

Trauma Informed Response to Survivors



KOSAL HOR, Project Manager for Northwest Project, Hagar
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Our vision

Communities free and healed from the trauma of human trafficking, slavery, and abuse

For those affected by trauma and those who support them, Hagar is an expert in care and recovery. When healing happens, the cycle of trauma stops.

Our core values



Our mission



Respect: We believe in the right of all people to be heard and treated with respect and dignity.

Integrity: We commit to act ethically and honestly, striving to do the right thing at all times and in all circumstances.

Compassion: We want compassion and kindness to be evident in our attitude, communication and in active, practical ways.

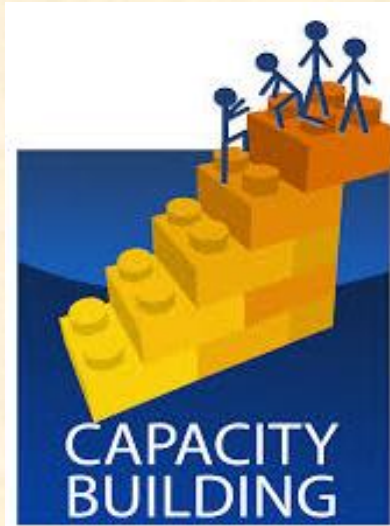
Excellence: We hold ourselves to high standards, listening and learning from those we support, our partners and each other, to continuously improve all that we do.

Who?

Our focus is on working with **women and children** who are suffering from the impact of trauma resulting from **modern slavery, human trafficking, Debt Bondage (exploitation) and abuse.**



Strategy 1



Establishing and sharing best practice to equip our staffs and partners

Maximize or scale up our impacts through our program implementation

Supported survivors (particular girls and women) to **heal** through access to **consistence quality social services**



Strengthen Networking and service providers



Strategy 2

Strengthen mechanisms to prevent human trafficking, modern slavery, debt. bandage (exploitation) and abuse of vulnerable populations in target areas



PREVENTION

Developing replicable, low-cost prevention programs that can work to scale and are appropriate to local contexts

Understanding the extent and impact of current prevention activities and models



Strategy 3

Build the **capacity** of our partners to deliver trauma-informed care to survivors



Developing best practice training models for Hagar staff and building their capacity to be effective trainers

Delivering tailored capacity building to partners



Strategy 4

Providing survivors with **tools** to **lead** and **give back**



EMPOWERMENT

Empower and equip survivors at community, national and international levels to **actively contribute** to society and the economy



Piloting and learning from a survivor leadership program



Strategy 5

Contribute to changing policy at the community, national and international levels



Building a strategic communication



Maximizing key external engagement opportunities



STRATEGIC

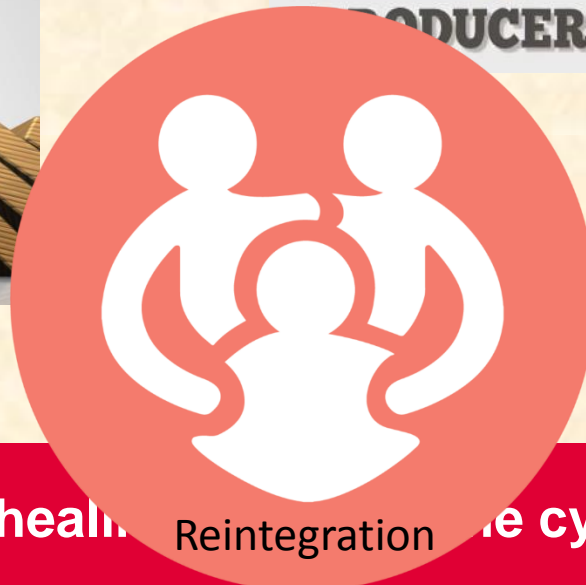
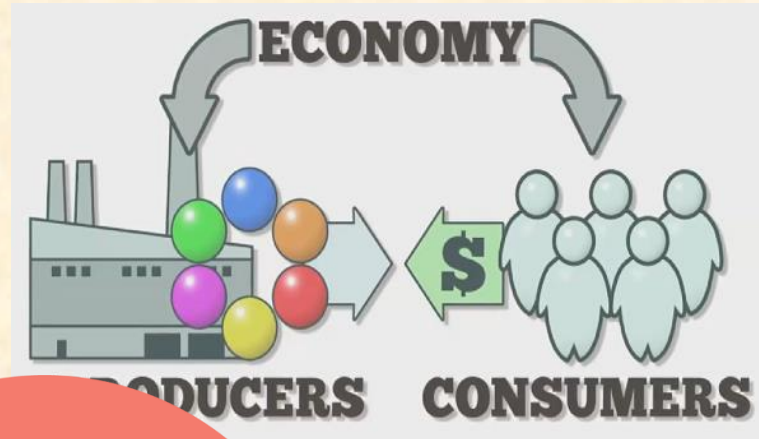
HA COMMUNICATION

