

Presenters Guide

Module 3

This training is geared towards law enforcement and service providers. The presenter will use the presentation and notes to guide conversation around understanding the victimization and vulnerabilities of human trafficking survivors. The goal of this training is to build understanding from not only listening to the presentation but also the conversations that follow.

Text that is *Italicized* is directly from the slide itself.

Text that is **Highlighted** is tips for the presenter.

Slide One(Title Slide): We have three categories of training. The first one is titled What You Need to Know, the goal of it is to have participants learn the definitions, laws, and resources associated with labor trafficking, sex trafficking, and domestic minor sex trafficking. Participants will understand behaviors associated with victimization of youth and adults and acquire knowledge to better understand survivor experience. Participants will understand the specialized needs of unique populations in New Mexico such as indigenous populations, LGBTQ+, individuals with disabilities, and migrant populations. Participants will learn how/when to screen and understand trauma informed responses. The What You Need to Know section has three modules to it. The third and final module which is what we will be going through now is titled *First Encounters with Victims and Trauma Informed Responses*.

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 Illustrate best practices for first encounters.

Objective 2 Demonstrate how to use screening tools effectively.

Objective 3 Reflect on your organization's trauma-informed practices.

Slide Four (First Encounters Slide): First encounters are important. Here are some tips if you think your client could be a victim of human trafficking. First, you want to promote empowerment, you want to make the survivor feel like they are in the driver seat. Some ways to do this is by allowing the client to share their experiences and ask questions only as needed. Be clear in explaining your role and the options the client has. Respect the decisions clients make, even if you disagree. It is important to remember this client might not be ready to leave the situation. Your job is to be someone that they can trust and know they can come to when they are ready.

The second thing you want to do is ensure safety as best you can. You can do this by providing a welcoming environment. No one wants to walk into a cold dark office and wait around forever. You want to

make people feel comfortable and make sure they feel welcome. One way you can do this is by offering water or a snack while they wait. You want to be sensitive to potential triggers that might remind a client of past trauma. This is easier said than done. Try to be conscious of posters or signage, things that could potentially trigger a survivor. You will not always know what will be triggering but it is important to be sensitive to the possibility. Another way you can ensure safety is make sure you do not pressure the client to answer questions if they hesitate. You want to again make sure your client is comfortable and feels they are in control.

Lastly, you want to be as transparent as possible with your client. Be sure to maintain appropriate professional boundaries. This is important because a lot of these survivors will not know what are appropriate boundaries and it is our job to model them. Make sure to clarify your role, help them to understand what you can do to help them. Always obtain informed consent. Make sure the client knows what services are available and what those services entail. You want to be consistent. It takes time to build trust.

Slide Five (Building Trust Slide): Building trust is not easy especially when you are working with people that trust has been broken at extreme levels. Just because you are there to help them does not mean they are going to trust you right away.

Be patient, go slowly and allow time for the person to express themselves in their own way at their own pace. Like mentioned previously it takes time to build trust, you do not want to rush this process. Make sure the client knows they are in the driver seat and they can share as much or as little as they are comfortable with.

When trying to build trust it is important to not mention to the person

that they may have been trafficked. In many cases, the client may not see themselves as a victim or trafficked person. They may see their trafficker as a partner, employer, trusted friend or family member. Respect their own assessment of their situation. This is the time we are building the groundwork of trust we need to allow them to come to that conclusion when they are ready.

Maintain confidentiality when possible. If the person knows their information will not go anywhere else, they may be more likely to speak freely. Assure them that you will not contact the police, immigration officials or anyone else without their consent. Unless the person is an immediate threat to themselves or others, or is a minor, in which case you should follow your agency's duty-to-report protocols or call the police. This is a tricky one, you always want to maintain confidentiality when possible, but you also need to be transparent that there are some cases that would entail mandatory reporting. We will discuss this more a little later.

Don't make assumptions. If you don't understand what they are saying, ask for clarification and give time for explanations. This is a big one, communicating your story is not easy, it is important as the one listening to it that you don't assume anything and always ask for clarification if you do not understand something.

Slide Six (Mandatory Reporting in NM Slide): *Every person who knows or has reasonable suspicion that a child is being abused or neglected in New Mexico must report the matter immediately to CYFD's Statewide Central Intake child abuse hotline (1-855-333-SAFE [7233] or #SAFE from a cell phone), or to law enforcement or the appropriate tribal identity. Specific professionals mentioned under the law as mandated reporters are: licensed physicians, residents or interns, law enforcement officers, judges*

presiding during a proceeding, nurses, schoolteachers, school officials, social workers, and members of the clergy who have information not privileged as a matter of law.

It is also important to consult with workplace policy on what you are mandated to do. Some workplaces not listed above still require their employees to report abuse.

Slide Seven (Child Friendly Safe Space Slide): It is important to tailor your “safe space” to the age group you are working with. When working with children you want to make sure your child-friendly spaces provide a calm and reassuring physical environment.

This is accomplished by providing age-appropriate furniture and decorations, painting the walls in calming colors, and displaying children’s artwork or murals. Toys, art supplies, and age-appropriate books are also provided. A comforting environment and informal play can assist survivors in expressing their feelings of fear and distress while also supporting their resiliency.

Second, ensuring that a child feels safe is the most important part, which means that the physical space must be easily accessible, ideally through its own entrance and exit, and separates the survivor from the perpetrator to prevent further trauma. A safe space affords children privacy so they can talk about their experiences more freely. Staff and relevant stakeholders should be able to observe the child from a separate room, where appropriate. This is really well displayed in the different child advocacy centers across the state. If you ever have any questions about what that looks like, reach out to your local CAC for support.

