

NCHTC

Standards of Service

Agency Self-Assessment Tool

Purpose: Define the values and expectations that guide professional conduct and service provision for any organization in our state that works with victims/survivors of human trafficking.

Intention: Help service providers design and strengthen their programs to garner the public reassurance of programmatic quality and establish objective criteria for vetting service providers for referrals, funding decisions, or other processes in which the quality of services should be considered.

Process: Involves the completion of this self-assessment tool to determine the Agency's overall level of Exceeds Standards, Meets Standards, or Does Not Meet Standards. Organizations can apply this learning to implement plans for improvement, utilize it as preparation to apply for government funding, or work with the HTC for organizational goal planning.

All service providers complete the assessment tool for the Foundational Standards (Standards 1 – 26). These apply to organizations providing any type of service or direct outreach to victims/survivors of human trafficking.

Organizations providing the following direct services also assess their compliance with the Service Area Standards in the areas of:

- **Service Area 1: 24-Hour Hotline (Standards 27 - 32)**
Definition: Operation of a 24-hour service staffed by live trained responders who are available to link people with crisis / support services or information related to human trafficking.
- **Service Area 2: Crisis Response (Standards 33 - 40)**
Definition: A service in which the organization responds 24 / 7 to direct requests for assistance related to potential human trafficking situations, based on a safety assessment.
- **Service Area 3: Case Management (Standards 41 - 44)**
Definition: Case management refers to a survivor-centered, goal-oriented process for assessing the need of an individual for services and making plans to obtain those services. Case management can be comprehensive or service-specific, and either short- or long-term.

- **Service Area 4: Survivor Peer Support (Standards 45 & 46)**

Definition: A survivor peer support and mentoring program provides personal support, mentoring, advocacy, and education to other victims / survivors.

- **Service Area 5: Shelter and Housing (Standards 47 - 54)**

Definition: While the forms of shelter and housing vary according to the needs of victims / survivors and characteristics of the organization, the goal is to provide safe and appropriate places to live. The following categories demonstrate how programs might be structured differently:

- **Emergency Shelter** means a facility, the primary purpose of which is to provide a temporary shelter for safety and initial stabilization. Such placements are low barrier for entry and do not require occupants to sign leases.
- **Other Emergency Options** provide stabilization in a setting such as a hotel, gymnasium, or other temporary setting. These placements are utilized when safe emergency shelter facilities are not available. They are also low barrier for entry.
- **Transitional and Residential Housing** refers to the facilities and / or programs that provide housing for survivors after emergency stabilization has occurred. This type of housing offers auxiliary programming to aid survivors such as life skills, support for substance use, therapy, groups, employment, or job training / placement, etc. In some settings, schooling or other educational options may also be included.
- **Permanent Housing Programs** offer private housing for survivors ready to move into independent living. This would include programs where the apartment / house is in the organization's name and the survivor becomes a sublessee or where the original lease is in the survivor's name. The organization may also provide after-care or rental assistance for a period in this category.

Use the hyperlink below to take you to a detailed description of each Standard as you go through the assessment.

["North Carolina Human Trafficking Commission Standards of Service"](#)

If you have questions, would like more information about the Standards of Service, or have a training request, please contact the North Carolina Human Trafficking Commission at nchtc@nccourts.org.

Section I: Foundational Standards (1-26)

External Authority	
Standard 1: Codes of Conduct/Ethics	
Standard 2: Governmental Expectations	
Standard 3: Staffing	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Organizational Operations	
Standard 4: Policies and Procedures	
Standard 5: Culturally Humble, Trauma-Informed Services	
Standard 6: Input from People with Lived Experience of Trafficking	
Standard 7: Faith-Based Expression and Practices	
Standard 8: Organizational Assessment	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Confidentiality, Privacy, and Security	
Standard 9: Privacy	
Standard 10: Media and Publicity	
Standard 11: Confidentiality	
Standard 12: Informed Consent	
Standard 13: Health and Safety	
Standard 14: Professional Boundaries	
Standard 15: Data Security	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Staff, Volunteers, and Interns	
Standard 16: Background Checks	
Standard 17: Exceptions	
Standard 18: Training	
Standard 19: Job Descriptions	
Standard 20: Supervision	
Standard 21: Self-Care and Secondary Trauma	
Standard 22: Professional Development	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Interactions with Service Recipients	
Standard 23: Referrals	
Standard 24: Data Collection	
Standard 25: Communication	
Standard 26: Multi-Disciplinary Approach	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Section II: Service Area Standards (27- 54)

Service Area 1: 24-Hour Hotline	
Standard 27: Response to Inquiries	
Standard 28: Operations Protocol	
Standard 29: Timely Response	
Standard 30: Mandatory Reporting	
Standard 31: Supervision and Support	
Standard 32: Hotline Coverage	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Service Area 2: Crisis Response	
Standard 33: Immediate Assistance	
Standard 34: Safety Assessment	
Standard 35: Providing Resources and/or Referrals	
Standard 36: Exit from Trafficking Situation	
Standard 37: Temporary Shelter	
Standard 38: Basic Needs	
Standard 39: Comprehensive Services	
Standard 40: Minors	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Service Area 3: Case Management	
Standard 41: Survivor-Centered Approach	
Standard 42: Needs Assessment	
Standard 43: Individualized Service Plan	
Standard 44: Advocacy	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Service Area 4: Survivor Peer Support	
Standard 45: Selection	
Standard 46: Training and Support	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?

Service Area 5: Shelter and Housing	
Standard 47: Case Management	
Standard 48: Emergency Shelter Staffing	
Standard 49: Safe Facilities	
Standard 50: Transparent Guidelines	
Standard 51: Intake Paperwork	
Standard 52: Financial Benefit	
Standard 53: Transportation Services	
Standard 54: Housing Minors	

Please provide an explanation for the Standard(s) that were not met.

Is your agency willing to work towards the standards that are not being met?



Tell us about your agency’s strengths or how you exceed any standards.

Do you have any questions on these standards or other areas the commission can assist you with?

Additional information and tools that accompany the Standards of Service can be found on the North Carolina Human Trafficking Commission’s website under “Resource Library.”

Name & Title :

Date: