Cardiovascular Disease, Hypertension and Asthma
Education and Early Detection of Breast, Colon, & Cervical Cancer
Comprehensive Perinatal Services

Food Security & Well-being

Healthy Choices Food Pantry
"Jardin de la Vida" Community Garden

Well-being & Opportunity For All Ages

Generations Center for Youth and Older Adults
Intergenerational Programs
Center for Youth Advancement
Culture & Healing through Art

Economic Empowerment

Financial Literacy Classes
Microcredit Loan Program for Women
Job Training and Placement
Computer Literacy
Job Readiness Training

Safe & Healthy Housing

Affordable Housing Assistance
Therapeutic Transitional Housing

Legal Advocacy & Social Services

Services for Victims of Crime, Domestic Violence & Human Trafficking
Immigration Application Assistance
Referrals and Counseling
Other Health, Social Services & Support Programs Information

Community Health Access & Support Services

Outreach & Health Fairs
Health Coverage Eligibility & Application Assistance
CalFresh Application Assistance
Medically Trained Cultural Liaisons
Patient Transportation
Translation & Interpretation

Additional Health Services

Substance Use Disorder Services
Onsite Specialty Care
Telehealth
Digital Radiology
Retail Pharmacy & Dispensary
Laboratory Services
Mobile Clinic
Chiropractic Services
Diabetes Clinic
Liver Clinic

Adult Health Care

Health Screening
Immigration Physicals
Minor Surgeries
STD Testing and Counseling
Senior Health Care
Teen Health Care

Children's Health Care

School-based Clinics
Well Child Exams
School Physical Exams
Immunization
Tuberculosis Testing
Allergy Clinic
Safety & First Aid Education

Women's Health Care

Gynecological Services
Obstetric/Perinatal Care
Family Planning & Counseling
Mammography & Biopsy
Minor Procedures (Cryo & LEEP)

Mental & Behavioral Health Services

Depression Support Services
Individual and Group Therapy
Psychiatric Evaluation
Medication Management

Oral Health Care

General & Pediatric Dentistry
Oral Hygiene Education
Teeth Cleaning/Whitening
Crowns, Amalgam & Resin Fillings
Fluoridation and Sealants
Pulpotomy & Root Canal Therapy
Partial & Complete Dentures
Mobile Dental Services

Vision Care

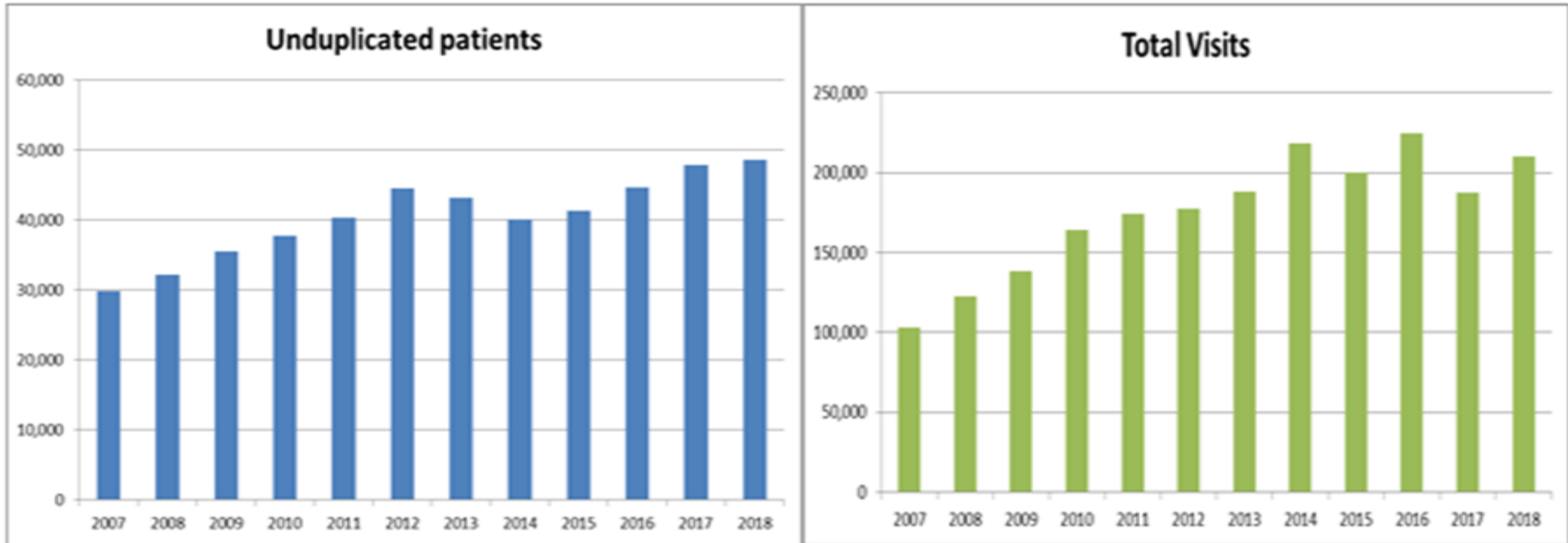
Eye Exams for Children & Adults
Screenings for Eye Disease
Glaucoma & Retinopathy Testing
Glasses and Contact Lens Fitting
Mobile Vision Services