Measuring progress and impact of Hagar's contribution to policy change

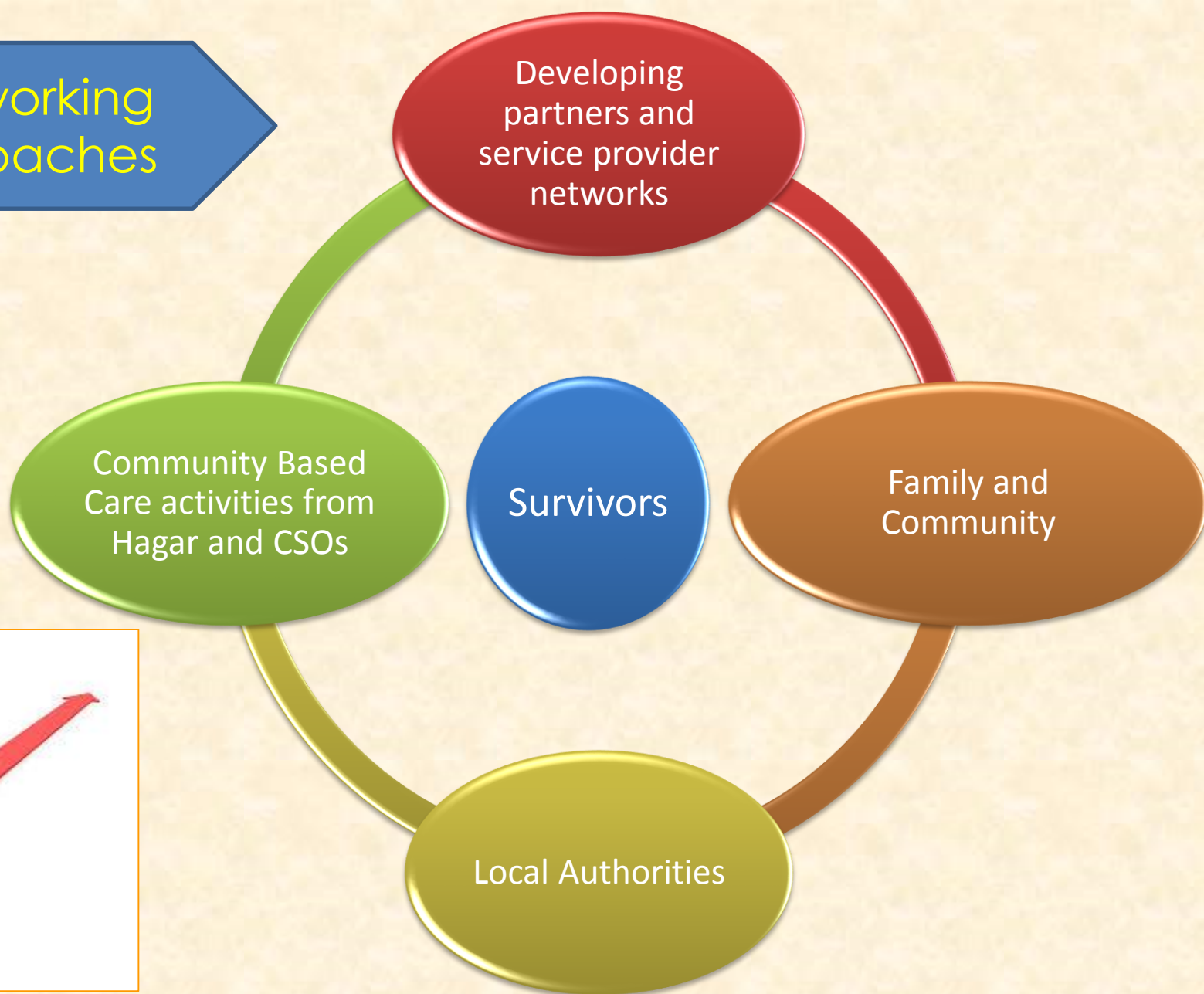


When healing happens, the cycle of trauma stops

Our programs



Our working approaches





Hagar Cambodia Client Experience Journey Map

May 2019

Kai's Journey

Kai's background or "persona": Kai is a new Hagar Cambodia client. She is a child survivor of commercial sexual exploitation. Kai heard about Hagar from community members and does not know what to expect her experience with Hagar, but hopes to have help with school and returning to normalcy.

	PHASE 1: Entry/Screening	PHASE 2: Assessment	PHASE 3: Planning/ Implementation	PHASE 4: Coordination, Monitoring, and Review	PHASE 5: Reintegration	PHASE 6: Case Closure
Doing	Kai prepares to meet with her case manager for the first time to establish a relationship before receiving services.	Kai answers questions from a series of assessments to understand her strengths and needs. She begins to establish long-term goals for her reintegration to society.	Kai and her family sit down with her Individual Care Team, who coalesce around her needs and crafts an Individual Care Plan for her.	Kai works with her Case Manager, counselor, and legal aid to relieve anxiety, focus on recovery, and achieve the SMART goals she established in her ICP.	With the help of her counselor, Kai walks through the steps of reintegration by talking through her aspirations and concerns moving forward.	Kai focuses on becoming independent from Hagar as she reenters society and sets out to accomplish her ambition to graduate University on-time.
Feeling						
Thinking	<p><i>"I'm nervous to meet with a Hagar employee, I don't know if I can trust them and I'm scared of what they'll say or do...there's just so much unknown here I don't know how I feel about meeting with a complete stranger."</i></p> <p>Nervous, scared, anxious</p>	<p><i>"I trust my case manager more than I did at first, but digging into my past experiences has been painful...However, I enjoy talking about my strengths and future goals. I'm hopeful!"