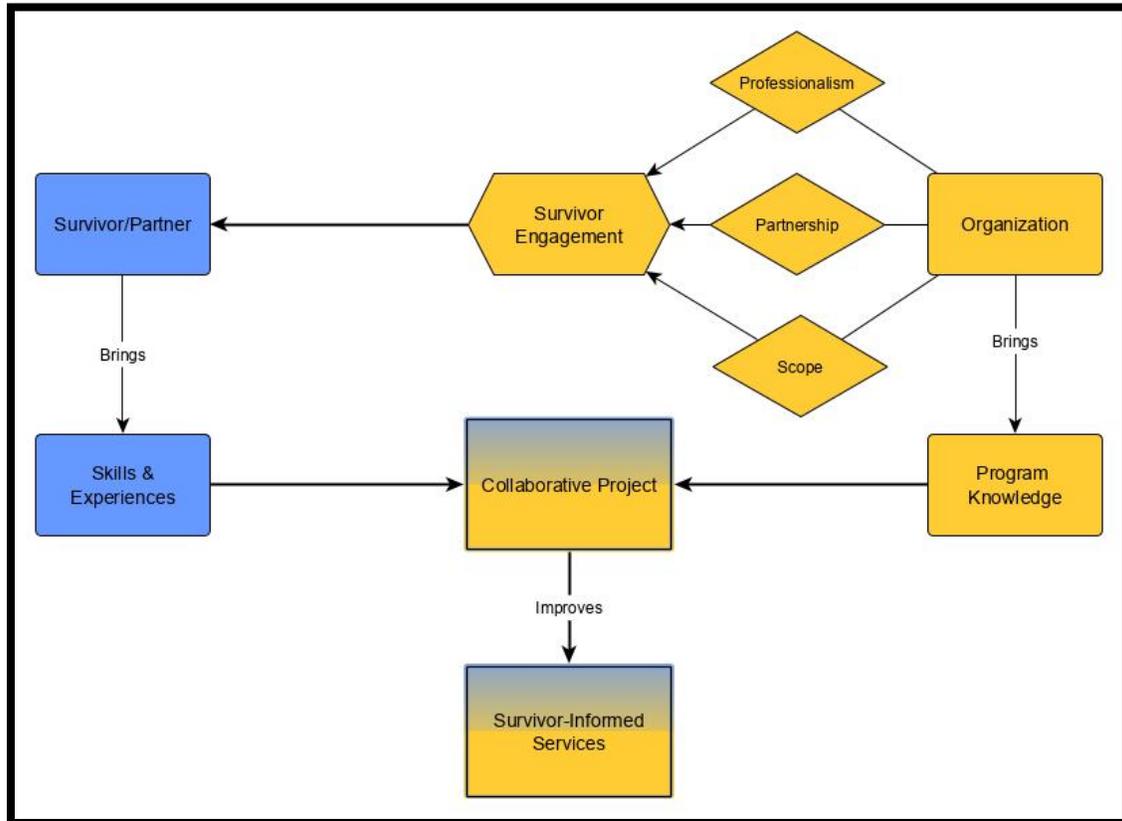


Appendix A: Framework for Survivor-Informed Services

This framework centers around intentional partnership between survivors and service providers. It means working with survivors with relevant experiences and skills that fit the needs of a project rather than focusing on the content of a survivor's story. Clear expectations are established around each partner's role, responsibilities and purpose in the working relationship. The following graphic illustrates the framework.



Lived Experience

A series of experiences stemming from, or related to, being trafficked for labor and/or sex. Lived experience also encompasses precursors leading to and the subsequent journey of recovery from trafficking. This includes any and all experiences with the crime victim services field. Often attributed as what survivors “bring to the table,” it’s important to note that survivors engage in anti-trafficking work through a multitude of ways, only one of which is through sharing lived experience. This framework views survivors as partners who have skills and experiences that can provide unique insight into the anti-trafficking field. Intentionality in partnerships with survivors comes from knowing how to discern what combination – of skills, knowledge, abilities and lived experience – is the best fit for that partnership.

Program Knowledge

Highly specific and contextual information about how a program operates and why specific models, theories and approaches are used. Mission statements, core values and strategy play into why and how a program works the way it does. Improving or enhancing core aspects of a program requires deep understanding of its various components, purpose, process and outcomes. Creating intentionality

in partnerships includes sharing carefully thought out information around desired outcomes, context and parameters for the project.

Using This Framework

It's important to understand two points about this framework. First, this framework focuses on actions that service providers can take in order to engage survivors as partners. While implementing the concepts outlined in the framework would be beneficial to anyone in the anti-trafficking field, it does not presume to provide recommendations or suggestions for how survivors should engage this work. Second, applying this framework should do no harm. The framework builds on concepts familiar to service providers and it should reduce unintentional re-traumatization.

When we consider partnership in the context of this framework, it speaks to the need to view survivors with lived experience as more than their story. Consider shifting the perspective from working with survivors to working with partners, staff, or volunteers. Additional information on working with survivors as partners is available [here](#).

The scope of a project is dependent on the needs of the organization. It is knowing what the purpose or desired outcome is for the partnership and figuring out logistical information that's going to help you achieve it: what's the time frame, what resources are available? Additionally, the desired outcome is usually some type of improvement or enhancement of existing programming (e.g. service delivery, client engagement, ease of access, advocacy) or policies (e.g. hiring practices, staff support) that are obtained by incorporating survivor voices.

It's important to note that simply obtaining survivor feedback is not enough to be survivor-informed. Service providers should consider how feedback can be utilized or integrated. Clarify the context and limitations of the project through clear, front-end discussions within the organization, before reaching out to survivors. Without this, collaboration may result in alterations that negatively affect a program or good ideas that can't be implemented, creating disappointing outcomes and experiences for all parties involved.

Professionalism describes the connection between how we perceive survivors as partners and the preparation we do as organizations to make the partnership work. Before collaboration begins, it's important to create clear roles and responsibilities, boundaries, lines of communication and ways to check in on progress. Roles and responsibilities should be closely tied to the unique combination of skills, knowledge and abilities that each partner brings to the project.

The framework encourages partnerships between service providers and survivors that push beyond the re-telling of survivors' lived experience. Being intentional when working collaboratively means there is a project in mind, one best served by bringing in the additional perspectives, thoughts and opinions of survivors. Being professional means the organization has clarified the professional qualifications needed from partners, set the scope and reviewed the parameters, and determined the amount of staff time, resources and funds that need to be set aside for this project. Intentional partnership means taking all of this into account.

For additional information on using this framework, please refer to the Practical Guide for Survivor-Informed Services as well as the Principles for Survivor Engagement.