

A Practical Guide for Survivor-Informed Services

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Presenters:

Kristy Cho, M.S.W., Fellow, Office for Victims of Crime, OJP, DOJ

Aubrey Lloyd, Human Trafficking Team Lead, Office for Victims of Crime Training and
Technical Assistance Center

The material presented during today's webinar session will be available on the Human
Trafficking Grantees Learning Community and the OVC TTAC Human Trafficking Webinars
page.

The session will be recorded and will begin shortly.

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Disclaimer

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Objectives

- Understand the framework for survivor-informed services
- Discuss three principles of survivor engagement
- Explore practical ways your organization can take steps to be survivor-informed



Question

How do you define survivor engagement?

Respond in the chat box!



Poll Question

Have you ever engaged survivors at your organization?

A. Yes

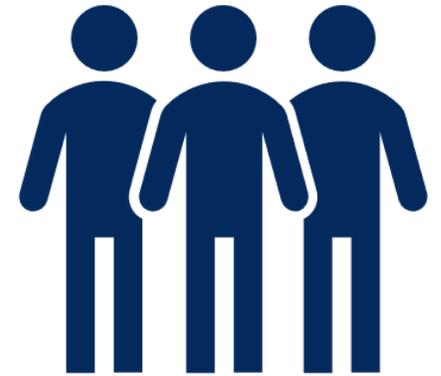
B. No



Pilot Project: Modeling Survivor-Informed Services

Defining Survivor-Informed Services:¹

A program, policy, intervention, or product that is designed, implemented, or evaluated with intentional partnership, collaboration, and input from survivors to ensure that the program or product accurately represents the needs, interests, and perceptions of the target victim population.



1. Adapted from OVC [Model Standards](#)



Pilot Project: Modeling Survivor-Informed Services

- Assessed service delivery and programming
- Used practical tools and hands-on, strategic coaching
- Considered grantees' unique mission, vision, and values
- Examples of survivor-informed services—
 - Practices for hiring survivors
 - Plan for creating a survivor advisory board
 - Enhanced programming around survivor leadership



Takeaways

Time/space

- Take both to step away from M-F 9-to-5 work duties
- Deconstruct every aspect of the survivor-informed project/idea

“Head space”

- Getting the grantee to the point where both of you are in the same head space—that’s when the best and most natural ideas flow
- Outcome orientation vs. recruiting survivors

Collective knowledge

- “Is anyone else doing/struggling with this?”
- Highlighting what’s unique about your organization



