

Survivor-Informed Services

July, 18, 2017
2:00–3:30 p.m. (eastern time)

Presenters:

Amanda Eckhardt, Director of Programs, Restore NYC
Carolyn Lumpkin, Director of Empowerment Programs, CAST LA

Moderated by: Kristy Cho, OVC Fellow

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.

As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact dmclean@ovcttac.org for technical assistance.



Objectives

As a result of this webinar, participants will be equipped to:

- Identify examples of promising practices for programs that incorporate survivor feedback and leadership into their programming.
- Recognize different approaches for ensuring a trauma-informed framework in relation to engaging survivors.
- Identify the shared characteristics of successful, “survivor-informed” service programs.
- Explore methods for resolving challenges that may arise in survivor and trauma informed programming.

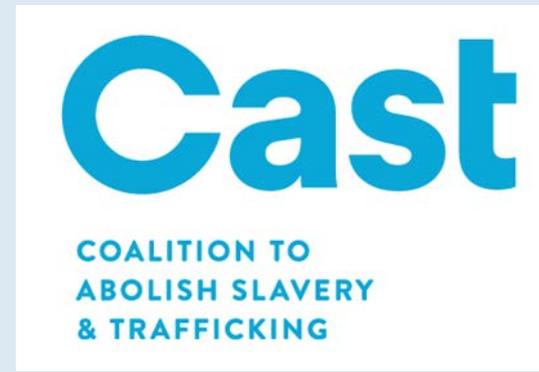


Today's Presenters

Amanda Eckhardt



Carolyn Lumpkin



Kristy Cho



Survivor-Informed

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

Takeaways from the 2017 OVC Grantee Meeting

- Empowerment is one of the most common words associated with being “survivor-informed”.
- Being survivor-informed can be operationalized in different ways.
- There is an underlying need for clear communication and open sourcing amongst providers.



Coalition to Abolish Slavery & Trafficking (CAST)

- “To assist persons trafficked for the purpose of forced labor and slavery-like practices and to work toward ending all instances of such human rights violations.”*



Cast LA (Coalition to Abolish Slavery & Trafficking)

Engaging with Survivors

- Empowerment/Client-Centered Approach
 - Focusing on strengths and being non-judgmental
 - Right to self-determination
 - Advocating for client's rights
 - Being aware of our own biases
 - Being knowledgeable of positions of power in society relative to the client and other forms of structural racism, sexism, homophobia, and poverty, etc.
 - Addressing societal and institutional challenges that are root causes for vulnerability that may hinder progress
 - Confidentiality and privilege
- Trauma-Informed



Approach to Survivor-Informed Services

- There is a need to constantly pursue survivor-informed services as opposed to feeling that you are fully competent in them.
- Be receptive to feedback, even when it is difficult to hear.
- Have diverse voices from the survivor community.
- Compensate survivor leaders for their work.
- Understand, in both words and practice, that survivors are more than their stories.



Poll #1

How does your agency engage survivors in order to pursue survivor-informed services?

Please select all that apply:

- A) Including survivors in the development of individual service plans.
- B) Evaluation(s) of services.
- C) Reviewing program documents/manuals.
- D) Identifying gaps for program development
- E) Other: *Please type your response in the chat box.*



Restore NYC

- Restore NYC's mission is to end sex trafficking in New York and to restore the well-being and independence of foreign national survivors.
- Restore NYC is a new OVC-grantee, receiving a specialized services grant for our Safehome Program.
- Who do we serve? Female-identified, foreign national, adults (18+).
- What services do we provide?
 - Client Services
 - Safehome
 - Economic Empowerment



Restore NYC

- What are our assumptions?

- We engage with survivors with a posture of humility.
- We assume the survivor is the expert on their life and their experience and has great contributions to program service delivery.

Competency 5.2

“... provider works collaboratively with survivors... appreciates and respects the validity of multiple perspectives and diverse value systems”

- What is our approach to learning & implementation?

- We ask difficult questions of survivors.
- We integrate learnings and constantly iterate our programming based on feedback and impact findings.

Competency 5.5

“... ensuring the organization operates in a survivor-informed manner by obtaining routine feedback from survivors about the organization’s practices and procedures...”



Case Review

Opportunity: to reach more victims of trafficking via LE as part of Polaris' IMB initiative

Invitation

- Lucy initiated idea & defined identity
- Contract with rights
- LE only with data security
- Payment

Competency 3.3

"... advocate for what the survivor wants and needs, and for his or her rights, throughout service delivery"

Competency 4.1

"Value the right to...secure, confidential services for survivors...", "Describe methods for enhancing the security of communications with survivors"

Project Development & Implementation

- Lucy taught us about her culture/experience
- Lucy wrote the script & directed the video
- We provided Chinese & Korean translation

Competency 5.2

"Identify ...community resources for professional consultation on cultural and linguistic competence."

Competency 3.2

"... implement procedures for accessing interpreters, translators, and auxiliary aids and services."



Case Review

Focus Groups & Feedback

- 2 survivor groups; 10 orgs gave input
- Lucy developed outcome measurement
- Lucy heard all feedback and integrated

Competency 5.5

“... ensuring the organization operates in a survivor-informed manner by obtaining routine feedback from survivors about the organization’s practices and procedures...”

Competency 5.6

“Engage staff, survivors, and community stakeholders in shaping program evaluation activities, including ...providing recommendations for program enhancement.”

Debrief

- Post-project review: what didn’t go well?
- Lucy collaboration with partners
- Revisit contract with rights

Competency 5.1

“Apply strategies for translating personal mistakes into learning experiences



Audience Question

What are some characteristics that these programs all share?

Please respond in the chat box.



Q&A

- Panelists will respond to the questions you submitted in advance.
- Time permitting, panelists will address questions that come in during the webinar.
- How to participate:
 - Ask in the chat box below.
 - Ask anonymously: <https://www.suggestionox.com/r/hc0uik>
 - Send an email to humantrafficking@ovcttac.org



Question

We want to engage with survivors but feel this concern about saying the wrong thing or triggering them.

How do you get to a place where you are asking tough questions to survivors and feel competent in how that is delivered? Training suggestions?

Join the conversation:

Ask in the chat box below.

Ask anonymously:

<https://www.suggestionox.com/r/hc0uik>

Send an email to

humantrafficking@ovcttac.org



Question

Could you describe how best to determine when someone might be ready to engage in a leadership or advisory role?

Perhaps discuss a situation in which someone wasn't ready to engage. What kind of support was needed?

Join the conversation:

Ask in the chat box below.

Ask anonymously:

<https://www.suggestionox.com/r/hc0uik>

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Question

How have agencies managed situations when survivor advocates break protocol and manipulate clients?

Besides following standard corrective action and disciplinary processes, are there additional steps that agencies should be taking?

Join the conversation:

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Question

As a service provider, what can you do if survivors disagree with one another, or are competitive versus complimentary about their work?

Join the conversation:

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Thank you!



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