

CCIS Family Violence Specialist and Apartment 1310 Developmental Evaluation Report

January 2019

Evaluation conducted with support from   
Constellation Consulting Group

# Executive Summary

Calgary Catholic Immigration Society (CCIS) is a non-profit organization with expertise in providing settlement and integration services to immigrants and refugees. The Family and Children’s Services (FCS) Division of CCIS has specific expertise in facilitating the integration of families and children into the community, enhancing the provision of services to newcomers by community resources, and promoting the healthy development of children using a holistic strengths-based approach. The Cultural Brokerage Program designed and facilitated through the FCS Division of CCIS provides direct supports, services and referrals to newcomer families involved with Children’s Services with the aim of ensuring newcomer children are safe and families are able to flourish in Canada.

Since its inception, evaluation of the Cultural Brokerage Program has revealed that the most prevalent concern leading to Children’s Services involvement amongst newcomer families is family violence. At the same time, research and experience have shown that newcomer families experience significant barriers to accessing the mainstream family violence support services available in the community. In response to the specific challenges faced by newcomer families with family violence concerns and Children’s Services involvement, in 2017 and 2018 CCIS began implementing practice-based innovative programming as an extension of the proven Cultural Brokerage Program.

The Family Violence (FV) Specialist is a resource for the Cultural Brokerage Program team to access when families are facing issues related to family violence. This new team member supports families in understanding the impacts of family violence, responses to family violence, expectations around family violence in Canada, and community resources available.

Recognizing that families often face hardship when a period of family separation is needed to address family violence, and in an effort to decrease the burden placed on victims of family violence who are often encouraged to flee violent situations and stay in a women’s shelter, the Apartment 1310 Program offers temporary accommodation, counselling, referrals and supports for perpetrators of family violence from newcomer families involved with Children’s Services. This innovative approach to supporting newcomer families with family violence issues supports the unique goals and desires of newcomer families and provides an opportunity to work directly with perpetrators to create long-term behaviour change.

The addition of an FV Specialist to the Cultural Brokerage Program team in 2017 and the establishment of the Apartment 1310 Program in 2018 has advanced CCIS’ responsiveness to family violence concerns amongst newcomer families and is contributing to innovation in the family violence response sector. Given that the FV Specialist and the Apartment 1310 Program are new approaches to addressing family violence amongst newcomer families, CCIS has engaged external evaluation experts at Constellation Consulting Group to evaluate the implementation and impacts of this programming. Using a developmental evaluation approach to capture emergent learnings and provide a continuous feedback loop alongside program innovation, important learnings have been garnered.

Since the establishment of FV Specialist role in the spring of 2017, key output statistics have been tracked through the evaluation to ensure the mandate of supporting newcomer families with education, referrals and supports to address violence in the home is being met. Since 2017:

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| Image result for person icon | The FV Specialist has supported 128 families referred to the Specialist through the Cultural Brokerage Program. |
| Image result for global icon | Families supported by the FV Specialist since 2017 have come from **35** different countries and have spoken **26** different languages at home. |

Immigration status can be a key contributing factor in family violence cases amongst newcomer families as it can create additional stress within the family as well as unequal power dynamics. In particular, for individuals who have been sponsored as an immigrant to Canada by another family member, the implications of reporting abuse or leaving an abusive relationship can be unclear, with fears related to immigration status often compounding barriers to seeking help. Since 2017:

* 64% of individual FV Specialist clients have been permanent residents
* 30% of FV Specialist clients have had Canadian citizenship
* Sponsorship was an issue for 23 family members (18%) supported by the FV Specialist

When desired by clients, the FV Specialist can help victims leave the family home to stay in a family violence shelter. For many families, however, this is not the desired response to the violence experienced in their homes. In total, only 8% of victims (10 families) chose to engage with a women’s shelter to keep their family safe. This is thought to be in part due to cultural factors that influence families’ desire to maintain the family unit, and in part due to a lack of cultural responsiveness within the current offering at shelter services in Calgary. CCIS has partnered with the Calgary Women’s Emergency Shelter (CWES) to help identify specific areas in which services can be evolved to create better access to and experiences within shelters for culturally diverse families.

Overall, the FV Specialist works to provide the best information and supports to meet families’ unique needs and goals. Since 2017, the FV Specialist has provided clients with:

* Education on the concept of family violence and its impact on families (including the impacts on children of witnessing or experiencing violence).
* Education on Canadian norms and system expectations related to family violence in Canada (e.g. corporal punishment of children is not acceptable in Canada).
* Information on community resources and referrals to key supports in the community.
* Safety planning with victims of family violence.
* Gaining independence (e.g. supporting victims to leave and live on their own, supporting victims to have less reliance on perpetrators (e.g. getting their own bank account) etc.).