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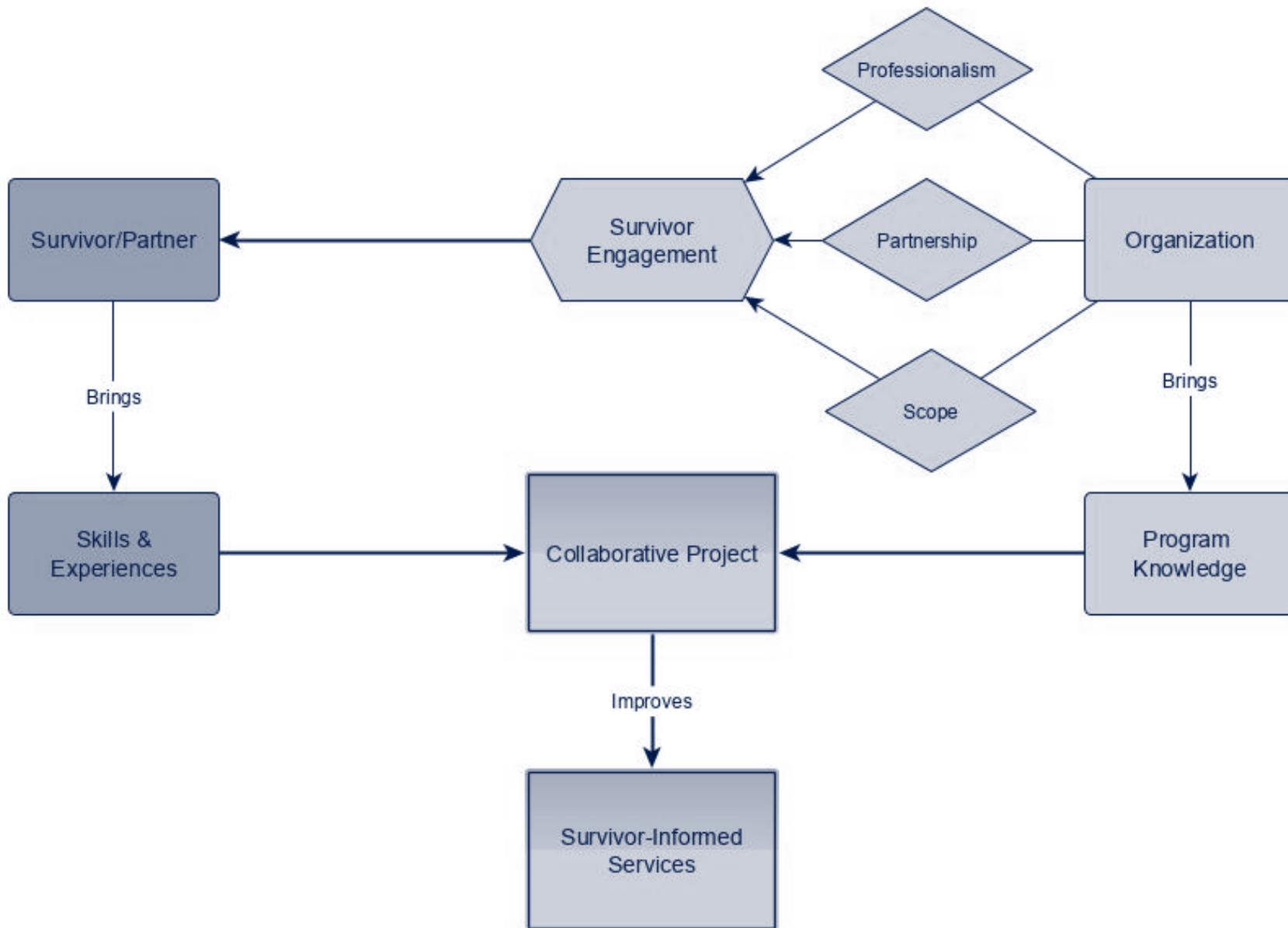
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Framework: Survivor-Informed Services





Framework: Survivor- Informed Services



Lived Experience

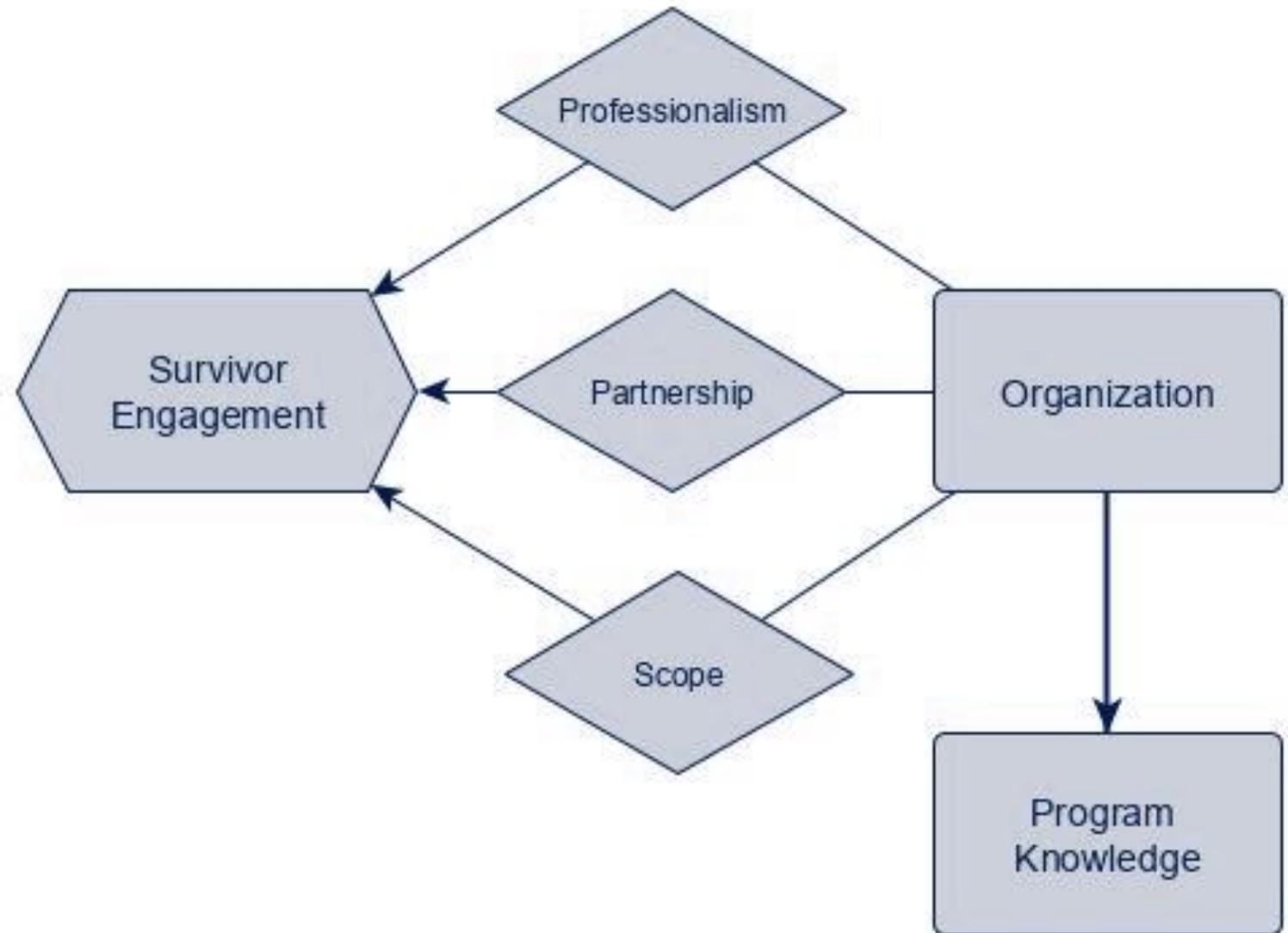
- Experiences stemming from, or related to, being trafficked for labor and/or sex
- Precursors leading to and the subsequent journey of recovery from trafficking
- Includes any and all experiences with the crime victim services field

