



FRAMEWORK

tools to combat labor trafficking

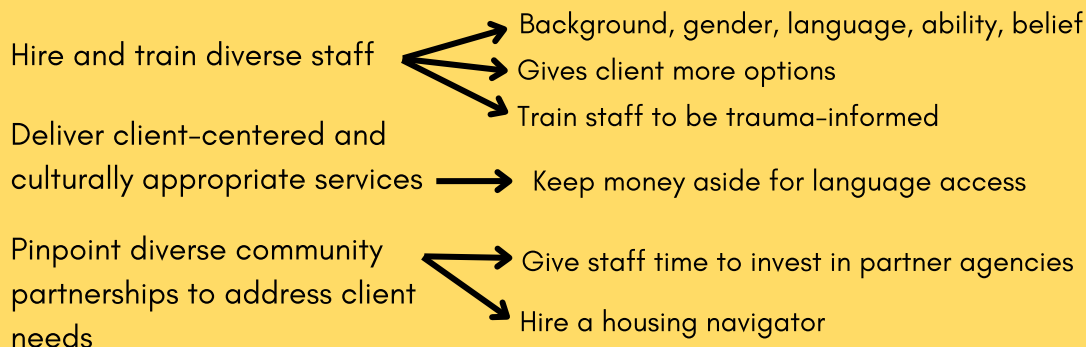
NEEDS & ESSENTIAL PARTNERSHIPS

During Framework's Needs & Essential Partnerships event on March 10, 2022, program manager at API Chaya, Hao Nguyen, and survivor leader, Chulita Havill, provide in-depth knowledge on post-trafficking needs of survivors.

Why is it important to understand needs and essential partnerships?

Knowing the needs of labor trafficking survivors can help dedicate more funding to areas where we know there is a high risk. It can also help the identification and prosecution of labor trafficking crimes.

Organizational Recommendations



Survivor Needs

Short Term

Other than food + housing

- Visa/ Immigration help
- Translator
- English class
- Support groups
- Family reunification

Long Term

- Develop a goal or plan
- Visa/ Immigration services
- Employment readiness
- Family reunification
- Support groups

Logistical Barriers to Service

- ☒ Documents/ benefits
- ☒ Knowledge of the system
- ☒ Knowledge of their rights
- Barriers to employment
- Language/cultural knowledge
- Access to transportation
- No 'one size fits all' solution to each unique case
- Housing options exist primarily for cis-gendered females
- Focus on finances/need to work
- Scheduling/communication issues
- Having a criminal record

Relational Barriers to Service

- Previous bad experience with service
- Trust/ fear of being prosecuted
- Isolation/shame
- Cultural differences
- Trauma
- Self-blame
- The survivor and provider have different goals in mind
- Small community

Service Delivery

What is it?

It's a trauma-informed and client centered approach. It is culturally appropriate and focuses on language accessibility

The client is the expert in their own life. The service provider is the expert in what the options and resources are.

Not Google Translate

Even if you disagree with their decision, support them. Even if they fail, they will know that you are there to support them, and they will trust you and come back.

Service providers tend to decide what counts as basic needs. Survivors should be allowed to identify what their own needs are.

Be clear about what your role is. Do not overpromise.

Even though my case manager was from my culture, it didn't automatically mean that I was comfortable with them.

How to provide?

- Is language access a priority in your organization?
- Is there funding for interpretation services?
- Is there funding for an interpreter?
- Is mobile advocacy a practice at your agency?
- Can your client define their own basic needs?
- Can the client choose the advocate they will work with?
- Can the client choose their own safe space/physical boundaries?
- Are you keeping eye contact during intake?
- Explain why you are asking certain sensitive questions.

Partnerships

Multi-disciplinary approach

For Minors

Office of Child Welfare
Schools
OTIP Office
Community groups

Other Partnerships

Community members
Religious orgs
Embassies

Law enforcement

Survivor

Legal Assistance

Service Providers

National Partners

It impossible to move forward with a labor trafficking case without collaborating with other agencies.

Building and Maintaining Partnerships

- Have a protocol to invest time & effort into building partnerships. Especially NGOs that might not have too many funds.
- Keep a regular contact.

Housing Partnerships

- Government-funded housing
- Landlord Partnerships/Community housing



and additional resources

Q. How do you balance client preferences of interpreters with limited resources? In our area, most of the people that speak the languages are community members.

A. Before talking about whom to connect with, explain to the client about the option for language access. What are the limitations, and what are the possible options. Let them know ahead, and don't overpromise. I understand that you need an interpreter, in this area, the people who speak your language might not have professional training. would you prefer having an interpreter over the phone? We can connect you to an interpreter from another state or country. We try our best to avoid using community members because they are not bound by confidentiality. Find a professional from elsewhere, through the national language line, for example. Some clients prefer to use friends or family as interpreters. The best is to use an interpreter on the phone first and let them know what the pros and cons are of using community members as an interpreter before agreeing to that.

Q. The pandemic has changed the way we offer services and made them remote. Can you talk about the impact of this model? There are some changes but also some opportunities.

A. It can make certain aspects more difficult, especially if you are working with people who do not speak the same language as you. Explaining paperwork to someone over Zoom is very difficult. We developed a protocol where the service provider can go to them in person to help them fill out forms while maintaining a safe distance and wearing masks. On the positive side, many of our clients were able to learn a lot about technology like how to sign forms online or work Zoom.

Q. What are ways you share information in partnerships when working with folks that are undocumented or have a precarious immigration status? How is that high level of confidentiality maintained across organizations?

A. Especially when it comes to housing and dealing with landlords for example because it's a more individualized situation, you have to get the client's permission first. If it has to do more with drug use, we try to be very careful when it comes to using community housing. If the client is going through a rehabilitation program and is doing well, you can ask the landlord to support you and call you if the client relapses. If you build that relationship of trust, usually landlords will collaborate with you.

I will also add that a lot of undocumented foreign nationals are not used to renting their own place and don't know their responsibilities. So we develop a contract with the client before we put them into housing. If they know that they usually bring people home, or use drugs or alcohol, we draw up a contract explaining that the program has some policies regarding bringing in friends overnight with the landlord's permission, drug use, respect towards neighbors, etc... You explain to them and make sure that they understand the contract. Ask then explain what the consequences are, how many warnings you can get before the landlord kicks you out for example, etc...This transparency model is a good way to educate clients on how to be good tenants. If we have a client who is at high-risk to break the policies, we won't look for community housing, we'll look at housing where there might be a service provider on site who can provide support.

Q. Do you have resources for attorneys on how to be victim-centered? Are there resources from the Department of Justice?

A. OVC has a lot of online training on their website. I believe the Freedom Network does as well, in addition to in-person training.

Q. Chulita, what advice would you give for people who have experienced similar things as you?

A. The case manager's attitude is important, kindness and genuine empathy will make things so much better for your client. Having someone who understands you is what makes you feel stronger, to fight for yourself. But it takes time.

Q. Chulita, when survivors do not wish to use interpretation services, how can service providers make sure that their clients feel comfortable asking questions if what's being explained to them doesn't seem clear?

A. That is important because the client might not trust the interpreter, they might not act professionally and tell the survivor's story to their friends and family. Make sure your attitude is warm and welcoming and be sincere, have them see that they are understood.

To learn more about Framework or to request training, technical assistance, or individualized support on labor trafficking, visit us on our website.

www.frameworkta.org