Serving the Culturally Diverse Community

- One of the most culturally diverse health centers in California – sites are in refugee resettlement areas and along US-Mexican border.
- 60% of patients prefer communication in language other than English
- Staff come from the cultures served, ensuring cultural and linguistic competency.
- More than 30 languages and dialects spoken by 500+ employees
- *Medically Trained Cultural Liaisons* provide valuable, ongoing support, education to local residents and identify new needs



Annual Number of Patients & Visits



60% of Patients indicated best served in a language other than English in 2018

Human Trafficking Definitions

Human Trafficking is a crime that involves exploiting a person for labor, services, or commercial sex.

- The Trafficking Victims Protection Act of 2000 and its subsequent reauthorizations define human trafficking as:
 - a) Sex trafficking in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or
 - b) The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery. (22 U.S.C. § 7102(9)).

Where Do Foreign Victims Come From?



Where Do Foreign Victims Come From?

(Source: Polaris Project)

Patterns within the U.S.

Men, Women and children are trafficked from the origin Europe (eastern Europe), Asia (China, Philippines, Thailand, India) and Africa (Nigeria, Somalia). Then they are trafficked to the transit countries in the Caribbean, south America (Brazil, Columbia) and central America (El Salvador, Honduras, Guatemala, Mexico). In some cases they transit through Canada in to USA.



Top U.S. Cities and States of Human Trafficking

States (top cities)

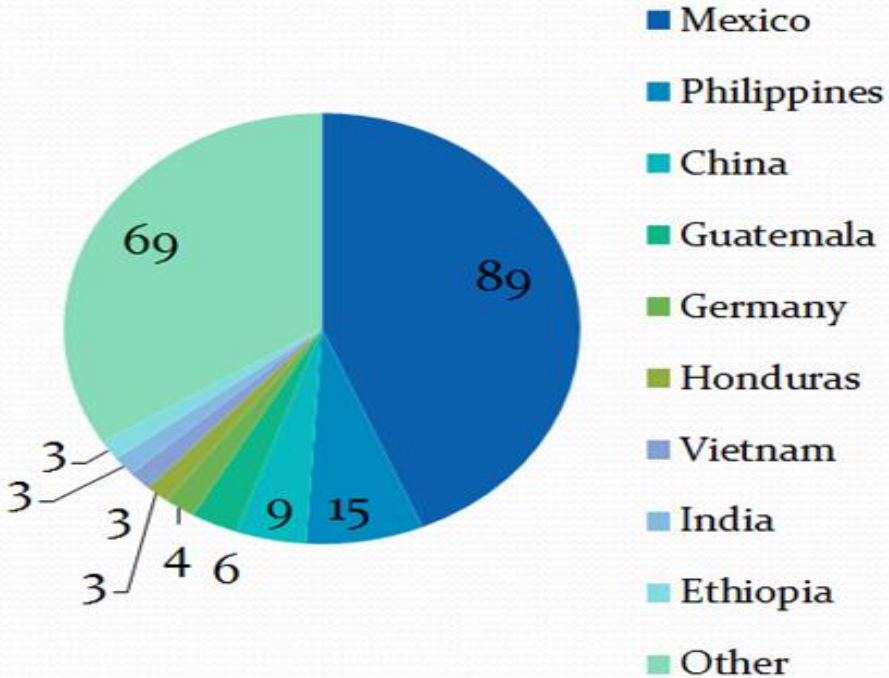
1. California (San Francisco, Los Angeles, San Diego)
2. New York (New York City)
3. Texas (Houston)
4. Nevada (Las Vegas)

