

32373

TO: Honorable Members of the Board of Acquisition and Contract

FROM: Diane G. Balistreri
Coordinator, Office for Women

DATE: February 26, 2013

SUBJECT: Authority to enter into an agreement with My Sisters' Place, Inc. to provide case management services and on-site temporary child care through its Tot Drop program for an amount not-to-exceed \$75,000 for the period January 1, 2013 to December 31, 2013

The attached Resolution, if approved by your Honorable Board, would authorize the County of Westchester (the "County") to enter into an agreement (the "Agreement") with My Sisters' Place, Inc. ("My Sisters' Place") to provide:

- case management services for counseling programs serving victims of domestic violence, community training for service providers and healthcare workers, and outreach programs;
- on-site temporary child care through its Tot Drop program for children whose mothers/caretakers are accessing non-residential domestic violence services (such as counseling, advocacy, legal services, and group support) in the agency's White Plains and Yonkers offices; and
- legal consultations with immigrant victims of domestic violence, human trafficking, and sexual assault in a linguistically and culturally appropriate manner to (a) identify legal issues, (b) provide brief advice and counsel, and (c) make appropriate referrals for additional legal and non-legal services.

The proposed Agreement will be for an amount not-to-exceed Seventy-Five Thousand Dollars (\$75,000), to be paid quarterly pursuant to an approved budget, for the period January 1, 2013 to December 31, 2013.

The proposed Agreement will serve a public purpose by supporting state-mandated non-residential domestic violence services for abused women. Non-residential domestic violence services enable abused women to become safe and independent and to avoid returning to their abusers or becoming dependent on public assistance. In addition, women abused by a partner often spend their time having to watch and/or care for their children while obtaining these

services. Children not having to be in their mothers' counseling sessions and thereby reliving trauma and being privy to information they should not need to be exposed to positively impacts the children's mental health.

The goals and objectives of the proposed Agreement are for My Sisters' Place to provide:

- case management services for residential and non-residential domestic violence programs, and overall management of program statistics and evaluation, contract development and reporting, program development and ensuring compliance with performance measures;
- child care for approximately 45 children per month; and
- consultations to at least 75 victims, screening to 75 victims for trafficking, and legal services to 10 trafficking victims

The goals and objectives of the proposed Agreement will be tracked and monitored by the Westchester County Office for Women, which will be responsible for monitoring My Sisters' Place's performance by means of site visits, as well as their monthly statistics and quarterly narratives. The effectiveness of case management services will be determined in a variety of ways. Exit interviews will measure residents' increased knowledge of how to stay safe; and client surveys will measure satisfaction of non-residential counseling services. The effectiveness of the Tot Drop program will be determined by voluntary surveys distributed to parents. Outcome results will be measured by the parents' satisfaction with the quality of care served; the positive/negative impact the childcare availability had on their lives as it enabled them to receive confidential services; and the satisfaction that their child/children had the opportunity to be in a safe, enriched environment.

The procurement for case management services is exempt from the Westchester County Procurement Policy pursuant to Section 3(a)(viii), which exempts contracts with "agencies engaging healthcare workers."

The procurement for child care services is exempt from the Westchester County Procurement Policy pursuant to Section 3(a)(xviii), which exempts contracts for the "advancement of the moral, physical, mental and social well being of the youth of Westchester County."

Please be advised that Section 459-c of the New York Social Services Law directs social services districts, such as the County, to offer and provide non-residential services to victims of domestic violence, whether eligible or ineligible for public assistance. Non-residential services programs must have the ability to provide the following services:

- 1.) Information and Referral services
- 2.) Advocacy
- 3.) Counseling
- 4.) Community education and outreach activities
- 5.) Hotline services

Accordingly, I recommend approval of the attached proposed Resolution.

