

Survivor Leaders & Subject Matter Expert Capacity Building Project Summary

Heather Caillier, President & Principal, Ascend Consulting, Inc.

Survivor Leaders and Subject Matter Experts:
Lindsay Arf, Joy Friedman, & Bukola Oriola

Partner Acknowledgments

People with lived experience were identified and invited to participate in this project based on their professional expertise, past professional consulting experiences, and their expressed interest in becoming subject matters experts for the Minnesota Department of Health Safe Harbor Program.



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Introductions

Heather Caillier, President & Principal, Ascend Consulting, Inc.

Survivor Leaders and Subject Matter Experts:

Lindsay Arf, Joy Friedman, & Bukola Oriola

(Lateesha Coleman, Monica Miller & Chris Stark unable to join us today)

Project Background



- *A courageous Keynote*
- *Centering the voices of Survivors*
- *“There is no amount of money that will compensate for our experiences.”*
- *Suggested Trainings, Tools, and Resources for Survivors and other Anti-trafficking Professionals*

Considerations



- *Language and Terminology – Words matter. Labels matter.*
- *“Subject Matter Expert” refers to someone with lived experience on a specific topic doing professional work (i.e., survivors who are out of the life and working professionally as consultants and speakers rather than engaging clients who are still in a program).*

Considerations



- *Assumptions – Recommendations and needs identified are not representative of all survivors or all anti-trafficking professionals.*
- *Cultural Considerations -*
“There are different ways of relating and moving in this work. As an example, working with and serving fellow relatives in the Native community, and a priority to go about our work with great humility.”

Considerations



- *A vast chasm of understanding about culture, class, and money as it relates to engaging survivors.*
- *Inherent power dynamics*

Project Summary



- **Goal:** To facilitate a series of listening sessions with survivors of human trafficking that will result in the development of tools, resources, and a project summary report with suggested next steps to increase the consulting capacity of Survivor Leaders and Subject Matter Experts of human trafficking in Minnesota.
- **Process:** Six diverse SME's participated in three listening sessions focused on their experiences, needs, and recommendations to develop helpful tools and resources as they navigate this work, as well as training recommendations for both survivors and professionals.

Project Deliverables



- Identify barriers to presenting and consulting, and professional needs, skills and tools that would be helpful in removing these barriers (self-identified needs assessment).
- Research other existing tools and resources that may be available (survivor-led initiatives).
- Identify coaching topics and public speaking/consulting best practices.
- Identify trauma-informed self-care for survivors before/after consulting opportunities.

- Create a resource toolkit of new and existing resources – sample contracts, email communications, and tools to help empower survivors to move forward professionally as Subject Matter Experts.
- Develop a tip sheet for agencies, people requesting presentations and/or consultation from Survivor Leaders and Subject Matter Experts – policies, processes, payments etc. clear communications when working with survivors.
- Provide a summary report and plan for implementation of future trainings including a cost analysis.

Training Outlines



Two Distinct Target Audiences

- **Primary:** Survivor Leaders and Subject Matter Experts (including those who are aspiring to this work); **Secondary:** Professionals and Community Members Who Are Engaging with Survivors as Subject Matter Experts.

Training Outlines



- **Secondary:** Professionals and Community Members Who Are Engaging with Survivors as Subject Matter Experts
- Safe Harbor Grantees and Partners
- Systems Professionals (Task Forces, policy makers, criminal justice—professionals seeking subject matter input and testimony)
- Faith-based and other Community Groups (Rotary, Women’s Groups, etc.)
- Funders
- Other professionals and community members engaging with survivors

SME Training Outline

- **What is a Survivor Leader/Subject Matter Expert (SME)?**
- **How are Subject Matter Experts Engaged in the Anti-trafficking work?**
- **Working with Systems**
- **Public Speaking and Independent Contractor/Consulting Basics**
- **Small Business Operations & Administration**
- **What is Fair Compensation for Survivor Leaders and Subject Matter Experts?**
- **Boundaries, Expectations, and Contract Negotiation**
- **Are you ready to become a Consultant/Speaker/SME?**

Professionals/Community Members Outline

- **What is A Survivor Leader and/or Subject Matter Expert (SME)?**
- **Are All Survivors Ready to be Survivor Leaders/Subject Matter Experts?**
- **How to appropriately engage with and contract services with Survivor Leaders and Subject Matter Experts**

Possible Training Delivery Options

- **Live webinar tracts of each module for both audiences with accompanying handouts, tools and resources**
- **Design of an e-learning platform with completion certificate and toolkit**
- **Creation of an ongoing “Learning Institute” or coaching academy for survivors**
- **Creation of a vetted SME Consulting Bureau**
- **Referrals to SME’s already doing this work for consulting contracts**



- **ALL TRAININGS WOULD BE CO-CREATED AND DELIVERED BY SME’S**

Resources



Survivor Leaders & Subject Matter Expert Capacity Building Project

Phase I Summary Report | June 2022
Heather Caillier, President & Principal, Ascend Consulting, Inc.



ASCEND CONSULTING, INC.

E-mail Communication Tools and Templates for Survivors

The following are email response templates for communicating with people contacting you for potential consulting and presentation opportunities. Survivors share that it can be difficult to have to think up responses for common questions and requests all the time. There is some starter language for common questions and requests that you can copy and paste or customize to make it a more personal response from you. The information in the brackets [bracket] are notes and options for you. You would remove these before sending.

EMAIL RESPONSE TEMPLATE #1: FOR GENERAL INQUIRES AND REQUESTS

Thank you for your email and interest in my professional consulting/training services as a Survivor Leader and Subject Matter Expert [add your own title here that you feel comfortable with or edit as you wish].