Program Knowledge

- Highly specific and contextual information about how a program operates and why specific models, theories, and approaches are used
- Includes mission statements, core values, and programmatic strategy



**Organizational
perspective:
What do I
control?**



Principles of Survivor Engagement



Principles of Survivor Engagement

As service providers, we believe that survivors are individuals with lived experience who bring valuable perspectives to the anti-trafficking field. As such, we encourage the field to engage survivors within service provision, considering every aspect of provision, from program design, to implementation, and evaluation.



Survivors are more than their lived experience



Engaging survivors as partners requires intentionality



Supporting partnerships with survivors requires commitment and investment of resources

Principles of Survivor Engagement

Principles of Survivor Engagement

1. Survivors are more than their lived experience

- Recognize the capacity of survivors to be engaged in a multitude of roles
- Be strategic in engaging survivors—know what qualifications would best suit the roles needed



Principles of Survivor Engagement

2. Engaging survivors as partners requires intentionality

- Engage survivors beyond stories of trauma and recovery
- Respect survivors' lived experience and approach partnerships with survivors with authenticity



Principles of Survivor Engagement

3. Supporting partnerships with survivors requires commitment and investment of resources

- If there are gaps within the collective skills, knowledge, and abilities of the partnership, be willing to explore community-based resources
- Consider expanding current in-house resources to acknowledge the inevitability of having staff with trauma in their background



A Practical Guide: Survivor-Informed Services



Practical Guide: Overview

1. Why is it important to be survivor-informed?
2. What are you trying to improve?
3. What components are required?
4. What is the role of survivors in your project?
5. Tie everything together



Appendix: Resources for your organization



Practical Guide: Desired Outcomes

What are you trying to improve?

- Program
- Policy
- Intervention
- Product

Get Specific:



You want to review an existing shelter program that provides long-term housing for survivors. The outcome you want to see improved is the number of successful transitions to independent housing.



Your organization is committed to creating a work environment that is welcoming to staff with lived experience. You wish to improve existing HR policies to be trauma-responsive protocols and resources.

