

# Presenter's Guide

## Module 4

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 the referrals and services for survivors of human trafficking victims. 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 (Titled 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 series of these trainings that are focused on “What You Need to Know”, essentially the basics of human trafficking. We will now start on the second series that is titled “Do It Well”, which has 2 training modules. We’ve created this series to help everyone understand some of the most important best practices when working with a human trafficking victim. Today’s training is the first of this series and has a goal to help participants understand best practices for referral processes, examine effective collaboration techniques, illustrate the

array of services a HT survivors might need, discuss warm-hand-offs, and positive exit practices. The second training for this series is to help participants be able to recognize the importance of collaboration between law enforcement and service providers within human trafficking cases, as well as, understand the main focus and different goals between law enforcement and service providers when working with human trafficking survivors. It also has information related to demonstrating how a multidisciplinary approach may look.-Let's get started with the first in this series and it is titled Referrals and Services for Survivors of Human Trafficking Victims.

**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 Summarize best practices for referral processes.*

*Objective 2 Examine effective collaboration techniques.*

*Objective 3 Illustrate the array of services HT survivors might need.*

*Objective 4 Discuss warm-hand offs*

**Slide Four (Services Trafficking Survivors Might Need Slide):**

Let's start by talking about what kind of services a trafficking survivor might need to utilize. These services are wide ranging depending on the survivors age, type of victimization (labor or sex trafficking victims, or both are likely to need different types of services), the level of trauma the survivor has experienced and is currently in, the survivors

immigration status, or health. What does the survivors' family structure, education level, or skill level look like? Is there a criminal history? What are their plans for the future?

As you can see this is a long list and there are so many services that a survivor might want or need to utilize. Let's take a minute here and see what types of services you think would be good to have on this list. Anybody have an idea? (Encourage people to brainstorm, if you see them on the slide list, point it out) Generally, organizations that are likely to work with this population might include law enforcement, prosecutors, and service providers. They all need to build strong partnerships to ensure that the needs of all victims can be met. Considering the long list on this slide, I am sure that not one organization can provide all of those services. That is why collaboration is so important.

**Slide Five (Why Collaborate Slide):** So why should you collaborate? Collaboration allows for trafficking survivors to get the services they need to heal and grow and learn. As we discussed on the last slide, trafficking survivors may need an array of services and when we collaborate we are able to support them in obtaining the services they need. But there is more to collaboration than just that. Yes, victims/survivors benefit from a wider range of support and gain access to more resources. When we collaborate oftentimes we are sharing responsibility and pooling knowledge which allows our diverse organizations to better navigate barriers that human trafficking victims could encounter. Oftentimes, collaborative partners have different strengths, experiences, and expertise, which then adds to the greater knowledge bank that benefits the trafficking victim. (Ask the group) When you think of collaboration, what would you see as additional benefits?

**Slide Six (Referral Process: Best Practices Slide):** In the next couple of slides we are going to be talking about some best practices for the referral process. Let's start at the organizational level. When we consider the organizational level we are looking at policies and procedures, and training that can provide the foundation for staff to respond to the needs of young people.

Your organization is likely to need processes in place for identifying trauma-informed agencies that you can make referrals to. As you start creating that list, always be sure to update it regularly. This is important because your organization cannot provide every service for every survivor. You are going to have to use referrals, however when referring clients, especially young clients, you want to make sure you are referring them to an agency that is trauma informed or at minimum aware of the unique needs of human trafficking survivors.

On the same note, these referrals that you are developing are an important starting point to begin working collaboratively with other service providers in your field and area. This will allow you to identify gaps and inconsistencies in order to better serve these survivors.

Your organization should have policies in place that value the survivor's privacy. As well as avoid re-traumatization during the referral process as much as possible by being conscious of the information that is necessary, by not asking for more than what is needed. In addition to this, taking a look at internal practices that could compromise that privacy. (Ask audience) What do you all do? Or what have you seen that you think would be good practice for this?

And lastly your organization should access training about the signs and symptoms of trauma, strategies for working with victims of trauma, and training about vicarious trauma for service providers. We

will have a training in the next series that addresses vicarious trauma, but your organization will benefit from consistent training on vicarious trauma and also have policies in place to address it when it arises.

To sum up, it is important to remember that human trafficking survivors have experienced immense and often continued trauma. So when you are making referrals you will need to be sure they are working with other providers that are trauma informed so that person gets the best possible resource possible.

**Slide Seven (*Referral Processes: Best Practices Slide*):** Now that we've discussed some best practices at the organization level let's pivot and talk about these at the individual level.

Our first recommendation when you are working one on one with a client is building *RAPPORT*. Survivors are likely going to feel distrustful about working with law enforcement and service providers. We should expect this type of response and realize That it is our job to start helping them build trust. One of the important steps to get to trust is to begin with developing rapport. Listening to the person talk about their needs instead of assuming their needs is a great way to develop rapport. The survivor knows what they need better than we do, and when we actually listen to them, we are respecting their autonomy as a person and their voice and choice in what they need or want. They are a person, they have value and they should be able to use their voice. Their wants and needs matter. (To the audience) What are some other ways you've effectively developed rapport with someone? Any tips from the audience?

The next best practice is *Confidentiality*. Play this video ([https://www.youtube.com/watch?v=hSO-nudEbcg&list=PLaS4Etq3IFrWgggcKstcBwNiP\\_j8ZoBYK&t=93s](https://www.youtube.com/watch?v=hSO-nudEbcg&list=PLaS4Etq3IFrWgggcKstcBwNiP_j8ZoBYK&t=93s)) about the limitations of confidentiality. This is a tricky one. We want to ensure the survivor

has given consent before referring them to another agency and definitely before sending information to that other provider. Just because we think they would benefit from that referral we need to make sure that they have given consent first.