I am interested in learning more about this opportunity. To better help me respond to your request and provide an accurate estimate for my fees, will you please take a moment to fill out this [booking request form](#) [add survey link to form or you could also include these questions in a Word document or the body of the email].

Once I get your responses I will be in touch with more information.

Thank you and I look forward to hearing from you.

ADD YOUR SIGNATURE

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Recommendations for Engaging with Survivors as Speakers and Consultants: Guide Sheet for Agencies, Systems, Faith Communities, and other Community Groups/Members

Thank you for your interest in engaging a Survivor Leader and Subject Matter Expert in your event or ongoing project. This Guide Sheet is designed for agencies, systems, faith communities, and other community groups/members, to help you understand some of the nuances in engaging with survivors to lower the likelihood of unintentional re-traumatization or re-victimization, as well as to share appropriate compensation and compensation practices.

It is important to note, that survivors are engaged in many areas of professional work beyond "telling their story." Survivors have led the anti-trafficking movement and are involved in all areas of it including program development, advocacy, training, awareness raising, direct services, systems change, fund raising, social enterprises, art, writing and music, and so much more.

Anti-trafficking survivors have been advocating for change in the engagement practices (or lack thereof) of Survivor Leaders and Subject Matter Experts in the anti-trafficking field. While strides have been made to center the voices and leadership of survivors in the work, improvements, education, and the development of best practices are needed to effectively and respectfully engage, employ, contract, and compensate survivors for their invaluable contributions.

Survivors have shared, "There is no amount of money that will compensate for our experiences." As you engage with and engage survivors, there are policies, practices, and trainings that you should consider as well as tools and resources that can be developed to support survivors who choose to engage in anti-trafficking work. These resources can reduce re-exploitation and re-traumatization and ensure that other professionals engaging with them are properly trained.

Engagement with Survivor Leaders. Survivors are often asked to tell their stories or share their experience and knowledge to various projects. Survivors are Subject Matter Experts and should be treated as the professionals that they are. Hire them and mutually beneficial working relationships with Survivor Leaders and Subject Matter Experts.

WHY? Make sure the purpose, message and expected outcome is communicated to the SME. Survivors want to know why they are being asked to share their story and what they will gain from hearing them. Since a survivor may be sharing their story for a variety of reasons, it is important for them to know about the setting and audience for consulting requests.

HOW? Survivors deserve to be paid fairly and in line with professional standards for a survivor for a speaking engagement or consulting request. If you are hiring a survivor, a contract is signed, about the details of the event, including the time and location that their services are provided, and the budget and or fees. Being asked to pay up front is not acceptable.

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Public Speaking and Consulting Best Practices Tip Sheet

This Tip Sheet is designed for reading and applying. Survivor Leaders and Subject Matter Experts as an introduction about working professionally as a consultant or public speaker. This resource includes advice on public speaking and consulting resources.

TIPS FOR CONSULTING FROM SURVIVOR LEADERS AND SUBJECT MATTER EXPERTS:

WHAT IS A SURVIVOR LEADER AND SUBJECT MATTER EXPERT?

- Only you can determine if you're ready to be a leader, share your expertise, or work professionally in the anti-trafficking field as a consultant or public speaker. The term "Subject Matter Expert" refers to someone with lived experience on a specific topic during professional work. You are the expert of your unique lived experience as a survivor.
- There are many ways that survivors can work professionally in the anti-trafficking field without having to constantly tell your story. Some survivors may be ready to share their stories to raise awareness and help people understand the issue of exploitation and trafficking, and some survivors will never want to do this, and that is OK. It is your choice, and you should never feel pressured to do this by anyone including the agency that has helped you or might employ you.
- Survivors have led the anti-trafficking movement and are involved in all areas of it including policy and program development, advocacy, training, awareness raising, direct services, systems change, fund development, social enterprises, art, writing and music, and so much more. You can determine your role and what is best for you - including choosing to take a break or not be involved in this work professionally at all.

PRACTICE SELF-CARE

If you do decide to work in this field, it is so important to understand that you might be triggered, sometimes often, by the requests made of you, by insensitive or ignorant questions, by harassment because there is so much work to do, or by just a lack of resources about how non-survivors should appropriately engage with survivors - which can be exhausting to have to continue to teach folks. Because of all of this, it is important that you are aware of your triggers, that you have a plan in place for before/after you participate in an event or project or case you are triggered and need to calm down or reset, and that you have a support system of people around you that understand and help you process.

OTHER HELPFUL TIPS INCLUDE:

- Factor in time for breaks and rest. Take your personal time when needed and put this in your contract. Renegotiate contracts if needed. You come first.
- Be your own advocate. Speak up if you feel you are not being treated well or respected.
- Ask for childcare help if you need it.
- Realize that you don't have to take Q & A right after you speak, if you need time for yourself, negotiate that with your client. Be honest about what you need.

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Let's Hear from the Experts

Bukola – What is important to understand about how to interact with SME's when people are requesting a presentation or support with a consulting project?

What are some of the recommendations on the Tip Sheet for agencies and professionals?



Let's Hear from the Experts

Lindsay – Will you please talk about compensation and what people are really asking SME's to do and the impact it has on survivors?

What are some of the recommendations on the Tip Sheet for agencies and professionals? What are some of the Self-care and consideration for Survivors?

Let's Hear from the Experts

Joy – Will you please talk a little bit about the templates and tools we created for SME's and why you think future training is so important for SME's?

Bukola – What do you think is an important call to action now that we have this information and opportunity to move forward on this issue?

CONTACTS



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Thank You!

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