

**Appendix A-5:  
Project Director Interview Guide #2**

OMB No. 0970-0487

Expiration Date: XX/XX/20XX

### Evaluation of the Domestic Victims of Human Trafficking Program: Cohort 3

#### Project Director Telephone Interview 2

SITE: \_\_\_\_\_ Date: \_\_\_\_\_

RTI Interviewer: \_\_\_\_\_ RTI Notes: \_\_\_\_\_

Respondent(s): \_\_\_\_\_

#### Introduction

Thank you for taking the time to talk with us today about your Domestic Victims of Human Trafficking (DVHT) project.

This interview is part of the data collection for the Evaluation of the DVHT Program. The purpose of today's interview is to offer an opportunity for DVHT project directors to reflect on their DVHT project's successes and challenges and lessons learned.

The interview will take about 1.5 hours. Your participation in this interview is voluntary and your responses will be kept private to the extent permitted by law. No one outside the RTI evaluation team will know how you answered a specific question and your name will not be used in any report. Information collected from DVHT project staff and partners will be combined for reporting, however some information will be reported at the project-level which will identify DVHT projects by name. We may use quotes from interviews to illustrate a theme; however, we will attribute quotes to respondents' general roles (for example, "a DVHT project director" or "a project partner") without naming the project.

As before, we would like to audio record the interview to ensure that we capture everything you say accurately. We will securely store the audio file and after we clean up our notes, we will delete the audio. Is it okay with you if we audio-record this interview?

Finally, I need to let you know that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is 0970-0487 and the expiration date is xx/xx/xxxx.

Do you have any questions before we begin? *[Address questions.]*

***[Begin recording after consent]***

## IMPLEMENTATION STATUS

1. To date, how many clients has your DVHT project served?  
*Ask for numbers served by each organization if more than one organization provides services counted by the project*
2. We reviewed your ACF Performance Progress Reports (PPR) to gain an understanding of your project's activities, accomplishments, and challenges to date.

*[Summarize key achievements from PPR review. Ask for clarification/additional explanation as needed.]*

- o Would you like to provide additional information about any of your achievements?
- o Has your project accomplished additional successes not included in the PPR?  
*Probe for successes in*
  - *community awareness*
  - *client outreach*
  - *intake and screening/assessment*
  - *case management*
  - *direct services*
  - *referral mechanisms*
  - *trauma-informed approaches*
  - *training*

## AND

*[Summarize key challenges from PPR review. Ask for clarification/additional explanation as needed.]*

- o Would you like to provide additional information about any of your project's challenges?
- o Has your project encountered additional challenges not included in the PPR?  
*Probe for challenges to*
  - *community awareness*
  - *client outreach*
  - *intake and screening/assessment*
  - *case management*
  - *direct services*
  - *referral mechanisms*
  - *trauma-informed approaches*
  - *training*
- o What strategies did you employ to address or overcome those challenges? Have you made progress toward addressing or overcoming those challenges? If yes, how so?

## DVHT PROJECT STAFF AND BUDGET

3. Since our *[first interview/site visit]* in *[month/year]*, have there been any changes or turnover in DVHT project staff? Changes in responsibilities of existing staff?
  - o *[If yes]* What contributed to the change/turnover, i.e., for what reason(s) did the change/turnover occur?
4. Has your DVHT project budget changed significantly in any way?

- o *[If yes]* Will you please explain how the budget has changed and for what reason(s)?

## PARTNERSHIPS

5. Did your project experience changes in partnerships since we last talked/visited?

*Probe for*

- *new partners; why added; if MOUs established*
- *partnerships that ended; why*
- *frequency of collaboration*
- *type of collaboration*
- *if any partnerships turned out differently than anticipated/expected*

6. In what ways is collaboration with your partners important to the success of your project? How have your partnerships helped your project to

- o increase outreach and awareness of trafficking?
- o identify victims?
- o provide a comprehensive menu of services?
- o offer victim-centered, trauma-informed services?

7. Do you feel your project achieved its goals related to partnerships and collaboration?

*[If yes]* How do you assess success?

*[If no]* In what ways did you not succeed? What were the primary barriers to success?

## OUTREACH AND AWARENESS

8. Since our *[first interview/site visit]* in *[month/year]*, has your project used new strategies or strategies you feel are innovative to increase outreach and awareness about domestic human trafficking? Please describe.

9. Do you feel your project achieved its goals related to community awareness? Client outreach?

*[If yes]* How do you know that you have succeeded?

*[If no]* In what ways did you not succeed? What were the primary barriers to success?

## VICTIM IDENTIFICATION / SCREENING AND ASSESSMENT

10. Since our *[first interview/site visit]* in *[month/year]*, has your project used new strategies or strategies you feel are innovative to identify trafficking victimization? *[If yes]* Please describe. Do you believe the strategies have worked well? How do you know (i.e., how do you measure success)?

*Probe for changes to how project*

- *screens for trafficking victimization*
- *determines eligibility for DVHT program services*

11. Do you feel your project achieved its goals related to identifying victims of sex trafficking? Labor trafficking?

*[If yes]* How do you know that you have succeeded?

*[If no]* In what ways did you not succeed? What were the primary barriers to success?

### SERVICE DELIVERY—Program Entry / Referrals

12. Since our [first interview/site visit] in [month/year], has your project used new strategies or strategies you feel are innovative to encourage referrals to your program? [If yes] Please describe. Do you believe the strategies have worked well? How do you know (i.e., how do you measure success)?