*Cultural Awareness* is also important. Here is the definition of Cultural Awareness from the National Association of Social Workers (NASW) Code of Ethics: Cultural awareness refers to being mindful or conscious of similarities and differences between people from different groups. Cultural awareness includes being aware of issues related to power, privilege, and oppression.

**(To the audience)** Considering this definition, What could be a part of a survivor's cultural background? Some examples of this could be nationality, gender identity, gang identity, etc... This is very important in making appropriate referrals, as well as providing culturally competent services within your agency. It is important to be aware of available options in order to be able to provide access to specialized services that may be available for different cultural groups or identities. The big one that you might see in New Mexico are those from indigenous communities, oftentimes we find that those clients prefer traditional healing options.

You will also want to be transparent and honest. It is important for you to know the reason behind the questions you are asking in the referral/intake process. This is vital so that you can be able to explain to a survivor why that information is important. You don't want to ask questions for the sake of asking questions, you want to make sure you are able to explain the importance of the questions in order to make sure the survivor is comfortable and understand why you have to ask what you are asking.

### **Slide Eight (*Referral Process: Best Practices Slide*):**

Let's talk about *BARRIERS*. One of the most challenging things in working with young victims of trafficking is understanding there are many barriers and/or shortages to resources. When working with victims, you want to make sure you are aware of and able to explain the barriers to services that exist. This is oftentimes going to be a very important conversation as New Mexico is still trying to develop resources for young trafficking victims. Actively "brainstorming" with the survivor to try and come up with a solution if possible to mitigate or address those barriers helps them understand the situation. Be sure to not make promises that cannot be kept.

As a provider you should seek to *EMPOWER* the survivor rather than make decisions for them. Whenever possible, you want to give them *VOICE* (the opportunity to speak their preferences) and *CHOICE* (the ability for the young person to choose their next action) The survivor should be in the driver's seat as much as is possible, and be allowed to make decisions in their life as is allowable. As we all know, working with minors is going to mean that there is not always a way for that person to have a wide variety of options for resources and care, but as much as possible frame questions with options.

And lastly, we need to talk about *DISCRETION*. You need to be discreet when providing referral information, as it could pose a danger if found by a trafficker. Some of the people you are trying to help could still be in the trafficking situation. In these cases discretion is vital. **(To the audience)** What are ways that information could be relayed in a discreet manner? Some things that might be helpful are to have contact information for referral services written on a small card that a survivor may take with them after the interview and keep hidden for future reference.

**Slide Nine (*Building Effective Collaboration Slide*):** Now let's talk about collaboration and who should be included and what that can look like. As I am sure all of you know, human trafficking is a complex issue and addressing it requires the ability to not only identify and serve victims, but oftentimes it requires law enforcement to investigate, arrest and prosecute the traffickers. Considering this complexity, it is necessary to collaborate with all types of organizations. That being said, this is why we created the REACH web app! It is important to think through all of the agencies, organizations, businesses, and individuals who might be able to contribute something to your effort. It is also important to mention that there isn't a one size fits all approach to collaboration. A few key points as you build local collaboration is to 1) Develop a key person that you can talk to at the organization 2) Be mindful of what that org does and doesn't do 3) Communicate regularly with them 4) Be responsive when they reach out to you. As you work on relationship building, make sure you foster connections with different organizations in order to better serve the population.

**Slide Ten (*Why is Collaboration Important Slide*):** Working in silos impedes the effectiveness of the work we are trying to do. Because of the opportunistic nature of traffickers the resulting victimization is extreme and encompasses many different types of populations, each with a variety of needs. The best response to human trafficking is one that is coordinated and collaborative. Having known and trusted law enforcement person or agency to call, knowing the agency that can quickly provide basic necessities, and having the phone number of a great doctor or clinic are all examples that come from collaborative relationships. The needs of human trafficking survivors are vast, vacillating from medical care to housing to mental health, and even legal needs. It is important that we use a cooperative approach when caring for victims.



**Slide Eleven (*Warm Hand-Offs Slide*):** Now that we have talked about how vital collaboration is, let's discuss how different agencies can interact. One of the biggest benefit of a collaboration is the ability to have a referral be a “warm handoffs”. *A warm handoff (referral) is defined as a connection that is made with the permission of the survivor, to an external service provider who is able to fill a need that has been identified by the survivor.*

As service providers we have to provide referrals to outside agencies. We don't want to just hand our client a piece of paper and send them on their way. A “warm-handoff” allows us to help the survivor connect with the other provider in a way that helps them to feel safer. Here are some strategies to help with a warm handoff: 1) Speak with the other agency representative on speaker phone with the survivor next to you 2) Go with the young person to the other agency so that you can show them the entrance and stay with them to introduce them to the other agency staff 3) Allow them to ask questions in front of you and the other representative so there is clarity in the situation.

**Slide Twelve (*In Summation Slide*):** We've made it to the end! Let's wrap up by summarizing some key points.

*Services for human trafficking victims is varied and wide reaching, therefore:*

*We need to embrace a trauma informed lens when interacting with this population.*

*We need to be transparent in our role and what we can provide to these survivors.*

*We need to be proactive when it comes to collaboration and referrals. We need to communicate frequently with our partners in order to best support the survivors in our communities.*

Any questions?

**Slide Thirteen (Reference Slide): No Notes**