In response to the FV Specialist’s experience in supporting clients, the Apartment 1310 Program was established to take an innovative approach to meeting the needs and self-defined goals of culturally diverse families facing family violence issues and related Children’s Services intervention. The Program was launched in June 2018. From the initiation of the Program until the end of December 2018:

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| Image result for person icon | **9** perpetrators of family violence have accessed the Apartment 1310 Program through a referral from the Cultural Brokerage Program. On average, clients have stayed in the Program for just over one month, engaging with services, education and support and while their victim(s) work to establish a safety plan. |

For 67% of Apartment 1310 Program clients, their entry into the Program was initiated by a Children’s Services-mandated period of separation for the family. Others entered the Program due to a court-ordered requirement for the perpetrator to avoid contact with the victim (e.g. an Emergency Protection Order (EPO), a Restraining Order, etc.). In total:

* 33% of clients entering the Apartment 1310 Program had been arrested for a family violence incident
* 22% of clients entering the Apartment 1310 Program had an EPO filed against them
* 11% of clients entering the Apartment 1310 Program had a Restraining Order filed against them

Careful assessment of potential clients before they enter the Program is essential for maintaining the safety of families and clients and assessment criteria developed by the Program was reviewed by both CWES and the Calgary Police Service to ensure the highest risk individuals would not be brought into the Program.

While in the Program, clients are connected to key services and supports including counselling, parenting education sessions, settlement services and employment resources that support learning and behaviour change to prevent future incidents of family violence. Clients ‘graduate’ when they meet the requirements to return to their home or have found another option for more permanent accommodation. Coming to the Program:

* 56% of families reported that their ultimate goal would be family reunification (i.e. having all family members live in the same home)

As victims experience safety from violence while their abuser is in the Program, support from the Program for both perpetrators and the victims is intended to enable long-term avoidance of violence.

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| Image result for healthy icon | Of the nine clients who have accessed the Program since June 2018, **6** clients have graduated. After completing the Program, 5 of the 6 graduates returned to their family home with new knowledge and intended behaviour changes. One graduated client found another accommodation situation separate from their family and is continuing to work towards behaviour change and family reunification. |

Exit interviews were conducted with all six Apartment 1310 Program graduates, revealing:

* 83% of graduates felt they learned new things about the impacts of family violence through the Program
* 83% of graduates felt they learned new things about positive parenting practices through the Program
* 67% of graduates felt the Program gave them a chance to ‘cool down’ and reflect on their actions in the past and how they can change their behaviour moving forward

When asked what their situation would have been had the Apartment 1310 Program not been available:

* 33% of graduated clients indicated they would otherwise have been staying in a homeless shelter due to a lack of resources and support networks in Canada
* 50% of graduated clients thought they may have been able to stay with a friend
* 17% of graduated clients thought they would have likely rented an Air BnB

These results suggest that many clients have few options when asked to leave the family home, potentially leading to increased family stress and strained resources. Further, when clients are separated from their family but do not access the Apartment 1310 Program, they may face additional barriers to accessing supports and services that can help change behaviours long-term.

Beyond capturing program output statistics, the developmental evaluation has captured emergent learnings alongside program implementation. Based on learnings from the evaluation, the following recommendations for future directions have been suggested:

1. Continue to provide specialized supports for newcomer families with Children’s Services involvement and family violence concerns.
2. Seek opportunities to build on learnings to expand the FV Specialist role and Apartment 1310 Program.
3. Continue to evaluate the FV Specialist role and Apartment 1310 Program to ensure ongoing effectiveness.
4. Work in partnership with Children’s Services to ensure there are clear protocols and specific access requirements for calling the FV Specialist as a witness for cases.
5. Seek opportunities to ensure the FV Specialist and Apartment 1310 Program have enough time with clients to support real change.
6. Continue to work with the CCIS Parent Link Centre to provide needed supports for families involved with the FV Specialist and the Apartment 1310 Program.
7. Continue to seek opportunities to work with mainstream family violence services in evolving towards more culturally responsive practice with fewer barriers for newcomer families.

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# 1.0 Introduction and Background

Calgary Catholic Immigration Society (CCIS) is a non-profit organization with expertise in providing settlement and integration services to immigrants and refugees. The Family and Children’s Services (FCS) Division of CCIS has specific expertise in facilitating the integration of families and children into the community, enhancing the provision of services to newcomers by community resources, and promoting the healthy development of children using a holistic strengths-based approach. With a vision of a society where immigrants and refugees can reach their potential, CCIS’ mission is to effectively partner within the community to empower immigrants and refugees to successfully resettle and integrate.

Since 2014, through the Cultural Brokerage Program, CCIS has been innovating in the provision of culturally responsive services for newcomer families involved with the Government of Alberta’s Ministry of Children’s Services (Children’s Services). Children’s Services seek to ensure that children in Alberta are safe as they grow and develop, intervening to protect children when there is a concern for their safety. With funding from Alberta Human Services, the Cultural Brokerage Program is co-designed and co-managed by CCIS and Children’s Services. Through the program, CCIS provides direct supports, services and referrals to newcomer families involved with Children’s Services with the aim of ensuring newcomer children are safe and families are able to flourish in Canada. Due to differences in culture, experience with governments, and English-language ability amongst newcomer families, Children’s Services involvement can be a particularly confusing, alarming, and stressful experience. At the same time, Children’s Services staff may have greater difficulty resolving protection concerns if they lack a nuanced understanding of families’ culture, or if families have difficulties communicating and expressing themselves in English. Further, Children’s Services staff are not specialists in resettlement and may not have the specialized knowledge and community connections to ensure resettlement-related risk factors are adequately addressed for newcomer families. The Cultural Brokerage Program helps to bridge the relationship between Children’s Services and culturally diverse families so that positive outcomes for families can be achieved.