Third, a multidisciplinary child-friendly space provides survivors with an array of comprehensive services and referral networks in one place. In addition to addressing immediate needs by providing food, water, and sanitary facilities, a child-friendly space should address longer-term needs through the provision of medical screening and services, psychosocial counseling, referrals, and information about legal proceedings. Receiving various services in one place and during the same timeframe shields the survivor from having to repeat the story of what happened to them multiple times. We also know that this isn't always feasible, that is when having a close relationship with the other service providers and law enforcement in the area comes into play. Collaboration is key in these situations.

Finally, all services provided in the space should be trauma-informed (meaning we understand the clients we work with have experienced trauma and are sensitive to the fact that they may need more or different care), age-appropriate, and culturally and linguistically sensitive (not everyone we work with will be from the same culture or speak the same language as us it is important to be aware of that and have a plan in place if that were to happen). This means that service providers can recognize signs of trauma in individuals and respond by integrating knowledge about trauma into policies, procedures, practices, and settings. This approach considers the vulnerabilities and experiences of trauma survivors and places priority on restoring a survivor's feelings of safety, choice, and control.

Slide Eight (Check In Slide): *Has your organization encountered a HT survivor? What policies or procedures do you have in place that can help you with first encounters?*

Slide Nine (Screening What/Why Slide): Screening, what is screening and why do we do it? Screening is a tool that service providers and law enforcement can utilize in order to identify potential human trafficking survivors. We want to screen because it allows us to then be able to get those survivors the services they need. Do any of your organizations do screening? What does that look like at your organization?

Slide Ten (Your role in screening slide): When you are screening, always remember to use a trauma-informed approach when interacting with youth and their caregivers. Do this by working to create comfort before asking screening questions. This is not something you are going to do on the first encounter, this goes back to building trust. You will want to minimize questions regarding specific details of traumatic events. In the next couple of slides we will go over an example of a screening tool you can use that will help guide you through this process. When screening you do not need to know specifics about the trafficking you are just trying to find out if it has occurred. You will want to maintain an open, respectful, nonjudgmental demeanor with active listening. 55% of communication is nonverbal, it is important to be aware of body language. Make sure to offer choices when possible and respect the client's right to refuse to answer questions. Screening is voluntary and you should never make a client answer anything they are not comfortable with, again this goes back to trust. You do not want to do something that will jeopardize the trust you are working hard to build. It is also important to know that screening can be traumatic for the clients so it is important to familiarize yourself with trauma responses and how to handle them. There are a lot of great trainings out there on this topic, if you would like more information on this please reach out at the end.

Slide Eleven (Screening Techniques Slide): Some survivor-centered screening techniques include screening for trafficking in a safe, private, and welcoming environment. This is where the safe spaces come in handy. Screening should always take place in private; you want to make sure that the client feels comfortable. You will want to explain the purpose of the questions. EX: “ I am going to ask you some questions to make sure we are getting you the best services to help with your needs.” You want to maintain transparency throughout the conversation, I know I sound like a broken record here but this goes back to building that trust you want to be as transparent with the client as possible. On that same note you want to inform youth of any limits to confidentiality early in the conversation. IE. Mandatory reporting, treatment team discussion, ect. Further, it is important to use terms that are readily understandable to youth and relevant to their daily lives. The success of any screening tool in identifying youth at high-risk may be significantly influenced by the specific wording of the questions, the environment in which the screening process occurs, and the relationship between the client and the provider.

Slide Twelve (QYIT Screening tool Slide): **The hyperlink for the video is in the title of the slide. Click where it says Screening Tool Example (QYIT) and it will take you to the video to play.**

First we are going to watch this quick video made by Covenant House who are the ones who created the QYIT screening tool which we will review in a minute.

Has anyone ever used the QYIT screening tool? How do you like it?

This is just one screening tool there are a lot of them out there and if you would like help finding more please talk with me after.

As you can see this is a very simple screening tool. There are only four questions and they are all yes or no. These questions do not require your client to indulge any details they do not want to. The good thing about this is that you don't have to read off the sheet. They are easy questions to remember and you can make it more conversational.

Another thing to remember, some of your clients may continue to deny being trafficked even when there is clear evidence of exploitation. It is not uncommon for survivors to continually deny being exploited and then later disclose, after a safe relationship has been established. Again, it is not our job to tell our clients they are trafficking victims, it's our job to provide services to help them and be a safe person they can come to when they are ready.

Slide Thirteen (Assess Your Organization slide): Let's take some time and think about your organizations. Does your organization ensure individuals feel respected when they seek services from you or your program? How?
Do you create a warm, hospitable, inviting environment? Is the environment free of anything that may create stress or discomfort? How?

Do you ensure individuals feel physically and emotionally safe when talking with staff? How?

What steps does your organization take to ensure individuals' privacy and confidentiality?

How does your organization provide opportunities for peer support, leadership, or mentoring?

Can you identify potential sights or sounds that might trigger reactions from individuals who have experienced trafficking? How can your organization relieve that?

Slide Fourteen (SAMHSA's Four R's Slide): **The hyperlink for the video is in the title of the slide. Click where it says SAMHSA's Four R's and it will take you to the video to play.** I would like to end this training by playing one last video that talks about SAMHSA's 4 r's of trauma informed care.

Thoughts on the video?

Slide Fifteen (Reference Slide): Alright, we have made it to the end of module three. Are there any questions I can answer for anyone?