

# Presenters Guide

## Module 8

This training is directed towards law enforcement and service providers who may interact with young people who have experienced trafficking. The presenter will use the presentation and notes as tools to present information about incorporating survivor experience. The goal of this training is to increase the knowledge needed to create capacity to assist young human trafficking victims. Strategies utilized within this training are listening and viewing the presentation, questions and answers generated throughout the training, conversations and reflections regarding salient points within the training.

Text that is *Italicized* is directly from the slide itself.  
Text that is **Highlighted** is tips for the presenter.

**Slide One (Title Slide):** The NMOAG has created three categories of training modules to help law enforcement and service providers develop skills and practices needed when working with young people who have experienced trafficking. We have worked through the first two series of these trainings that were focused on “What You Need to Know” and “Do it Well”, essentially the basics of human trafficking and some of the most important best practices when working with a human trafficking victim. We are now on the third and final series that is titled “Keep Doing It”, which has 3 training modules. We’ve created this series to help everyone to continue supporting victims of human trafficking and support those that are doing the work. Today’s training is the third and final of this series and has a goal to help participants

identify principles of survivor engagement, illustrate values of meaningful engagement, and summarize survivor-informed services. Let's get started, today's training is titled, "Incorporating Survivor Experience".

**Slide Two (DOJ Disclaimer Slide):** *This Training was created with the support of grant #2020-NZ-NX-0001, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this content are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.*

**Slide Three (Learning Objective Slide):** **Review Learning Objectives.**

*Objective 1: Identify principles of survivor engagement.*

*Objective 2: Illustrate values of meaningful engagement.*

*Objective 3: Summarize survivor-informed services.*

**Slide Four (Quick Poll Slide):** **Engage audience by asking:**  
*What does survivor engagement mean to you?*

**Slide Five (Survivor Engagement Slide):**

*"Survivor engagement allows organizations to better serve clients, craft programs, identify challenges and opportunities, and achieve agency missions and mandates. As a primary stakeholder in the anti-trafficking field, survivor leaders offer invaluable insight and expertise."*

In the development of agency practices, more and more service providers are working towards becoming Survivor-informed agencies. This designation of service provision is dedicated to offering trauma-informed and person-centered services. Since we are talking about human trafficking survivors, all of our efforts are more successful when diverse professionals are involved, and to work with and allow survivor leaders to be a part of the efforts. That's because this approach allows organizations and communities to better serve clients, craft programs, identify challenges and opportunities, and achieve agency missions and mandates because survivors can bring to light experiences and insight that others may not have.

I also want to talk about some terminology that we are going to utilize during this training. It is our experience that some people who have experienced trafficking choose to embrace the title "survivor," others do not. We also need to recognize that some organizations will collaborate with professionals who do not share that they have experienced trafficking. The choice to disclose this kind of information should remain in the control of the person who has experienced trafficking. We believe that it is important to recognize people's full life experiences, skill sets, and professional accomplishments. We do not focus solely on the trafficking that had occurred.

**Slide Six (Principles of Survivor Engagement slide):**

Our first category for this training is the 3 principles of survivor engagement.

1. *Survivors are more than their lived experience.* As I previously stated, each survivor you engage with brings a unique set of skills with them beyond their lived experience; they may have skills that can be utilized, and they definitely have a depth and

breadth of experience which can bring a richness to the areas where they are allowed to contribute.

- (To the audience) Considering this point, what are ways that you think a survivor would add benefit to an org?

2. *Engaging survivors as partners requires intentionality.* Truthfully evaluating and understanding your organization's culture is a critical step in determining readiness to engage survivors as a partner. It may be necessary to confront your organizational culture and change some things to do this work. It is vitally important to understand that when engaging with survivors, a trauma-informed client-centered org will be more successful.

- (To the audience) What would be some org-wide things that could need adjusting to engage a survivor as a partner?

3. *Supporting partnerships with survivors requires commitment and investment of resources.* Consider how current funds or resources can be used to support survivor leaders' professional involvement across your organization. Often you will find that when engaging with survivors there are gaps in resources, if your organization can't fill those gaps, or it is outside of their scope, consider how collaboration could work.

### **Slide Seven (Values of Meaningful engagement slide):**

Let's talk through 4 Values that help our engagement with survivors be particularly meaningful. Please keep in mind that a value is a person's principles or standards of behavior; one's judgment of what is important in life.

So when we talk about the - values of meaningful engagement - we are in essence saying that these are agency wide cultural aspects.