Since its inception, evaluation of the Cultural Brokerage Program has revealed that the most prevalent concern leading to Children’s Services involvement amongst Cultural Brokerage Program clients has been family violence. In response to the high prevalence of family violence amongst clients, in May 2017 the program expanded, with support from Alberta Human Services, to include a Family violence (FV) Specialist role. In hiring for the FV Specialist role, the Program has intentionally hired a male individual, approaching the issue of family violence as a whole-family experience involving both victims (often female) and perpetrators (often male). In working with families from different cultural contexts and worldviews the FV Specialist works in a nuanced way that supports the desires of the family while promoting whole-family wellness. For families this often means working to keep the family together after a family violence incident and understanding the family as part of a broader community (collectivist worldview) rather than focusing on the experiences of individual family members separate from one another and their community (individualist (Western) worldview).[[1]](#footnote-1) Whether families stay together or a family member (or members) leave a violent home situation, the Cultural Brokerage Program FV Specialist supports families in understanding the impacts of family violence, responses to family violence, expectations around family violence in Canada, and community resources available.

While many families draw strength from their cultural community’s collectivist support for families as a network of intertwined individuals, there are situations where Children’s Services feels a mandated separation of family members is necessary to ensure the safety of children in the household. In these cases, Children’s Services often seek to remove victims (usually women and children) from potentially violent situations (e.g. by supporting them in accessing a women’s shelter). While this approach is well-intentioned and seeks to create safety for victims of family violence, it is often contrary to non-Western worldviews and it can disrupt cultural connections and the family’s familiar surroundings/routines, elevating the risk of trauma and many times introducing a stigmatizing or shaming response from the ethno-cultural communities from which families draw strength. Further, when culturally diverse victims of family violence are encouraged to access mainstream shelter services, they often face linguistic and cultural barriers that may compound trauma and reduce potential positive outcomes.

Conversely, if the perpetrator of family violence is mandated by Children’s Services to leave, victims can maintain a semblance of household normalcy and children can maintain their routines, despite the disruption in their family. This approach, however, also presents challenges as many newcomers lack adequate resources to support two households, putting perpetrators at risk of homelessness, creating a strain on already-limited family resources and/or increasing the debt levels of already-disadvantaged newcomer families. Further, these situations often leave the perpetrator with little to no information about their family until a safety plan for the victims has been established – a process which can take up to three weeks to complete. With many newcomer families seeking to ultimately reconcile and live in the same home, perpetrators need immediate access to information and supports that can help change violent behaviours such that future incidents of family violence, Children’s Services involvement, and family disruption can be avoided.

In response to the specific challenges faced by newcomer families, in 2018 CCIS began seeking ways to better support newcomer families for whom Children’s Services have mandated a period of separation between family members. Building on experience from the Cultural Brokerage Program and the FV Specialist, and seizing an opportunity to leverage an existing asset, the innovative Apartment 1310 Program was developed with advice from the Calgary Women’s Emergency Shelter, Children’s Services and the Calgary Police Service.

The Apartment 1310 Program provides temporary accommodation and immediate programming for newcomer men who have perpetrated family violence. When Children’s Services has a concern related to family violence within a family and requires the family to separate, the Cultural Brokerage Program FV Specialist offers to support male perpetrators in leaving through the Apartment 1310 Program. If the perpetrator meets the Program’s entry requirements[[2]](#footnote-2) he is supported in leaving the family home to stay, temporarily, in one of four apartments available through the Program. Immediately after settling in to the apartment, the perpetrator begins working with the FV Specialist to understand the impacts of their actions and expectations in Canada, while being connected to culturally responsive services that support learning and behaviour change related to healthy relationships and parenting. Simultaneously, a Cultural Broker or the FV Specialist continues to work with the victim(s) to ensure both parties receive high quality and congruent information about the impacts of family violence, expectations in Canada and ways to create and maintain safe and healthy relationships. This innovative approach to addressing family violence amongst newcomer families is intended to:

* Reduce the stress, trauma, burden and disruption that family violence and family separation can cause for victims of family violence
* Increase the ability of victims of family violence to create effective safety plans
* Reduce the financial impact of family separation mandated by Children’s Services
* Increase perpetrators’ timely access to services and supports that are intended to address the root causes of family violence
* Ensure families have information and support during a period of Children’s Services-mandated family separation
* Ensure victims and perpetrators have the same information about the impacts of family violence, expectations in Canada, parenting strategies and strategies to avoid violence in the home
* Reduce the stigma and shame experienced by families embedded within collectivist ethno-cultural contexts that value keeping the family unit in tact
* Increase the ability of families to reunite, if that is their desire, while avoiding family violence

Ultimately, this innovative program approach seeks to reduce family violence within newcomer families resulting in increased child safety and decreased need for Children’s Services intervention.

Given that the FV Specialist and the Apartment 1310 Program are new approaches to addressing family violence amongst newcomer families, CCIS has engaged external evaluation experts with Constellation Consulting Group to evaluate the implementation and impacts of this programming. The current report presents findings from the evaluation and recommendations moving forward.