Cities

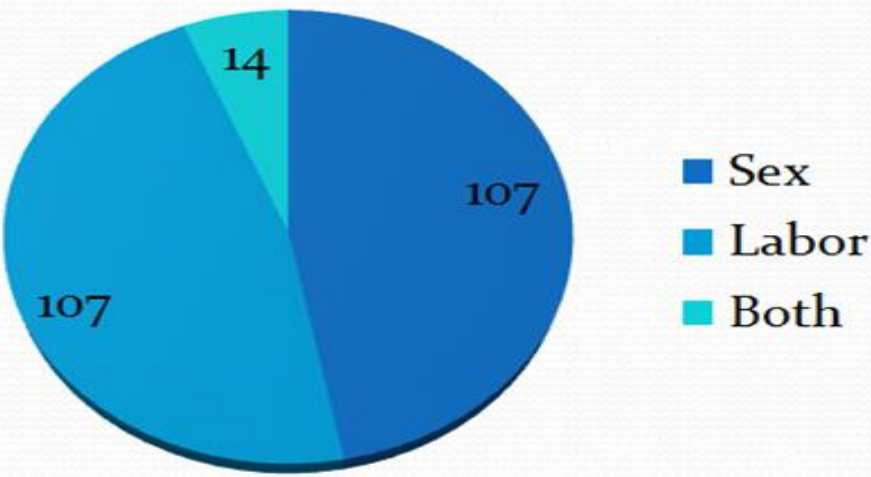
Houston • El Paso • Los Angeles • Atlanta • Chicago • Charlotte • Miami • Las Vegas • New York • Long Island • New Orleans • Washington, D.C. • Philadelphia • Phoenix • Richmond • San Diego • San Francisco • St Louis • Seattle • Tampa