Probe for

- partnership development
- training (internal and external)
- community awareness raising activities
- outreach efforts
- identification through screening/assessment

### SERVICE DELIVERY—Case Management

13. Since our [first interview/site visit] in [month/year], have case management services changed in any way?

Probe for

- strategies used to engage and retain clients in case management and services
- practice guidelines, protocols
- groups/classes offered by CMs
- case planning
- techniques

14. Do you feel your project achieved its goals related to providing victim-centered case management? [If yes] How do you know that you have succeeded?  
[If no] In what ways did you not succeed? What were the primary barriers to success?

### SERVICE DELIVERY—Service Needs, Availability and Delivery

15. What have you learned about the needs of domestic trafficking victims?

16. Since our [first interview/site visit] in [month/year], has the availability of services or access to services for victims changed in any way?

Probe for in-house, partner, and other community services

Has your DVHT project stopped offering any services? For what reason?

17. Since our [first interview/site visit] in [month/year], has your DVHT project helped to develop or gain access to any new or additional services for domestic trafficking victims that weren't previously available? Used new strategies or strategies you feel are particularly innovative to meet victims' needs?

### SERVICE DELIVERY—Housing

18. Since our [first interview/site visit] in [month/year], has your DVHT project used new strategies or strategies you feel are particularly innovative to meet victims'

- o short-term housing needs?
- o long-term housing needs?

Probe for strategies involving partners

19. Do you feel your project achieved its goals related to meeting victims' short-term housing needs? Long-term housing needs?  
[If yes] How do you know that you have succeeded?  
[If no] In what ways did you not succeed? What were the primary barriers to success to meeting victims' housing needs?

### SERVICE DELIVERY—Mental Health and Substance Use Services

20. Since our [first interview/site visit] in [month/year], has your DVHT project used new strategies or strategies you feel are particularly innovative to meet victims'  
o mental health treatment needs?  
o substance use treatment needs?  
*Probe for strategies involving partners.*
21. Do you feel your project achieved its goals related to meeting victims' mental health needs? Substance use treatment needs?  
[If yes] How do you know that you have succeeded?  
[If no] In what ways did you not succeed? What were the primary barriers to success?

### SERVICE DELIVERY—Trauma-Informed Care

22. Over the course of your DVHT project, has your organization evolved in its implementation or use of trauma-informed approaches and practices? In what ways? To what extent did the DVHT project influence that evolution? Has the project influenced partner organizations to use more trauma-informed approaches and practices?
23. What have you learned about the application of trauma-informed approaches when working with domestic victims of human trafficking?
24. Do you feel your project achieved its goals related to trauma-informed care, i.e., the adoption of principles and practices that promote a culture of safety, empowerment, and healing?  
[If yes] How do you know that you have succeeded?  
[If no] In what ways did you not succeed? What were the primary barriers to success?

### STAFF QUALIFICATIONS, TRAINING, AND STANDARDS OF CARE

25. Since our [first interview/site visit] in [month/year], has your organization or DVHT project [developed/improved] documentation of guidelines or practice standards for service delivery to victims of human trafficking?  
[If yes] Are you able to share those guidelines/standards with us?
26. [If PD disagreed with statement "DVHT project case management and direct service staff have the skills needed to do their job well (PD Survey 39b)]  
When we talked before ([first interview/site visit]), you felt that DVHT project case management and direct service staff did not have the knowledge and skills needed to do their job well. Has that changed? [If yes] Please describe. What contributed to the change?

27. Have DVHT project staff participated in additional training or continuing education since our *[first interview/site visit]* in *[month/year]*?
28. Have you made changes to the support or supervision staff are provided since our *[first interview/site visit]* in *[month/year]*?
29. Have you learned lessons related to hiring staff to serve trafficking victims that you'd like to share?

### INTEGRATION OF SURVIVORS IN SERVICE DEVELOPMENT AND DELIVERY

30. Since our *[first interview/site visit]* in *[month/year]*, has your DVHT project used new strategies or strategies you feel are particularly innovative to integrate survivors in program development and/or service delivery? *[If yes]* Please describe the strategies you have used to integrate survivors.
31. What challenges have you experienced in your efforts to integrate survivors? How have you addressed and/or overcome these challenges?
32. Do you feel your project achieved its goals related to integrating survivors in the development and delivery of services?  
*[If yes]* How do you know that you have succeeded?  
*[If no]* In what ways did you not succeed? What were the primary barriers to success?

### SUCCESS

33. Do you feel your project achieved its goals related to helping clients identify and achieve their goals?  
*[If yes]* How do you know that you have succeeded?  
*[If no]* In what ways did you not succeed? What were the primary barriers to success? What if anything do you plan to do differently as a result?

### LESSONS LEARNED

34. Looking back, what do you think are the most important lessons you've learned?
35. Is there anything that you would have done differently?
36. What advice would you give to
  - o a new anti-trafficking program?
  - o a new grantee?
  - o ACF?
  - o other community providers working with victims?

*Potential probes: partnerships, case management, data collection, screening and identification, community outreach and training*
37. What are the fundamental program elements necessary for a successful program for domestic trafficking victims?
38. What are your thoughts about stand-alone/independent anti-trafficking programs versus approaches and services that are integrated into existing programs/organizations? Which model would be better to meet the needs of victims and why?

**39.** What training and/or resources from your federal funder would be beneficial in improving your program implementation objectives? What resources from your federal funder have you found most helpful in achieving your program objectives?

Thank you for your time and willingness to share your perspectives on your DVHT project with us.