# 2.0 Evaluation Methods

Given the innovative nature of the FV Specialist and Apartment 1310 Program, evaluation is key for generating knowledge that can be shared to increase the effectiveness of family violence services for newcomer families. Accompanying the initiation of the FV Specialist role and the development of the Apartment 1310 Program a developmental evaluation approach has been employed to capture emergent learnings and provide a continuous feedback loop alongside program innovation. Developmental evaluation supports a holistic understanding of program processes, identifying areas of success and challenge in implementation and placing the evaluator in the role of observer, questioner, and facilitator. This evaluation approach also supports understanding around emergent program outcomes and impact. Like the program itself, the evaluation has been conducted in a strengths-based manner, focusing on contribution, strengths, and learning as opposed to attribution, faults, and road blocks and consistently seeking collaborative opportunities for knowledge sharing.

Evaluation information has been gathered using the following methods:

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| Image result for pencil paper icon | Ongoing recording of key program information and outputs by the FV Specialist, using the database that was custom-designed for the Cultural Brokerage Program. See Appendix D for a list of information recorded in the database. |
| Image result for pencil paper icon | Apartment 1310 Program intake forms completed by clients that capture information needed to screen/assess potential clients as well as information related to evaluating the program. See Appendix C for questions. |
| Image result for interview icon | Client exit interviews completed with the FV Specialist as clients leave the program that capture information on outcomes and areas for improvement. See Appendix C for questions. |
| Image result for phone icon | Client follow-up interviews completed by the program evaluator to learn about the longer-term impact of the program on clients and their families. See Appendix C for questions. |
| Image result for conversation icon | Ongoing developmental evaluation check-in conversations between the FV Specialist and the program evaluator to capture emergent learnings and developmental milestones. |

Since the inception of the Apartment 1310 Program, nine clients have accessed the service, with all nine clients completing intake forms and six graduates completing exit forms. Two follow-up interviews with graduated clients have also been conducted.

# 3.0 What We Know from Research

Abuse or witnessing abuse during childhood can have lifelong negative impacts.[[3]](#footnote-3) Although children may not always be the victims of violence in families where family violence is present, research suggests that witnessing family violence can result in negative outcomes for children including developmental delays, behavioural problems, psychosocial issues, increased likelihood of experiencing violent relationships or becoming perpetrators of violence in relationships, and ongoing PTSD symptoms.[[4]](#footnote-4) Over the last year, Calgary police reports of family violence have increased by 16%, with nearly 5,000 reports made in 2017.[[5]](#footnote-5) While family violence and abuse is a pervasive social issue, which impacts all communities, the Calgary Police Service have observed that Black, East Indian, and Middle Eastern victims of family violence are over represented in police-reported family violence.[[6]](#footnote-6) These findings are congruent with the Calgary Women Emergency Shelter’s (CWES’) internal program data, which indicates an increasing number of adult clients are self-identifying as part of a visible minority.[[7]](#footnote-7) Further, the number of CWES clients who are non-Canadian citizens has increased 12% in the last three years.[[8]](#footnote-8)

Traditionally, services responding to family violence provide options for victims to leave an abusive situation to ensure their safety (e.g. by going to a women’s shelter), placing the onus on victims to keep themselves safe from abuse. While these services provide important supports for victims (e.g. counselling, basic needs supports, court support, etc.), when victims leave their home seeking safety from violence they are often faced with additional challenges, such as: disruption of routine and structure, compounded trauma, possible homelessness, financial difficulties, employment issues, additional parenting responsibilities, mental health issues and difficulties maintaining safety.[[9]](#footnote-9)

In response to the identified challenges created by traditional shelter-based responses to family violence, in more recent years some organizations have been working to create alternative approaches. The ‘Stay Home’ approach, first piloted in Australia, flips the traditional response to family violence, supporting victims of family violence in staying in the family home while the perpetrator of violence is forced to leave. [[10]](#footnote-10) Programs using a Stay Home approach typically work in collaboration with the police and courts to ensure perpetrators are removed and victims are safe. They also provide practical and emotional support for victims remaining in the home. [[11]](#footnote-11) Research has shown that these programs create positive outcomes for victims, including: [[12]](#footnote-12)

* Decreased experiences of violence and increased feelings of safety
* Increased/ongoing housing stability and reduced likelihood of experiencing homelessness
* Positive experiences for the children (e.g. increased feelings of relaxation and happiness)
* Increased connection to resources and supports
* Decreased feelings of responsibility for the violence they have experienced
* Increased feelings of empowerment

More recently, programs have also started working directly with perpetrators of family violence to support them in changing violent behaviours and taking responsibility for their actions. [[13]](#footnote-13) Research has shown that working with perpetrators can result in important positive outcomes such as: [[14]](#footnote-14)

* Decreased perpetration of psychological, verbal, and physical violence
* Improved communication between partners
* Increased emotional regulation (e.g. anger management)
* Improved parenting practices and decreased use of physical discipline
* Improved parent-child relationships
* Decreased child protection and police involvement
* Increased perceptions of accountability and desire to change

While numerous high quality family violence supports exist in our community, the barriers experienced by immigrant and refugee families to accessing supports that are available are well documented in the literature.[[15]](#footnote-15) Newcomer families may be unfamiliar with Canada’s social systems and laws and language barriers may make it more difficult to access and navigate supports that are available.[[16]](#footnote-16) The immigration status of an individual may also impact their ability to access resources and legal protections. [[17]](#footnote-17) Further, stressors from the migration and immigration process may exacerbate family violence issues and immediate resettlement needs may take precedence over the need to address family violence issues.[[18]](#footnote-18)

Further, for many immigrant and refugee families, identity is closely tied to cultural and/or faith-based communities. Many of these ethno-cultural communities hold a more collectivist worldview, which sees personal goals and desires as secondary to the priorities and advancement of the family and the collective.[[19]](#footnote-19) This is in contrast to the Western/Canadian worldview that emphasizes individualism, privileging individual rights and self-determination over collective rights/actions. Collectivist worldviews may include immediate and extended families, as well as the broader cultural and faith-based community. Historically, responses to family violence in Canada have approached the issue with an individualist worldview, that sees victims, perpetrators and children as individuals within the context of family violence. Based on this individualist conception of violence and abuse, responses have typically focused on separating the victim(s) and the abuser and targeting the unit of intervention on the individual rather than the family.[[20]](#footnote-20) For many people from diverse cultural backgrounds this approach is not congruent with their worldview or goals as a family, with many families seeking to stay together despite experiences of violence in the home.

More recent Stay Home responses to family violence that focus on removing the perpetrator from the home and working with them to change their behaviours recognize that, for a variety of reasons, some victims may want to continue their relationship with someone who has perpetrated violence in the past, including a desire to maintain family cohesion and reputation within a cultural community. [[21]](#footnote-21) The researched effectiveness of the Stay Home approach to addressing family violence combined with its responsiveness to the desires of many culturally diverse families to keep their family together suggest that this innovative approach can be a successful way of working with culturally diverse families who have Children’s Services involvement due to family violence concerns. The Apartment 1310 Program pursues this approach, supported by Cultural Brokers and the FV Specialist who work with the whole family to ensure violence is avoided in the long term.

# 4.0 Innovative Program Results

Developmental evaluation of CCIS’ FV Specialist and the Apartment 1310 Program has revealed initial success both in terms of implementation and the creation of positive outcomes. Ongoing evaluation can support continuous learning and sharing the evaluation results can help inspire other communities to approach family violence responses for newcomer families in an innovative and effective way.

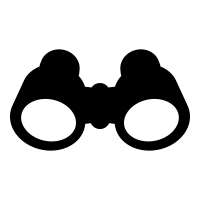
## 4.1 Developmental Journey

Recording the developmental journey of the FV Specialist and the Apartment 1310 Program can provide a roadmap for organizations seeking to replicate CCIS’ innovative response to family violence amongst newcomer families. Overall, the developmental journey of the FV Specialist and the Apartment 1310 Program have been shaped by learnings garnered through the day-to-day implementation of the Cultural Brokerage Program, making program developments practice-informed and responsive to the lived-experiences of clients. The following is a graphic depiction of the FV Specialist and Apartment 1310 Program developmental journey:

2017

2018

In May 2017 funds are approved and a male FV Specialist is hired to work with families and their Cultural Brokers to address family violence issues.

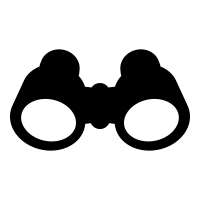


Through the Cultural Brokerage Program’s evaluation, a high prevalence of family violence concerns is observed amongst clients served through the program.

Based on the observed need for family violence supports amongst clients, additional funds are requested to create a staff role focused on, and specializing in, responding to family violence concerns amongst Cultural Brokerage Program clients.

The FV Specialist begins working with Cultural Brokerage Program clients and records observed needs and issues; a partnership with the Calgary Women’s Emergency Shelter (CWES) is established to help mainstream family violence services evolve to better support newcomer families.

Based on the experiences of the FV Specialist, the idea of creating a program option that would support perpetrators of family violence in leaving the family home and accessing immediate supports to change their behaviour is sparked.



The FV Specialist observes:

* A desire amongst clients to stay together as a family, despite violence that may have occurred
* A reticence from victims to access shelter services
* Family stress and strain when perpetrators are mandated to leave the family home due to their violent actions

An existing CCIS asset is identified for use by the Program and funding from the Calgary Foundation is secured.

Processes and protocols for the Program are carefully developed, building on the expertise of CWES and advice from the Calgary Police Service.

In June 2018 the Apartment 1310 Program was launched, providing a new option for newcomer families as they work to address family violence issues.

## 4.2 Family violence Specialist Results to Date

Since the establishment of FV Specialist role in the spring of 2017, key output statistics have been tracked to ensure the mandate of supporting newcomer families with education, referrals and supports to address violence in the home is being met.

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| Image result for person icon | From the establishment of the role to the end of December 2018, the FV Specialist has supported **128** families referred to the Specialist through the Cultural Brokerage Program. |

Working to support the family as a whole, as well as individuals within the family, the FV Specialist has worked with:[[22]](#footnote-22)

* Mothers who are victims or perpetrators of family violence (38% of individuals supported)
* Fathers who are victims or perpetrators of family violence (37% of individuals supported)
* Children impacted by family violence (22% of individuals supported)
* Other relatives involved in the violence within the family (e.g. grandparents, aunts, uncles) (2% of individuals supported)
* Step parents involved in the violence within the family (1% of individuals supported)

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| --- | --- |
| Image result for global icon | Families supported by the FV Specialist since 2017 have come from **35** different countries and have spoken **26** different languages at home. [[23]](#footnote-23) The five most common cultural backgrounds of individuals supported by the FV Specialist have been: South Asian (19%); South East Asian (17%); Middle Eastern (15%); East African (11%) and Eastern European (9%).[[24]](#footnote-24) |

For those clients indicating a connection to a faith background, the most common faith connection has been Christian, with 58% of religion-affiliated clients indicating they were Christian.[[25]](#footnote-25) Most other major faith groups are also represented within the clients served by the FV Specialist since 2017:

Immigration status can be a key contributing factor in family violence cases amongst newcomer families as it can create additional stress within the family as well as unequal power dynamics. In particular, for individuals who have been sponsored as an immigrant to Canada by another family member, the implications of reporting abuse or leaving an abusive relationship can be unclear, with fears related to immigration status often compounding barriers to seeking help.[[26]](#footnote-26) Since 2017, most FV Specialist clients have had permanent resident status, with 64% of the individual family members supported holding this immigration status.[[27]](#footnote-27) Another 30% of clients have had Canadian citizenship. Notably, sponsorship was an issue for 23 family members (18%) supported by the FV Specialist.

Once the FV Specialist becomes involved with a family, they work to provide the best information and supports to meet families’ unique needs and goals. Ultimately, the intention behind the FV Specialist’s work is to help ensure family violence is avoided. Since 2017, the FV Specialist has provided clients with:

* Education on the concept of family violence and its impact on families (including the impacts on children of witnessing or experiencing violence). This was provided to 95% of families working with the FV Specialist.
* Education on Canadian norms and system expectations related to family violence in Canada (e.g. corporal punishment of children is not acceptable in Canada). This was provided to 95% of families working with the FV Specialist.
* Information on community resources and referrals to key supports in the community. This was provided to 60% of families working with the FV Specialist. Referrals included:
  + CWES, including specific programs at CWES like court support, community counselling, etc.
  + The Food Bank
  + Women In Need Society (WINS)
  + The CCIS Parent Link Centre for programming such as Triple P Parenting, Cross-Cultural Parenting, Hand-in-Hand, etc.
  + Immigrant Services Calgary (ISC)
  + Calgary Immigrant Women’s Association (CIWA)
  + The Distress Centre
  + Awo Taan healing lodge
  + Catholic Family Service
  + The Calgary Counselling Centre
  + Alberta Works
  + The YWCA’s Sheriff King shelter
  + The Calgary Police Service
  + Punjabi Community Health Services (PCHS)
* Safety planning with victims of family violence. This was provided by the FV Specialist for 30% of families. The Cultural Broker(s) involved with families may have also supported safety planning that was not recorded under the FV Specialist program statistics.
* Gaining independence (e.g. supporting victims to leave and live on their own, supporting victims to have less reliance on perpetrators (e.g. getting their own bank account) etc.). This was provided to 24% of families.

When desired by clients, the FV Specialist can help victims leave the family home to stay in a family violence shelter. For many families, however, this is not the desired response to the violence experienced in their homes. In total, only 8% of victims (10 families) chose to engage with a women’s shelter to keep their family safe. This is thought to be in part due to cultural factors that influence families’ desire to maintain the family unit, and in part due to a lack of cultural responsiveness within the current offering at shelter services in Calgary. CCIS has partnered with CWES to help identify specific areas in which services can be evolved to create better access to and experiences within shelters for culturally diverse families. Of the families supported by the FV Specialist who chose not to engage with a women’s shelter, 80% remained in the family home, while 5% pursued family separation by renting a separate space for either the victim or perpetrator of violence, 4% chose to stay with family or friends, and 2% accessed homeless shelter services.

## 4.3 Apartment 1310 Program Results to Date

In response to the FV Specialist’s experience in supporting clients, the Apartment 1310 Program was established to take an innovative approach to meeting the needs and self-defined goals of culturally diverse families facing family violence issues and related Children’s Services intervention. The Program was launched in June 2018. From the initiation of the Program until the end of December 2018:

|  |  |
| --- | --- |
| Image result for person icon | **9** perpetrators of family violence have accessed the Apartment 1310 Program through a referral from the Cultural Brokerage Program. On average, clients have stayed in the Program for just over one month, engaging with services, education and support and while their victim(s) work to establish a safety plan. |

Most families involved in the Program have had 1-2 children, with all families entering the Program in married relationships. While some families have only recently arrived in Canada, others have been in the country for 10+ years. This suggests that both immediate resettlement issues and longer term cultural and integration issues may be contributing to violence amongst the families served. In total, 22% of clients have had very limited English ability, creating additional barriers to engaging in mainstream services and understanding key information about life in Canada. Through the Cultural Brokers and the CCIS Interpretation and Translation Service, cultural and language interpretation has supported clients with limited English ability towards making important changes in their lives.

For 67% of Apartment 1310 Program clients, their entry into the Program was initiated by a Children’s Services-mandated period of separation for the family. Others entered the Program due to a court-ordered requirement for the perpetrator to avoid contact with the victim (e.g. an Emergency Protection Order (EPO), a Restraining Order, etc.). In total, 33% of clients entering the Apartment 1310 Program had been arrested for a family violence incident, 22% had an EPO filed against them and 11% had a Restraining Order filed against them. The incidents precipitating entry into the Apartment 1310 Program have been family violence incidents, including:

* Physical abuse of partner or children
* Physical discipline of children
* Property damage
* Intimidation and threats
* Verbal altercations
* Harassment/stalking
* Substance use issues precipitating anger and violence
* Suicide attempts
* Financial abuse

The Program was also offered to several perpetrators who declined participation for various reasons. Most commonly, potential clients who declined the service did so because they had another option for temporary accommodation (e.g. staying with friends or staying in the family home with a safety plan in place). In one case, a referred potential client was declined because they were assessed as being too high risk. Careful assessment of potential clients before they enter the Program is essential for maintaining the safety of families and clients and assessment criteria developed by the Program was reviewed by both CWES and the Calgary Police Service to ensure high risk individuals would not be brought into the Program. Assessment criteria details are presented in Appendix C.

While in the Program, clients are connected to key services and supports including counselling, parenting education sessions, settlement services and employment resources that support learning and behaviour change to prevent future incidents of family violence. Clients ‘graduate’ when they meet the requirements to return to their home or have found another option for more permanent accommodation. Coming to the Program, most families (56%) reported that their ultimate goal would be family reunification (i.e. having all family members live in the same home). The other 44% of clients indicated that they will maintain a period of separation from their family (e.g. due to a year-long EPO) but would ultimately desire reconciliation and reunification. As victims experience safety from violence while their abuser is in the Program, support from the Program for both perpetrators and the victims is intended to enable long-term avoidance of violence.

|  |  |
| --- | --- |
| Image result for healthy icon | Of the nine clients who have accessed the Program since June 2018, **6** clients have graduated.[[28]](#footnote-28) After completing the Program, 5 of the 6 graduates returned to their family home with new knowledge and intended behaviour changes. One graduated client found another accommodation situation separate from their family and is continuing to work towards behaviour change and family reunification. |

Upon graduating from the Program, clients complete an exit interview with the FV Specialist, which provides participants with an opportunity to reflect on the outcomes from the program and give feedback for program improvement. Exit interviews were conducted with all six Apartment 1310 Program graduates, revealing:

* 83% of graduates felt they learned new things about the impacts of family violence through the Program
* 83% of graduates felt they learned new things about positive parenting practices through the Program
* 67% of graduates felt the Program gave them a chance to ‘cool down’ and reflect on their actions in the past and how they can change their behaviour moving forward

Reflecting on their experience, clients said things like:

*“The apartment is really a good place to stay if same/serious situation happens again. Thank you for accommodating me.”*

*“Excellent for time to reflect.”*

When asked what their situation would have been had the Apartment 1310 Program not been available, 33% of graduated clients indicated they would otherwise have been staying in a homeless shelter due to a lack of resources and support networks in Canada. Others thought they might have been able to stay with a friend (50%) and one client thought they would have likely rented an Air BnB. These results suggest that many clients have few options when asked to leave the family home, potentially leading to increased family stress and strained resources. Further, when clients are separated from their family but do not access the Apartment 1310 Program, they may face additional barriers to accessing supports and services that can help change behaviours long-term.

To understand the longer term impact of the Program the evaluator contacted one graduate of the Program who had returned to their family home and another graduated client’s wife after the family had been reunited in the family home. Both interviewees had insightful and positive things to share about their experience with the Program. They felt that the Program had decreased the stress of the Children’s Services intervention in their family and that the violence in their homes had stopped because of what was learned through the Program. From the graduated client’s perspective:

*“It was a good experience. Everything that I went through with this counselling with [the FV Specialist], I learned a lot and the chance given to me with the apartment was so helpful for me… It gives us some space and quiet to think about and realize everything that we’re doing and what we have done. It’s so good because I don’t have friends here in this country and I have a bad financial situation. When they asked me to move out right away from my house, I don’t know people and I don’t have money to be renting, so it would be affecting us more. If I had to spend more money it would cause more problems for my family, I would have had to take money from our budget to pay for an apartment and that would have been a problem.”*

According to the graduated client’s wife who was interviewed:

*“It helped us a lot to understand and know the difference about parenting here… there’s a big difference. For now, my husband does the right thing for here in Canada. He doesn’t spank our child anymore. He just talks to them. He is very patient right now.”*

According to these stakeholders, the location of the Apartment 1310 Program is very convenient and facilitates participation in key services and educational programming due to its proximity to CCIS and the CCIS Parent Link Centre. Overall, the follow-up interviews have begun to highlight the potential longer-term impact of the Program in supporting whole-family wellness amongst newcomer families.

During the exit and follow-up interviews clients also have the opportunity to make suggestions for program improvement. Most suggestions related to specific physical aspects of the apartment (e.g. lack of internet) or desired supports for clients (e.g. provision of a basic toiletry set upon arrival). All suggestions for improvement received from clients to date have been addressed and the Program will continue to seek client input on opportunities for improvement moving forward.

