



**Safe Harbour: NY Fast Facts:  
Case management with survivors of human trafficking**

**Case management for human trafficking survivors is similar to other forms of case management in that the provider and client partner to:**

- assess the client's needs;
- define desired outcomes;
- obtain necessary services, treatments, and supports; and
- manage crises.<sup>1</sup>

**In addition to the case management you already provide, the following additional elements should be incorporated when working with trafficked or exploited youth:**

- Establish a trusting relationship with the youth;
- Educate the survivor about his or her rights as a victim of crime;
- Liaise with law enforcement as necessary;
- Establish safety plans for the survivor and staff; and
- Explain the legal protections and entitlements available to youth survivors of trafficking.

**Although important in all case management relationship, the following are especially critical when working with young survivors of trafficking:**

- Consider power dynamics (gender, age, race, profession, etc.);
- Introduce yourself, explain what you do and your relationship to the client, including what you can and cannot do;
- Avoid victim-blaming attitudes, statements, and body language;
- Avoid reactions that convey judgment, disdain, or disgust;
- Be a consistent source of support throughout the process of recovery, despite possible setbacks that may occur; and
- Maintain cultural humility by educating yourself about the culture and beliefs of clients and displaying a willingness to learn more.

**Note: Survivor-informed services**

A number of survivors of CSEC and human trafficking have gone on to create or inform service provision for other survivors. Service providers should partner with local survivor-led or survivor-informed organizations when developing their internal response to child trafficking.

**Above all, the need for trauma-informed care supersedes.** Whether or not specialized services anti-trafficking or CSEC services are available, staff should adhere to the standards of trauma-informed care to allow for survivor self-determination and choice in their healing and recovery.

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<sup>1</sup> National Association of Case Management. (2014). NACM Definition of Case Management & Service Coordination. Retrieved from [http://www.yournacm.com/membership/what\\_cm\\_sc.html](http://www.yournacm.com/membership/what_cm_sc.html)