1. *Self-determination*: Keep in mind that people with lived experience are the experts in their own experience. When you are engaging with them it is important to empower them, not decide things for them or assume things about them.
  - (To the audience) Can anyone share about a time where you felt that you didn't have a voice in a situation or decision?
  
2. *Trauma-Informed*: We've talked a lot about being trauma informed throughout these trainings.
  - So let me ask, why is having a trauma informed lens important? How many reasons can we come up with? (Here are some points to get the group started if needed)
    - Improve survivor engagement
    - Minimal retraumatization
    - Improved program adherence
    - Staff wellness
  
3. *Dignity*: This seems like it should be obvious, but oftentimes this can slip through the cracks. We usually intend to treat survivors with respect and dignity, but practices such as stereotyping, or by tokenizing are pretty common.
  - (To the audience) Can anyone tell me what stereotyping is?
    - is most frequently now employed to refer to an often unfair and untrue belief that many people have about all people or things with a particular characteristic.
  - How about tokenizing?
    - Tokenism is a superficial practice to create the appearance of inclusivity and diversity; it includes members of underrepresented groups, including survivor leaders, as a symbolic gesture to avoid criticism.

- So, what does it mean to “treat someone with dignity?”  
(Here are some examples if needed)
  - Safety -
  - Acceptance of Identity
  - Assume they have integrity.
  - Recognition
  - Acknowledgment
  - Inclusion
  - Fairness
  - Independence
  - Benefit of the Doubt

4. *Equality and Equity*: Oftentimes people consider equality and equity to be the same thing but they are pretty different.

- Equality means we give everyone the same tools to succeed, but equality does not necessarily support the success of those who have been denied access in the first place or who have higher barriers to success. Simply put, equality gives every person access to the same resources and opportunities.
- Equity means we give everyone the support they need to feel successful and have access to wellness. The support given in ways that bypasses the systemic oppression impacts that access. Essentially, equity accounts for different starting points for survivors that are based in historical oppression or personal trauma.

#### **Slide Seven (Equality vs. Equity):**

- (To the audience) This can get a little confusing, so let’s talk through each.
  - How can we practice equality in our orgs with a survivor?  
(Some ideas to get the discussion rolling)

- Ensuring that each survivor has access to the same resources offered.
- Spending time illustrating the common policies or procedures used within the agency.
- Now, how can we practice equity? (Some ideas to get the discussion rolling)
  - Seek out opportunities that fit that person.
  - Is there a collaborative partner that would benefit them.

Human trafficking affects people of a variety of backgrounds, therefore our organizations need to be able to serve survivors in a trauma-informed and culturally sensitive manner. Having an organizational culture that emphasizes the inclusion of diverse voices in an equitable manner should be a goal for all of us. Working aside people with lived experiences means that we equally and should be seen as key collaborators and partners.

**Slide Nine (Ways to Meaningfully Engage Slide):** There are many ways to engage survivors meaningfully.

One way is to ask empowering questions such as, “*what do you need right now?*” Or “*What would help you feel safer and more supported?*”.

Why would these be considered empowering questions? (if no one answers - They give survivors voice in a situation)

- Ask empowering questions
- Show, don't tell
- Explain the details
- Offer Examples
- De-Jargon

Let's run through these other examples.

- What does Show, don't tell mean? (Offer to do the task with them)

- The next one is, Explain the details. Why would that be considered a meaningful way to engage with a survivor? (We can't expect people to know or understand the ins and outs of our agencies, so when we explain the details they don't have to guess or assume.)
- How about, Offer Examples? (provide documents, or samples of things they may run across, use stories as an example of a situation, etc)
- The last one on this list is de-jargon. You all, we've all experienced a situation where the person talking is using words or acronyms that we have no idea about. Our "jargon" makes things less accessible to survivors that we are working with.

Can you think of any other ways to meaningfully engage survivors?  
Have you done something to meaningfully engage a survivor?

**Slide Ten (What are survivor informed services slide):** *"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."*

Let's watch this short video that explains survivor informed services.

**Slide Eleven (Survivor Informed Services flowchart slide):** This is a really cool flowchart that was created by OVC that breaks down survivor informed services. So let's look at it.

Starting with the survivor/partner, they bring with them skills and experience. Those skills and experiences can be used in collaborative



projects. Those collaborative projects can then improve survivor informed services.

Now let's look at organizations. Organizations bring program knowledge. That program knowledge can be used in collaboration projects and in which they can improve survivor informed services.

**(To the audience)** Do we have anyone here that can talk through how this has worked in whole or part in their organization?

Thank you all for participating in this series, and our hope is that we can continue our relationship!

**Slide Twelve (reference slide):** Questions?