

## SURVIVOR-CENTERED SERVICES<sup>4</sup>

<b>Definition</b>	A systematic focus on the needs and concerns of a survivor to ensure the compassionate and sensitive delivery of services in a nonjudgmental manner
<b>Goal</b>	Minimize re-traumatization and empower survivors in the process of receiving services
<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• The Program supports the empowerment of the survivor by sharing information with them, describing options and services available, and ensuring the right of the survivor to make the choices and decisions about their process</li> <li>• The Program works with survivors to address identified service goals while respecting that their choices may be affected by their cultural and religious background and individual circumstances</li> <li>• The Program empowers survivors to direct their own process by setting goals and bringing up issues they want to discuss</li> <li>• The Program creates a safe, comfortable, and empowering environment for the survivor with every interaction</li> <li>• Service providers are trained to identify and recognize the creative and resourceful ways in which survivors cope, and to respect those as strategies for survival, working with the survivor to integrate their survival strategies into a plan</li> <li>• Services provided to survivors and co-survivors are not counter to the interests of the survivor or their healing process</li> </ul>

<sup>4</sup>This section was adapted using information from “Indiana Rape Crisis Center Service Standards, 2019

# SURVIVOR-CENTERED SERVICES

## *Program Checklist*

### 1. Staffing

- All staff and volunteers are trained on survivor-centered approaches and their possible impacts
- Service providers are educated on forms of oppression and how that can affect survivors' experiences

### 2. Policies

- The Program has an internal written complaint/grievance process for survivors, available in multiple forms to provide access for people with disabilities, people that speak multiple languages, and others as needed
- The Program has a budget that supports the ongoing training needed to stay informed on best practices

### 3. Evaluation

- The Program consistently collects service evaluations from survivors and co-survivors as appropriate to assess the use and effectiveness of survivor-centered approaches, and makes changes as appropriate