</i></p> <p>Hopeful, anxious, unsure</p>	<p><i>"When my Individual Care team shared my Individual Care Plan with me and my family, I grew confidence in my ability to grow and thrive through the SMART goals we identified together. They really care about my success!"</i></p> <p>Relieved, comfortable, supported</p>	<p><i>"My engagement with Hagar is going well, but it can be exhausting at times. I just want to be a kid and be okay. I'm thankful for my Case Manager though... I feel really supported. She always makes me feel encouraged."</i></p> <p>Exhausted, challenged, supported</p>	<p><i>"Thinking about going home and going back to school without my Counselor's help is so scary. I'm pretty freaked out, but my Counselor said she'll be there every step of the way."</i></p> <p>Scared, unsure, apprehensive</p>	<p><i>"I'm pretty scared for my 'case to be closed'... I'm not even sure what that means, but my Counselor has helped me make a plan, so hopefully it will be okay. Thanks to them I'll be at University this fall!"</i></p> <p>Excited, nervous, hopeful</p>

Kai's Journey: Entry/Screening



PHASE 1:

Entry/Screening

Doing

Kai prepares to meet with her case manager for the first time to establish a relationship before receiving services.

Feeling

+

-

Thinking

"I'm nervous to meet with a Hagar employee, I don't know if I can trust them and I'm scared of what they'll say or do...there's just so much unknown here I don't know how I feel about meeting with a complete stranger."

Nervous, scared, anxious

Key insights into Kai's experience:

1

Anxious because it's **difficult to be vulnerable** with someone you don't know

2

Uncertain because referral partners shared **little to no information** about Hagar's services and why Kai is a **good fit**

3

Daunted because the journey and **path to recovery with Hagar is unclear**

Hagar clients could benefit from further clarification of the holistic client experience during the intake process and Entry phase to build trust and understanding.

Kai's Journey: Assessment



Doing

PHASE 2: Assessment

Kai answers questions from a series of assessments to understand her strengths and needs. She begins to establish long-term goals for her reintegration to society.