La Maestra Statistics

County of Origin

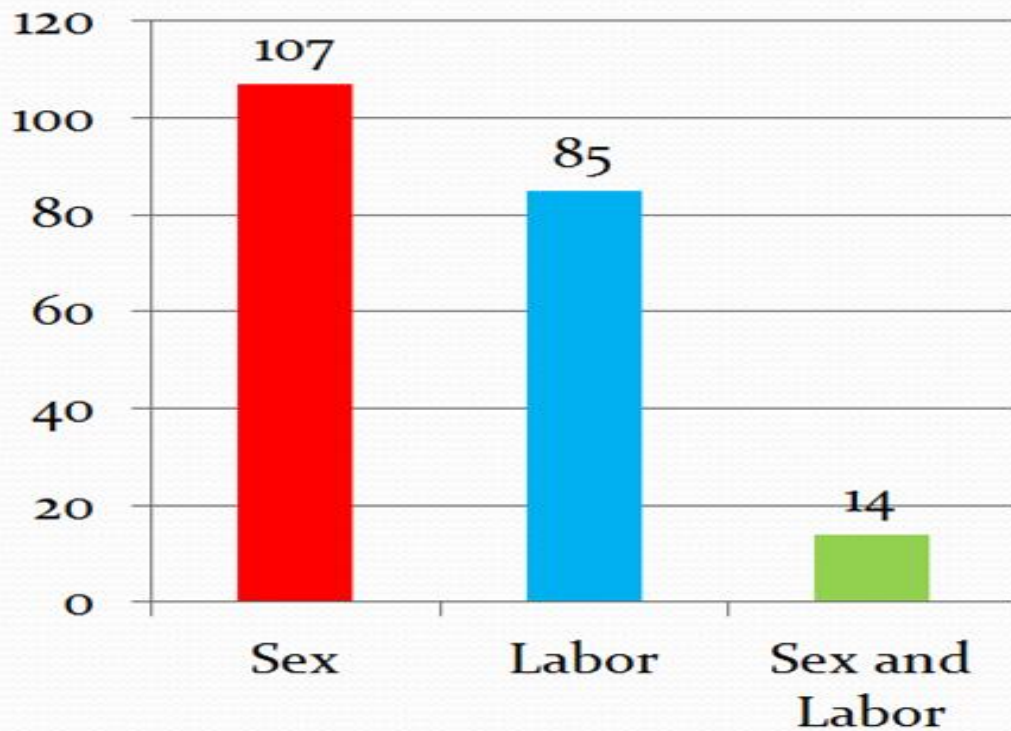


Types of exploitation

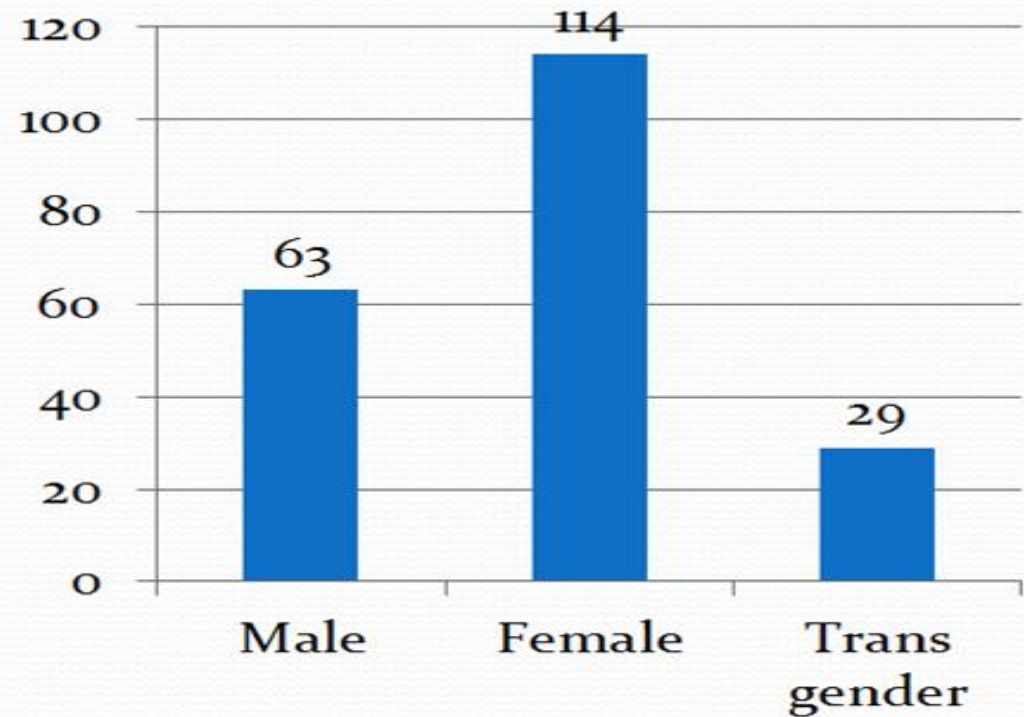


La Maestra Statistics

Type of trafficking



Gender



Identifying HT Victims during Health Care Visits: Red Flags

- Frequent late or missed appointments
- Discrepancies between stated history and clinical presentation
- Scripted, memorized or rehearsed history
- Stated age is older than visual appearance
- Stated age is younger than visual appearance and/or physical development stages
- Evidence consistent with rape or sexual assault
- Pregnant with injuries or vaginal bleeding

Red Flags (continued)

- Inability to provide personal documents
- Reluctance or inability to speak on their own behalf
- Accompanying party answers for them
- Companion refuses to leave
- Evidence of any kind of physical trauma
- Reoccurring sexually transmitted diseases

Red Flags (continued)

- Frequent and/or forced abortion
- Frequent relocation to avoid detection
- Physical ailments like malnutrition, dehydration, chronic fatigue
- Seemingly excessive number of sexual partners
- Fearful attachment to a cell phone
- Reluctance to talk about a particular tattoo

Barriers to disclosure cont.

- May not know of supportive alternatives
- Worry of not being believed
- May be monitored by cell phone, GPS, bracelets
- Stigma and shame
- Lack of money
- Fear of arrest/deportation

Barriers to Disclosure

- Disclosure is often emotionally and physically dangerous for the victim
- May not recognize themselves as a victim of trafficking
- May not know that they have legal and human rights
- Prior unsuccessful attempts to leave or escape

More Barriers

- Prior negative experiences
- Uncertainty of geographic location
- Feeling overwhelmed
- Not yet identified themselves as victims



La Maestra Services for HT & DV Survivors

- Intensive case management
- Basic needs
- Rental assistance
- Financial assistance
- Public benefits enrollment assistance
- Immigration legal services
- Referrals to law enforcement
- Safe at home confidential address program
- Victim compensation process

La Maestra Services for HT & DV Survivors

- Trauma-informed care for medical services
- Health and Human Services certification assistance
- Refugee admissions program
- Legal/Expungement services
- Name change process
- Healing through classes.
- Economic development: job training & microcredit. Sewing and floral arrangement training within La Maestra's Generations program

La Maestra Services for HT & DV Survivors

- Mental health services and individual counseling
- Drug and alcohol counseling
- Food pantry services
- Optometry and dental services
- Translation and interpretation services

La Maestra Services for HT & DV Survivors

- Employment search assistance and online applications
- Referrals to La Maestra's Microcredit Program
- Housing application assistance & placement
- Medical & specialty
- Support groups provided monthly

Collaborations

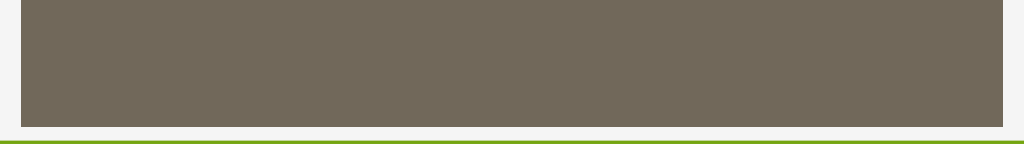
- **Partnerships:** Law enforcement, immigration firms, Freedom from Exploitation, Survivors of Street, North County Lifeline, Riverside Task Force, San Diego Task Force, District Attorney, Victim Services Advisory, Generate Hope, San Diego Youth Services, Casa Cornelia, Jewish Family Services
- **Nationwide Collaborations:** United States Committee for Refugees and Immigrants
- Collaborations with Ethnic based community organizations and faith based.

Olga's Case

At 12 years old Olga went with her family, siblings and parents to a theme park in Tijuana. Olga and her 11 year old sister was approached by a couple inviting them to their car to pick out stuffed animals. When they arrived to the car they were kidnapped and transported to San Diego. Olga and her sister were forced to work in prostitution for years. Drugs were involved, ultimately Olga and her sister were separated. At 22 years old, Olga was rescued during a law enforcement operation. She was never reunited with her sister. This case was referred to La Maestra by law enforcement. Olga has since completed La Maestra's program and is now a T Visa holder. She will apply for a PRC. Olga was provided with many services including therapy, financial assistance, free healing classes, and immigration services.

Daniel's Case

Originally from the Philippines, Daniel was brought to United States by his aunt. She paid for the flight and promised him a better life. Daniel arrived after graduating high school ready to attend college, but things changed. After arriving, his aunt took away his documents and Daniel was put to work in a "friends" restaurant. She demanded payment for the flight and other expenses. After months of working in the restaurant Daniel escaped with help from a "friend." This "friend" secured a job in a nursing home, forcing Daniel to work in miserable conditions seven days a week, with restricted food, no medical assistance, and was not allowed to leave the premises with threats of being denounced to immigration services and to the police. Daniel was made aware that his aunt had reported him to the police for robbery. After 5 years of working for the same company, he was helped and brought to La Maestra's program.



Daniel was housed with La Maestra . He was connected with law enforcement to report his trafficking case. Daniel received financial assistance, medical, drug and alcohol counseling and mental health services within La Maestra's program. Daniel was finally able to recover his needed documents as his case is still under investigation . His immigration process T Visa application was successfully submitted .

Jose's Case

<https://youtu.be/3vpDBcWX0Hc>

- *La Maestra's anti-trafficking program is one of the largest nationwide*
- *La Maestra's anti-trafficking program is also one of the largest nationwide in serving survivors from the LGBTQ communities*

Q&A

- If you would like to ask the presenter a question please submit it through the questions box on your control panel.
- If you are dialed in through your telephone and would like to verbally ask the presenter a question, use the “raise hand” icon on your control panel and your line will be unmuted.

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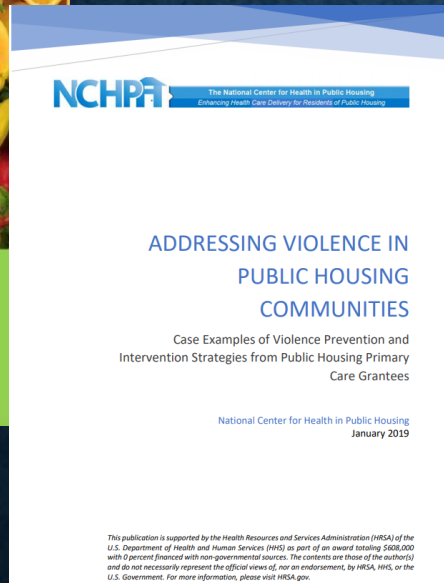
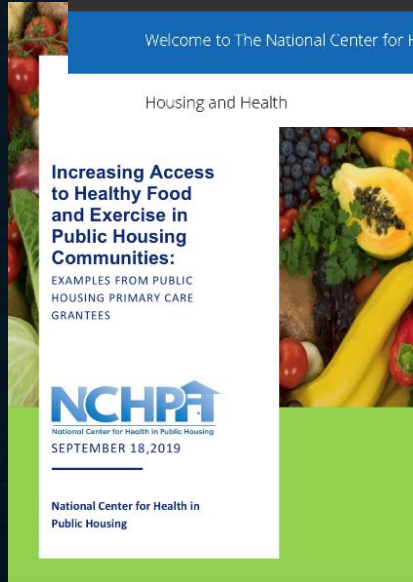
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