RESOLUTION

Upon a communication from the Coordinator of the Office for Women, be it hereby

RESOLVED, that the County of Westchester is hereby authorized to enter into an agreement (the "Agreement") with My Sisters' Place, Inc., for the period January 1, 2013 to December 31, 2013, for provision of the following services:

- case management services for counseling programs serving victims of domestic violence, community training for service providers and healthcare workers, and outreach programs,
- on-site temporary child care through its Tot Drop program for children whose mothers/ caretakers are accessing non-residential domestic violence services, and
- legal consultations with immigrant victims of domestic violence, human trafficking, and sexual assault in a linguistically and culturally appropriate manner to (a) identify legal issues, (b) provide brief advice and counsel, and (c) make appropriate referrals for additional legal and non-legal services.; and be it further

RESOLVED, that in consideration for services to be rendered, My Sisters' Place, Inc. shall be paid an amount not-to-exceed Seventy-Five Thousand Dollars (\$75,000), to be paid quarterly pursuant to an approved budget; and be it further

RESOLVED, that this Agreement is subject to County appropriations; and be it further

RESOLVED, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive or his duly authorized designee be and hereby is authorized and empowered to execute any and all documents and take any actions necessary to effectuate the purposes hereof.

Account to be charged/credited:

FUND	DEPT	Major Program, Program & Phase, Or Unit	Object/ Sub-Object	Trust Account	Dollars	Funding Year
101	11	0900	4380	N/A	\$75,000	2013

Budget Funding Year(s) 2013 Start Date: 1/1/2013 End Date: 12/31/2013
 (must match resolution)

\$75,000
 (must match resolution)

Funding Source: Tax Dollars \$75,000
 State Aid _____
 Federal Aid _____

Schedule A
My Sisters' Place
Case Management/Tot Drop/Human Trafficking
2013

For over 35 years, My Sisters' Place (MSP) has worked to end violence in intimate relationships and combat the effects of domestic violence (DV) on individuals throughout Westchester County. MSP has evolved from a grassroots task force and drop in center into a cutting edge leader and resource in the field of domestic violence and human trafficking advocacy, shelter, legal services, education and prevention. Based on the tenet of taking a holistic approach and addressing the root causes of intimate partner violence, MSP is continually expanding in order to effectively respond to the increasing and changing needs of individuals in crisis.

Statement of Need/Public Purpose:

Case Management Services

The public purpose of this contract is to further our commitment to effectively deliver quality supervision to workers who regularly provide counseling and advocacy services to victims of intimate partner violence throughout Westchester County. With strong leadership, we aim to also reduce the rate of negative effects caused by unidentified and unresolved counselor burnout and secondary trauma.

At My Sisters' Place, we are ever mindful of the challenging and intense nature of domestic violence work. Unlike other types of job environments, our staff members are vulnerable to the effects of burnout and the distressing impact of hearing clients' traumatic stories day after day. In order to ensure that staff members are supported and delivering best quality services to clients, there must be leadership in order to promote self-care and avoid burnout and traumatization amongst our staff.

Tot Drop Child Care Program

The public purpose of this program is to provide child care that enables victims to access the necessary counseling and advocacy services, and to reduce the amount of victims who miss out on the safety planning, emotional support, and resources our services provide simply because they cannot access safe child care services. The program is also intended to be an environment where children of various ages who have been impacted by domestic violence, can safely engage in activities nearby caregiver without having to be re-traumatized by exposure to details discussed during a caregiver's counseling or legal session. My Sisters' Place provides outreach and services to many victims of domestic violence in Westchester County who have children but do not often have the support or financial resources to secure childcare. This poses a great challenge for these victims when they need to look for employment or attend court or meetings at other public/private agencies. This is especially difficult for women in particular who have many children or those who have small children and/or infants and often become discouraged or frustrated when trying to access services such as counseling, advocacy and legal services. The

women in these situations often spend their time having to watch or care for their children while obtaining these services. This can be extremely distracting for the women who are attempting to focus on their safety and also for My Sisters' Place staff who are attempting to assist them with their needs.

Human Trafficking Program

The public purpose of this program is to provide critical services to victims of human trafficking identified in Westchester County who have been forced, defrauded, or coerced into exploitive circumstances involving labor or sex. Among those victims that have been identified, many require significant social, legal, housing, financial and other assistance, due to the physical, sexual, and emotional abuse, as well as the isolation, deception, and coercion they may have endured. Ensuring that appropriate, high-quality services are available, and that referrals for such services are made quickly and efficiently, is one more way that Westchester County ensures the safety and well-being of its citizens and workers.

