



# OVCTTAC



## Survivor Informed Programming

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**Presenters:**

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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

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Aubrey Lloyd MSW, LCSW

# Objectives

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- 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...

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- 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

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- 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

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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

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- 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

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## 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

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## 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

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- 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

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- 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

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- 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

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- 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

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- 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

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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

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- 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

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- 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

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- 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

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- 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

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