

**APPENDIX C:**  
**GUIDING DISCUSSION QUESTIONS**

**Program:**  
**Date:**  
**Participants:**

### Clients

In general, what type of clients do you work with? What are the characteristics of the clients you see (age, sex, race/ethnicity, background, etc.)?

Would you describe any of your clients as victims of human trafficking? Do any of your clients meet the legal definition of a victim of human trafficking (provide definition)?

*For those programs that serve victims of human trafficking*, what types of trafficking victims do you see: International victims? Domestic victims? Victims of sex trafficking? Victims of labor trafficking? Adult victims? Minor victims? Male victims? Female victims?

### Client Identification and Outreach

How are clients identified? Who identifies clients? Where do you get most of your referrals?

What role does law enforcement play in identifying clients? What are the pros and cons of law enforcement's role in this process?

What type of outreach do you do to reach clients? What type of outreach do others do?

What are the challenges/barriers to identifying clients? Conducting outreach?

In your experience, what outreach strategies have been most effective in reaching clients? Why have they been effective? (probe for replicable components of effective strategies)

### Client Needs

What are the primary needs of your clients? Of your trafficking clients?

How do the needs of trafficking victims compare to the needs of other clients you serve? How are they similar? How are they different?

How do the needs of domestic trafficking victims compare to those of international trafficking victims? How are they similar? How are they different?

What are the challenges/barriers to meeting needs? How have you been able to overcome or address these challenges/barriers?

How well are you able to meet the needs of your clients (probe for met and unmet needs)? Of your trafficking clients?

What factors contribute to your ability to meet the needs of your clients? Of your trafficking clients? (probe for comprehensiveness of services, collaboration with other providers, etc.)

### Service Provision

What services do you provide to clients/trafficking clients? What services do you coordinate for clients/trafficking clients? (probe: Shelter/Housing, Legal services, Medical services, Mental health services, Social services, Education/ESL, Job training/employment assistance, Life/social skills development, Parenting skills, Substance abuse treatment)

Are there services that your clients/trafficking clients need that are not available to them?

What are these services and why aren't they available (e.g., clients not eligible to receive services, etc.)?

### Challenges/Barriers to Providing and Accessing Services

What are the challenges/barriers to providing services to your clients/trafficking clients?

What are the challenges/barriers your clients/trafficking clients experience when trying to access services?

How do these challenges/barriers differ by type of client? That is, are the challenges/barriers to providing and accessing services different for different types of clients? (probe for differences between international and domestic victims of human trafficking, males and females, adults and minors, etc.)

How do you address the challenges/barriers? Which have you been successful at overcoming? Which continue to be problems for you and your clients?

What recommendations do you have for improving service provision for clients? For victims of human trafficking?

What do you and other organizations need to help you better serve your clients/trafficking clients (probe for training, legislation, funding/resources, etc.)

### Promising Practices

Of the services you provide (or coordinate) for clients/trafficking clients, which would you describe as most effective in meeting client/trafficking client needs? Which are most successful (have interviewee define success)? How do you define or measure success?

What makes these services effective?

What evidence do you have that these programs are effective?

Do you evaluate these services? If yes, how are they evaluated? (obtain copies of any evaluations or assessments)

What guidance would you provide to another agency considering working with victims of human trafficking?

**FOR THOSE WHO DO NOT PROVIDE SERVICES TO VICTIMS OF HUMAN TRAFFICKING**

Would you be able to identify someone as a victim of human trafficking? Why or why not?  
What would help you determine if someone is a victim of human trafficking?

If you were to encounter a victim of human trafficking, would you be able to provide services to this population? Why or why not?

What would you anticipate as the challenges/barriers to working with this population?

What would help you overcome these challenges/barriers?

What services do you currently offer to your clients that could benefit victims of human trafficking? Why and how would they benefit this population?

What lessons learned from working with your clients do you think can help those working with victims of human trafficking?