



During Framework's Survivor Perspectives: Labor Trafficking Needs event on September 14th, 2021, panelists Patty Bennett, Kwami Adoboe-Herrera, and Jaimee Johnson share their insights on the ways in which service providers can better meet the needs of survivors.

### What should trauma- informed care look like?



### Tangible and intangible needs



### Engagement is the work

#### ➤ Build a relationship where empathy is key

Service providers must put themselves in the shoes of clients, and ask themselves if they have done the work they are asking survivors to do.

#### ➤ Develop trust with survivors

Developing trust and a genuine relationship with survivors is key to understanding their needs. Take the time to get to know the person first instead of digging into their trauma.

#### ➤ Do not try to measure a survivor's trauma

Panelists highlighted how important it is for service providers to avoid judgment. People will be affected by trauma differently, so it is not productive to compare and contrast someone's trauma with someone else's. It is also not productive to try to figure out what precisely happened since oftentimes, survivors are still processing what happened too.

#### ➤ Avoid retraumatization

Panelists noted how sometimes going in for help did more harm than good. As service providers dug into their story, survivors found themselves being retraumatized by the process.

#### ➤ Turn the negative into empowerment

The ultimate goal is self-sufficiency. Being trauma-informed is about turning trauma into empowerment. Service providers don't need to know the details of a survivors' experience to know their skill set, their passions, and their needs.

#### ➤ Survivors get out of abuse not to survive but to live.

Service providers must make sure that they are not only providing basic needs but are also making sure that survivors are equipped to navigate these needs on their own. For example, a survivor might be given a train token, but might not know how to use it. Other survivors might have their transportation costs covered, but they might not have the tools to navigate certain triggers.

#### ➤ Community

Service providers who provide a sense of community is key for survivors.

# Q&A



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**Q.** For anti-trafficking programs that have no human trafficking survivors on staff (and no things like board seats available), how can they do more to encourage program decision-makers to correct that gap?

**A.** You have to have a survivor on your team to have a successful program, whether it be part time or full time. You need to have that representation in the decision making process of your organization. The survivor community will know which organizations value their voices, so you have to make room for those individuals. If your organization isn't in a place where they can hire more board members or fulltime staffers, you can opt to contract out individuals with lived experience to provide trainings.

**Q.** Can you suggest traits or things that have helped between hand-offs with case managers?

**A.** Being handed off can be extremely triggering for a survivor and can bring up feelings of shame and rejection. As you build trust with a survivor, make sure you know what they need, and communicate why you are sending them to another service provider. First, you must make sure that the other partner can help, and then include the survivor in the conversation and explain why a hand-off is happening at all.

The term "hand-off" is also triggering. Using more neutral verbiage may be helpful.

If policy does not allow you to continue your relationship with a survivor if you are no longer their case manager, then make sure that you help build a relationship of trust with the other service provider and community partners. Work to make sure that trust is not broken in the process.

**Q.** What are ways that those with lived experience would like to engage with service organizations?

**A.** Connect with them on things that they are interested in, whether that's about their trauma or not. Ask them what they want to do and see how that fits in your organization, now or in the future.

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