Survivor Informed Programming

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Presenters:
Aubrey Lloyd MSW, LCSW, Independent Consultant
Alejandra Acevedo, Human Trafficking Training and Technical Assistance Specialist, OVC TTAC

The material presented during today’s webinar session will be available on the Human Trafficking Learning Community.

The session will be recorded and will begin shortly.

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Survivor Informed Programming

Aubrey Lloyd MSW, LCSW
Objectives

• Have the ability to implement policies and procedures that are survivor informed

• Utilize survivor-leader expertise in all aspects of programming from intake and case management to emergency assistance and long-term recovery
We are more…

• Survivors can provide more than a snapshot into the realities of being trafficked

• Not all survivors are ready to be an active voice in this movement

• Not all survivors want to be a part of this movement

• You have a responsibility to not re-exploit regardless of intentions
Basic practices and procedures

• Survivor-leaders should have an active influence in all areas of programming
  • Not just for fundraising
  • No token survivors
  • Do not have to be a “seen” part of the agency
    • Welcome letters
    • Pen Pals/Mentors
    • Survivor audits of intake forms, practices, services needed
Basic Policies and Procedures

Training-EVERYONE involved in services should be trained extensively on the multi-dimensional aspects of human trafficking and the specific exploitation you are addressing

• Training suggestions
  • Trafficking and exploitation specific to area and service

• Trauma Informed Care
  • Relationship Based
  • Emotional Regulation
  • Boundaries
  • Triggers and how to walk alongside
Training Components Continued

- Training from survivors beyond documentaries and books
  - Avoid sensationalism
  - Avoid false knowledge
    - Positive and agreed upon language and images
    - Prostitute and shackles

- Addiction (sex, love, drugs, alcohol) *sex trafficking specific
- Domestic Violence and Sexual Assault
- Child Abuse and Neglect
Training Continued

Potential Roadblocks

• How to reconcile shame and guilt while building trust
• Building healthy relationships with persons of authority, others, self
• Safety (emergency/long term, preventing recruiting)
• Education
• Employment
• Health
• Criminal History
• Long term living
• Continued counseling for self and support system
• Navigating systems and understanding personal rights
Practices and Procedures

Intakes

• Consider a layered intake
  • How much info do I need now, 2 weeks, 30 days
  • Allow for more narrative versus form directive
• Relationship first
• Confidential and Privileged
Agency/Policy and Procedure Audit

• If you were in a sensitive place in your life what would you need to feel supported?
• If you were uncomfortable or scared to use your voice what would you need to feel heard?
• How do you entertain guests at your home?
Audit Continued

- Do you use culturally specific food and/or services during intake and or case management?
- Language services readily available?
- Are direct services done in a confidential, welcoming environment?
- Walk through your agency….Do you have incongruences?
  - We are here for you but…
  - We understand but…
  - There’s a lot of resources for you but…
Volunteers

- Volunteer directors/coordinators, supervisors have a vital role
  - Must be trained and have experience
  - Specific and organized policies and procedures around application process, job descriptions, background checks, training, client interaction, community interaction
  - Procedures around vetting a volunteer
  - Procedures around retention and preventing burnout/compassion fatigue
Agency Staff

- SELF CARE
- Organized Agency
  - Professional Standards (HR, policy handbook, job descriptions, continuing education, contingency plans)
  - Financial planning (budgets, fundraising department, accounting)
- Support and communication with/for all staff
- Knowledge and experience
  - A good intention doesn’t trump knowledge and experience
  - Be wary of all knowing professionals
Community Partners

- Collaboration should not mean competition
  - Allows for diversification of funding
  - No one can do it all
  - Introduces other allies to survivors
  - Allows for you to become an expert in your choice of assistance
  - Reduces duplication of services and survivor confusion
  - Creates a more holistic approach with deeper intentions
Services

Are you providing what is really needed and or wanted?

- Babysitting
- Transportation
- Getting I.D.’s
- Clearing criminal backgrounds
- Regaining custody/child relationships
- How to share their story
- Healthy relationships (dating, marriage, parenting)
- Health-Long term
- Family reunification
- Ability to have fun and dream
Long Term Provisions

• Relapse prevention
  • Opportunities to fail…power of grace
  • New life walk through
    • Going beyond survival
  • Legal resources
  • Mentoring and ongoing support
    • Life building versus Life lines
Long Term Provisions

• Continuum of counseling for self and others
• Employment
  • Internships
  • Professional readiness programs
• Opportunities to give back
  • Volunteering
  • Dream experiences
  • Building a broader healthy support system
Evaluation

• Formal
  • Don’t depend on just completion rates
  • Create space and opportunities to change
  • Surveys of service (confidential/survey monkey)
  • Staff/BOD/Advisory Council
  • Survivor advised/drafted survivor policies, procedures and training
  • Survivor* audits of programming and staff (secret shopper)
    *Domestic violence, trafficking, assault etc.
Evaluation

- Informal
  - Drop boxes (I Wish Bowl)
  - Follow up phone calls
  - Open comments sections on social media and/or website
  - Relationships (Game night/Family dinner)
  - All staff and volunteers always listening
Questions