Justification:

Case Management Services

According to an article written in the Journal of Counseling and Development in 2004 called Preventing Vicarious Trauma: What Counselors Should Know When Working with Trauma Survivors by Trippany, White Kress and Wilcoxon, studies show that burn out and secondary trauma are commonly experienced amongst direct care human services providers, especially those working with victims of trauma. There must be appropriate supervision in place to provide support, to debrief on intense cases, and to normalize these feelings and experiences for the workers. It is also important for Supervisors to limit the counselors' caseloads, and help to implement self-care strategies when needed (Trippany, et al, 2004). Promoting the emotional well-being of the workers helps to ensure that they are engaging in best practices including but not limited to healthy professional boundaries, ongoing consideration of client safety and confidentiality, and utilizing professional morals and ethics with their clients at all times.

Overseeing this range of programs so that best practices and standards are maintained, the Directors in the Programs Department have focused on program changes, client trends, staffing needs and resources, best practice models and expanded involvement in coalitions and taskforces so as to implement changes and fortify protocols and policies. Case Management services allow for counselors and/or residential advocates to work with and on behalf of victims of domestic violence assuring access to resources that will meet clients individualized needs. MSP uses a comprehensive approach to case management services from assessment through goal attainment to support individual empowerment and self-sufficiency.

Tot Drop Child Care Program

Having available child care during daytime hours allows victims to have individual counseling and/or consultations with their attorneys in which they have privacy and are free from distraction. This also enables them to openly and freely express their feelings and to describe

their situations without worrying about what their children may hear and what impact that may have on them. The childcare during support groups in the Yonkers community office also gives women an uninterrupted hour and a half to connect with other women who have experienced or are experiencing abuse.

Human Trafficking Program

New York State has long been considered a significant gateway for human trafficking activities due to its major ports of entry, long international border, diverse population, and varied landscape of large rural, urban, and suburban areas. Westchester County has a diversity of circumstances that make it a prime location for human trafficking, including a range of living environments (urban, suburban, and rural), ethnic and racial diversity, as well as a wide variety of industries and living circumstances that necessitates the presence of all types of workers who become increasingly desperate for employment in periods of economic downturn. Operating in the underground economy, traffickers have been known to exploit such conditions. Providing critical legal services, as well as shelter, case management, and other advocacy services, has been shown to help victims escape from these conditions and achieve safety and stability.

Scope of Services:

Case Management Services

My Sisters' Place has two Directors within the Programs Department who work together under the Chief Program Officer to oversee all non-residential and residential counseling and advocacy programs for the agency. These programs include our 24-hour emergency hotline, our two emergency safe shelters, our Community Counseling and Advocacy Program in White Plains and Yonkers, our shelter Aftercare Counseling Services, our Children's Counseling Programs, our Child Protective Services Collaboration, and Tot Drop Child Care. At MSP, we serve an incredibly diverse population of clients reaching every race, ethnicity, gender identity, socio-economic status, immigration status, as well as other distinguishing factors. We assist victims regardless of race, creed, color, ethnicity, disability, gender identity, socio-economic status, immigration status or sexual orientation. The programs that the Directors oversee are comprised of multilingual staff members with a range of educational backgrounds and experiences, who are dedicated to creating safe spaces where the voices of individuals impacted by violence can be heard and supported.

Funding from the Case Management contract supports the administrative, managerial and supervisory work of these Directors as they strive to create new initiatives which benefit the programs and the agency as a whole. Their responsibilities include bi-weekly formal supervision with all program managers and 24-hour/7-days per week crisis consultation with staff as needed (35 crisis counselors and program managers in total). In addition, other key responsibilities of the Directors include overall management of program statistics and evaluation, contract development and reporting, program development and ensuring compliance with performance measures. With the unique knowledge of the intimate workings of many of MSP's programs, the Directors also provide a strong voice and representation for many issues challenged by the agency's staff and clients at community meetings, task forces, and working groups.

Both Directors use their Social Work backgrounds to provide one-on-one ongoing clinical supervision, support and guidance to all staff. Employee caseloads, service logs and case files receive regular evaluation by each employee's immediate supervisor. Supervisors do systematic checks of case notes and will review files and give feedback to the staff person and make any necessary corrections; supervisors will also discuss client cases during in-person supervisory meetings to ensure that counselors are working within healthy limits.

Our emergency shelters serve women and children of diverse cultural, ethnic, socioeconomic, disability, sexual orientation, and gender identity and immigration statuses. We seek to provide a safe, open-access communal living environment for those seeking relief from domestic violence situations.

Tot Drop Child Care Program

Our Child Care Specialist at My Sisters' Place helps alleviate many of the barriers to staff providing and clients receiving the best possible services. Our Child Care Specialist is trained to observe language and behaviors in the children that are possibly the result of the trauma associated with witnessing domestic violence. These children may have specific needs for services, and can then be referred to our Masters level Children's Counselors for further assessment and possible counseling or outside referrals for more intensive treatment. The childcare services under this contract allows the agency to directly assist adult victims in receiving uninterrupted, intensive support and enables agency staff to identify even more children in need of counseling and referrals designed to help them heal from the trauma and break the cycle of abuse.

Human Trafficking Program

In order to provide immediate appropriate services to victims of trafficking, MSP seeks to support the work of a trained, bilingual legal advocate, sensitive to the cultural and safety needs of Victims, who will conduct consultations, screen eligible victims for legal services, and form strong foundations that encourage Victims to access services.

Initial Consultation Process:

Legal Center staff conduct consultations through telephone and walk-in interviews in English and Spanish. Translators are available for other languages as well.^[1] During consultations, individual plans are developed for each client based upon the specific legal and safety needs. Staff assesses the nature of the client's legal issues, provides immediate legal advice, brief services, referrals – all within the context of safety planning. Referrals are often made within MSP for counseling, emergency shelter, other MSP services, and to other social services providers where appropriate. Immediate assessment and provision of legal services is crucial to a Victim's access to other critical benefits: Medicaid, food stamps, cash assistance, housing benefits and employment protections.

^[1] Services are readily available in, Italian, French, Portuguese, Arabic, Hindi/Urdu, and ASL; arrangements are made for other language needs.

Bilingual Legal Advocate:

Funding from this contract will support the work (percentage of salaries, fringe, and OTPS—see attached Schedule B) of a trained, bilingual legal advocate to conduct consultations and screen eligible victims for legal services and provide referrals and facilitate access to other services. Victims will then be able to obtain civil legal services from a specialized immigration attorney experienced in the dynamics of domestic violence, who will inform them of their legal rights and options, and provide referrals to meet their other needs. The legal advocate and the attorney will explain the legal process and clarify the role of each agency that may be involved in the development of a victim's application for status, including Immigration and Customs Enforcement (ICE) agents, the U.S. Attorney's Office, District Attorney's Office, Office for Refugee Resettlement (ORR) and Citizenship and Immigration Services (CIS). Legal staff will provide information about available service options and rights, and empower victims to decide which strategy to follow, whether to accept services, and how best to keep themselves safe. The advocate will work with the attorney to develop the legal case and applications for the client.

Throughout the case, legal staff work closely with the client's case manager to ensure a seamless delivery of services. The goals of this work are to improve victim identification, screening, assessment, and victim service provision.

Program Evaluation:

Case Management Services

Evaluation for Case Management programs also utilizes the strategy of on-going case file reviews, in addition to utilizing data obtained from program statistics, ISP's and exit surveys. In addition, our residential programs have built an internal structure of supervision and oversight that provides for increased program effectiveness, while allowing for real-time assessment, review and implementation of program policy and procedures. Case management forms have been revised and redesigned for each program in an effort to develop performance measures, outputs and outcomes. Culturally sensitive and informative bilingual materials have been designed and distributed over the past several months.

The improved effectiveness in these areas among direct service staff are measured using monthly and quarterly program statistical and narrative reporting, including the above referenced program performance measurement outcomes. Improvements or sustained success in program performance reflect improved staff performance, ongoing expansion of staff expertise through training and supervision and staff involvement in community outreach. (for example, length of sessions with clients or increased number in clients seen may reflect improved time management skills, greater client engagement, increased follow-up, attendance at community and county/state meetings, coalitions and taskforces). Screening of client satisfaction is gleaned from case records and client surveys. Trainings and preventive programs are measured through pre and post surveys. Staff performance is measured in supervisory oversight and staff evaluations.