Practical Guide: Desired Outcomes

Practical Guide: Key Components

Take a closer look:

- What are the key action steps
- Are some pieces more important than others
- How and where do you affect outcomes

Program: A long-term transitional housing program

Beginning	Middle	End
<ul style="list-style-type: none"> ● Intake/Screening - Safety ● Informed Consent - Shelter rules ● Engagement - Building goals, ID strengths & barriers 	<ul style="list-style-type: none"> ● Build Skills – Self-sufficiency, independent living, communication ● Achieve Goals - Fiscal, employment, mental & physical health, etc. ● Empower internal motivators re: independent housing ● Resolve barriers to housing 	<ul style="list-style-type: none"> ● Barriers addressed ● Exercise skills independently ● Access community resources as needed



List of Prioritized Components

1. Shelter Rules - A large percentage of residents are exited from placement because they break a rule within the first 6 months. Based on data collected, we should revisit the shelter rules to see if they are outdated, too strict, or arbitrary in enforcement.
2. Achieve Goals - According to a recent survey of former residents, a primary catalyst for successful transition into independent housing is maintaining stable employment/income prior to moving out of the shelter.
3. Barriers to Housing - Based on case notes, many residents struggle to get housing applications approved due to legal, criminal, and civil problems directly related to their trafficking experience.



Issues to Consider

1. How well does this policy “rollout” or translate into subsequent protocols, processes, and procedures?
2. How do staff interpret this policy?
3. How often are these resources utilized? When staff utilize them, what is their feedback?

Based on data collected at a recent staff meeting, there are significant discrepancies between this policy and the way staff see it being rolled out. Specifically, while the policy clearly states a commitment to staff well-being, staff are not confident in either the resources available to them nor in its spirit re: valuing staff. Discussions with HR staff show that staff rarely utilize benefits and resources associated with the policy at the start of employment, and almost never after the first 8 months post-hire.



List of Prioritized Themes/Components

1. Organizational Value - Embrace diversity. Our organization doesn't reflect our commitment to value diversity in our staff. We need to expand our hiring practices to be more inclusive and welcoming to a broad spectrum of skills, strengths, and backgrounds.
2. Accessibility/Usefulness - As it stands, Policy A does not support the premise that any and all staff, regardless of role or title, may desire support around trauma. Improvements must be made to enhance Policy A's usefulness in supporting staff and in providing helpful resources.



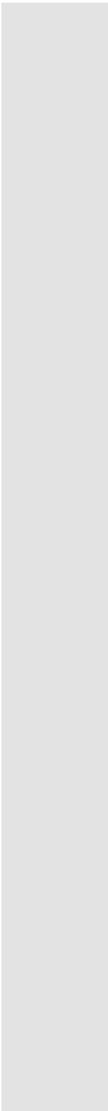
List of Prioritized Themes/Components

3. **Tauma-Responsive.** We need to ensure that this policy is written in a way that models our commitment to be responsive to staff who deal with trauma in the workplace. This starts from the very language of our policy and should be reflected in all subsequent protocols and procedures that are derived from this policy.
4. **Staff Well-being.** Any adjustments to this policy should be clear and useful to direct staff. A strategy should be considered, especially around policy and updated resource rollout.





Practical Guide: Roles

- First, what is your own role
 - What resources are available to you
 - What will you need in a partner to flesh things out
- 

Roles: Questions to consider



What are some areas of expertise that you, as project lead, would you want to see at the table?



What types of expertise are you looking for – knowledge, application of skills, specific achievements?



What solutions have you already considered or brainstormed? Collect these and bring them into the project at the appropriate time.



Roles: Mapping

PROJECT EXPERTISE	IN-HOUSE EXPERTISE	PARTNER EXPERTISE
Shelter management	Current shelter manager (strong); shelter staff (soft)	Soft requirement
Innovative shelter environments	Research done by interns (soft)	Strong requirement
Knowledge of housing barriers for survivors	Director (data); Shelter manager (strong)	Strong requirement
Familiar with housing laws and advocacy in community	Direct service staff (soft)	Strong requirement
Experience with employment programs or economic empowerment models	Economic empowerment program director (strong)	Soft requirement



Practical Guide: Tying Things Together

What you should have:

- Good grasp on your desired outcome
- A list of components that affect your outcome
- A comprehensive list of skills, knowledge, and abilities needed for the project

Also:

- A general idea of scope, timeline, parameters, logistics
- A statement of work/contracts
- Strategies for engaging survivors in your community (See: Principles)



Contact Information

Kristy Cho, M.S.W.

OVC Human Trafficking Fellow

Office for Victims of Crime, OJP, DOJ

Kristy.H.Cho@usdoj.gov

202-305-5210





What questions do you have?



Thank you!

Please take a moment to fill out an evaluation for this webinar.