Feeling

*"I trust my case manager more than I did at first, but digging into my past experiences has been **painful**...However, I enjoy talking about my strengths and future goals. I'm **hopeful!**"*

Thinking

Hopeful, anxious, unsure

Key insights into Kai's experience:

1

Lack of faith in Hagar staff's ability to help in the recovery process due to a noticeable lack of confidence in service delivery

2

Shy with her case manager **unless family is involved** – especially when crafting her ICP

3

Rattled because there is **no safe, uninterrupted meeting space** in her community to speak with her case manager

Hagar staff could benefit from additional TIC training to ensure standardized yet individualized service delivery to better equip them when encountering family and challenging environmental conditions.

Kai's Journey: Planning/Implementation



Doing

PHASE 3: Planning/ Implementation

Kai and her family sit down with her Individual Care Team, who coalesce around her needs and crafts an Individual Care Plan (ICP) for her.

Feeling

Thinking

*“When my Individual Care team shared my Individual Care Plan with me and my family, I grew **confidence** in my ability to grow and thrive through the SMART goals we identified together. They really **care** about my success!”*

Relieved, comfortable, supported

Key insights into Kai's experience:

1

Hopeful because establishing SMART goals makes **progress feel real**

2

Feels more comfortable with her case manager due to **frequent follow-up and face-to-face interaction**, unlike her experiences with her counselor

Hagar service providers should take more of a comprehensive approach to client service by ensuring all service providers are internally collaborating to coordinate client care and set expectations with clients appropriately.

Kai's Journey: Coordination, Monitoring, and Review



Doing

PHASE 4: Coordination, Monitoring, and Review

Kai works with her Case Manager, counselor, and legal aid to relieve anxiety, focus on recovery, and achieve the SMART goals she established in her ICP.

Feeling

Thinking

*"My engagement with Hagar is going well, but it can be **exhausting** at times. I just want to be a kid and be okay. I'm **thankful** for my Case Manager though... I feel really **supported**. She always makes me feel **encouraged**."*

Exhausted, challenged, supported

Key insights into Kai's experience:

1

Exhausted because digging into **previous trauma** is emotionally **taxing**

2

Disconnected with her counselor because they are **too busy**

3

Thankful for her case manager because she's always **consistent**

By taking a more direct approach to service delivery and setting client expectations, clients will understand the role of case managers and counselors more clearly and could feel more positively towards counselors. Given the staff disparity between counselors and case managers, revisiting allocation of responsibilities and budget could provide useful insight when measured against client demand for services.

Kai's Journey: Reintegration



PHASE 5: Reintegration

Doing

With the help of her counselor, Kai walks through the steps of reintegration by talking through her aspirations and concerns moving forward.

Feeling

"Thinking about going home and going back to school without my Counselor's help is so scary. I'm pretty freaked out, but my Counselor said she'll be there every step of the way."

Thinking

Scared, unsure, apprehensive

Key insights into Kai's experience:

1

Reluctant to reintegrate into society because of comfort and trust built with Hagar staff

2

Lack of confidence with total independence after having a constant source of support for 4 years

3

Unwilling to be referred to other NGOs due to lack of desire to trust someone new and not enough information on new NGO

Providing comprehensive and accessible resources of partner and referred NGOs to clients could help clients feel more comfortable with the transition. Hagar could also consider a collaborative approach with the referred to NGO to facilitate a phased transition.

Kai's Journey: Case Closure



Doing

PHASE 6: Case Closure

Kai focuses on becoming independent from Hagar as she reenters society and sets out to accomplish her ambition to graduate University on-time.

Feeling

Thinking

"I'm pretty scared for my 'case to be closed'... I'm not even sure what that means, but my Counselor has helped me make a plan, so hopefully it will be okay. Thanks to them I'll be at University this fall!"

Excited, nervous, hopeful

Key insights into Kai's experience:

1

Shaky because life is difficult and reintegration isn't certain

2

Excited to start University as a result of Hagar's tutoring and academic encouragement

Hagar service providers put a great emphasis on academic tutoring and readiness. Clients noted appreciation for these services and found the encouragement to focus on family values and education empowering and impactful.

Sophorse's Story



Microsoft Word
Document



HAGAR



Thank you.

HAGAR

The whole journey