MSP ensures that performance measures are achieved through the ongoing monitoring of case files, the compilation of key statistics related to service provision and safety outcomes, as well as through verbal feedback from the clients.

Tot Drop Child Care Program

The Tot Drop Child Care Program is also evaluated using a questionnaire administered to the clients in English and Spanish, which gathers perceptions of the program's effectiveness and suggested areas for improvement.

Human Trafficking Program (legal services)

The Center for Legal Services (CLS) recently enhanced the Legal Consultation Policy to increase the effectiveness and efficiency of service provision. The Chief Legal Officer and Managing Attorney supervise the Consultation Process and make case assignments to the attorneys, as well as provide ongoing supervision for each attorney on each case. Staff performance is measured in supervisory oversight and staff evaluations.

The CLS utilizes a database program which captures critical quantitative information about services provided. The database assists the Chief Legal Officer and Managing Attorney to oversee the legal practice and ensure a seamless provision of service delivery. The database generates reports to provide information on consultations, cases, and services provided.

The Center for Legal Services provides clients' with surveys to assess their satisfaction with the services provided. Clients are encouraged to provide constructive feedback to MSP. The completed surveys are shared with the attorneys, the Managing Attorney and the Chief Legal Officer as an effective learning tool and to identify areas of improvement.

Program Outcomes/Performance Measures:

Case Management Services

Crisis counseling staff members have the opportunity to receive/participate in, weekly in person one on one clinical supervision, monthly staff meetings bi-monthly Senior Shelter team meetings, and have access to on-going trainings (internally & externally). Some of the goals of this contract are to provide coordinated services that increase the safety of women and children in need of emergency shelter, connect clients to supportive services including but not limited to counseling, support groups and on-going safety planning, and to help women and children will develop an increased level of self-efficacy, self-sufficiency and independence.

We are able to measure the impact of our case management program through the use of Individualized Services Plans (ISP's), Client Satisfaction Surveys and through on-going supportive and therapeutic counseling sessions. These tools allow for a qualitative review of individual and program progress, as well as provide valuable information for program development and evaluation. As a result of receiving our agencies' non-residential domestic violence services, the following outcomes are expected:

- **80%** of clients will report that they are satisfied with the quality of counseling services.
- **85%** of clients will report that they know more ways to plan for safety.
- **85%** of clients will report that they know more about community resources.

Tot Drop Child Care Program

Caregivers have the opportunity to receive/participate in:

- Privacy during counseling sessions, support groups, and legal appointments
- Referrals, information and resources pertaining to helpful internal and external programs
- Opportunities to discuss how the domestic violence has specifically affected their child and his/her development
- Suggestions for how to engage with children to promote healthy attachment
- Information on healthy parenting

The Children will:

- Be positively impacted by engaging with Child Care Specialist and other children in a safe child friendly environment
- Be involved in activity groups that promote social, emotional, and cognitive development
- Participate in age appropriate art and play activities

Goals:

- Non-Residential Child Care services will be available Monday through Friday from 9am-6pm
- The childcare objective will be **45 contacts per month**, or **540 contacts per year**, and will include contacts resulting from individual and/or group sessions for the adults seeking services.

Tot Drop Caregiver Satisfaction Surveys are distributed to clients and filled out voluntarily and anonymously.

- **80%** of caregivers will report satisfaction with the quality of care received.
- **85%** of parents will experience the availability of childcare services to have a positive impact on their lives as it has enabled them to receive confidential services.
- **80%** of parents will report satisfaction that their children(s) had the opportunity to be in a safe, enriched environment.

Some past feedback from Caregivers have included:

- “I would like the child care program to continue, it is an indispensable program.”
- “I thank God for MSP, it has helped me feel more secure and less worried. My children love to come to child care here.”
- “This is a great service; I am very impressed and happy.”
- “Child Care staff members are good people and very attentive.”
- “All I have to say is that the services at MSP are excellent.”

Human Trafficking Program

Objective: Conduct legal consultations with immigrant victims of domestic violence, human trafficking, and sexual assault in a linguistically and culturally appropriate manner to (a) identify legal issues, (b) provide brief advice and counsel, and (c) make appropriate referrals for additional legal and non-legal services.

Activity: The bilingual Legal Advocates will conduct legal consultations that (a) screen for legal issues (related to human trafficking, domestic violence and sexual assault); (b) collect client histories, including legal histories; (c) provide the client with safety planning; and (d) offer appropriate referrals for comprehensive support services.

Performance Measures:

1. Provide consultations to at least **75 victims**.
2. Screen **75 victims** for trafficking.
3. Provide legal services to **10 trafficking victims**.

Client Referrals:

Case Management and Tot Drop

When a person reaches out to MSP or our partner agencies seeking supportive services, staff listens carefully and asks questions that help them discern the existence of both common and uncommon warning signs of intimate partner abuse. This includes physical abuse, emotional abuse, financial abuse, sexual abuse, spiritual abuse, and any other threatening, controlling or isolating behaviors committed by an intimate partner. The person reaching out may not name what they are experiencing as “domestic violence”; however, if the person seems unsure if s/he may be experiencing relationship abuse, staff will work with those individuals to provide education, help assess the situation, and directly provide services or make the appropriate referrals. MSP has tools and materials that we use to help educate our staff and our clients in identifying domestic violence.

Cases that may not be appropriate for our agency include any in which the client seeks services for a problem other than intimate partner abuse (it should be noted that MSP and its partner agencies also serve victims of sexual assault—including stranger or acquaintance assaults, as well as victims of human trafficking). Additionally, MSP may at times need to refer clients to other providers in situations in which their intimate partners are already receiving services, as this presents a conflict of interest. The exception to this would be if new information is presented in which it becomes apparent that the partner being served would not be considered a victim—either because there has been no abuse within the intimate relationship, or because the victim is the apparent abuser in the relationship.

Once adult victims are screened as described above and are seeking to come in for services, referrals are made by counselors and attorneys for the Tot Drop child care services.

Human Trafficking Program (legal services)

Victims learn of MSP’s services or are identified through referrals from law enforcement agencies (e.g., local police, the FBI, Immigration & Customs Enforcement, etc.), other social service or legal service agencies, religious and faith-based groups, friends/acquaintances, previous or current MSP clients, or by calling our hotline. Victims may also be identified by community-based or cultural groups, emergency room and other healthcare workers, religious

institutions, neighbors/friends, and “good Samaritans.” Our partners – e.g., law enforcement agencies, social service and community agencies, faith-based organizations, schools, hospitals, etc. – learn to refer victims for our services as a result of training and outreach that MSP’s staff conducts, as well as through strong professional partnerships built over years of working together.

The Immigration Unit also receives referrals from its internal partners, namely, the Family Law Unit and other non-legal programs including MSP’s emergency shelters, non-residential support and training programs. Indeed, virtually all undocumented victims who enter our shelters or non-residential programs are referred to the Immigration Unit.

Reports to be submitted on a periodic basis documenting performance:

We submit accurate, timely reports to the Office for Women, and are responsive to any requests for additional information or adjustments to reporting necessitated by changing reporting requirements. Reports give a statistical and at times a descriptive account of the services rendered (exclusive of the victims' names) and include a narrative on obstacles, trends, initiatives and other related variables which may result in deviations in meeting objectives. The reports are sent to the Office for Women quarterly by the 15th of the month after each quarter. Other tools utilized to monitor program performance are internal statistical reports including but not limited to house stats, bi-monthly utilization reports and bi-weekly vacancy reports.

Marketing of Services/Documentation of the outreach to potential clients:

Within the emergency shelters potential clients are identified and assessed through our 24 hour emergency hotline. In addition, staff also outreach to neighboring community providers to outreach for potential clients, in addition, to outreach from local law enforcement, courts, hospitals and community based organizations. All efforts to outreach are maintained in our residential log book. MSP staff members also participate in community presentations, tabling events, and public service announcements.

Trafficking outreach is largely conducted through initiatives of the Westchester County Anti-Trafficking Task Force, a group of over 30 law enforcement agencies and social service providers that meets regularly to proactively investigate cases of human trafficking. Task Force partners also conduct extensive training for a variety of community groups, companies, and governmental organizations to help raise awareness of the issue of human trafficking and to inform these groups of the services provided by My Sisters’ Place.