## 4.4 Developmental Learnings and Opportunities for the Future

The developmental evaluation has worked alongside program implementation to capture emergent learnings on an ongoing basis. Learnings have included:

**Learnings about the FV Specialist Role**Since its initiation, the FV Specialist role has been frequently accessed by Cultural Brokers in the Cultural Brokerage Program demonstrating a high need for this role. The Specialist has found that the most important aspects of the role are supporting clients in understanding the impacts of family violence on children, understanding Canadian expectations and understanding/navigating systems, particularly when more than one system may be involved with a family (e.g. justice system, Children’s services, etc.). Rather than replacing the work of the Cultural Brokers, team members have found that the FV Specialist role has been able to enhance their work, leading to better outcomes for families with family violence issues.

While the FV Specialist role has been impactful to date, challenges have nevertheless arisen, including:

* Challenges related to being called as a witness for client cases (e.g. PGO cases).
* Having limited venues for supporting clients, particularly when clients are removed from the family home.
* Needing more time for client counselling so that trusting relationships can be built and clients can be supported towards making real change.
* Challenges related to only having a male FV Specialist, including reticence of female clients to work with the Specialist.

Moving forward, seeking ways to mitigate these challenges will be important for ensuring ongoing effectiveness of the FV Specialist role. Section 5 presents recommended future directions for the FV Specialist.

**Learnings about the Apartment 1310 Program**

With the Apartment 1310 Program only opening in the last six months, the Program is still in a developmental process, where ongoing course corrections can be made to continually enhance the offering. So far, the Program has learned that having a very clearly defined screening process is essential for program success. This careful screening process helps ensure the program is safe and successful for clients and will continue to evolve as the Program progresses. To date, several potential clients have been declined and one client was asked to leave the Program due to poor fit with the Program’s participation criteria. This has resulted in a lower risk program than stakeholders in the sector (e.g. CWES, Calgary Police) expected at the onset of the program.

The Program has also found that having a convenient downtown location that is close the CCIS and the CCIS Parent Link Centre (where much of the programming accessed by clients takes place) is a major benefit for clients. Further, the direct link to the CCIS Parent Link Centre has been highlighted as an important aspect of the Program, allowing clients to immediately access the educational programming they need to support behaviour change and avoidance of family violence.

While the Apartment 1310 Program has been successfully implemented in the past six months, challenges have nevertheless been identified, including:

* Needing to have some basic needs supplies available at the apartment when clients arrive as they often leave the family home quickly and without essential items (e.g. clothing, toothbrush, etc.)
* Having limited available culturally relevant services to refer clients to in the community (e.g. culturally relevant perpetrator group counselling, culturally relevant parenting programs, etc.)
* Needing more time to work with clients to enable change. Initially, the Program was set up to have clients move on after four weeks and, while many clients have been able to do so, some have needed more time and exceptions have been made to ensure they receive the support they need.
* Needing a space for supervised visits with children as the Apartment 1310 Program does not allow visitors. Using the CCIS Parent Link Centre for these visits has been discussed as a possible option moving forward.
* Needing a similar service in the community for mothers who are abusive, as the Apartment 1310 Program only accepts abusive fathers.

As a new and highly innovative program, moving forward the Apartment 1310 Program has the opportunity to continue to iterate and evolve towards an increasingly effective service option for newcomer families experiencing family violence. Possible deepening connections with the CCIS Parent Link Centre and other key community stakeholders (e.g. the Calgary Police Service) is likely to further enhance the benefits of the program. Section 5 presents recommended future directions for the Apartment 1310 Program.

# 5.0 Future Directions

In response to the specific challenges faced by newcomer families with family violence concerns and Children’s Services involvement, in 2017 and 2018 CCIS began implementing practice-based innovative programming as an extension of the proven Cultural Brokerage Program. The addition of an FV Specialist to the Cultural Brokerage Program team in 2017 and the establishment of the Apartment 1310 Program in 2018 has advanced CCIS’ responsiveness to family violence concerns amongst newcomer families and is contributing to innovation in the family violence response sector. Given the innovative nature of the FV Specialist and Apartment 1310 Program, evaluation has been key for generating knowledge that can be shared to increase the effectiveness of family violence services for newcomer families. Using a developmental evaluation approach to capture emergent learnings and provide a continuous feedback loop alongside program innovation, important learnings have been garnered. From the evaluation, it is clear that these new program elements are effectively addressing an identified need amongst newcomer families and that future iterations of the programming can further enhance the benefits experienced by clients. Based on findings from the evaluation, the following recommendations for future directions are put forward:

1. Continue to provide specialized supports for newcomer families with Children’s Services involvement and family violence concerns. Based on ongoing demonstration of need and given the preliminary success of the FV Specialist and Apartment 1310 Program, it is clear that CCIS has an opportunity to positively impact the wellbeing of families by continuing to provide innovative responses that meet the specific needs of newcomer families experiencing family violence issues.
2. Seek opportunities to build on learnings to expand the FV Specialist role and Apartment 1310 Program. Based on learnings garnered through the evaluation, identified expansion opportunities that could be impactful include:
   * Adding a second, female, FV Specialist to the team to enable deeper work with whole families around family violence issues experienced
   * Partnering with the Calgary Police Service to create opportunities for the Apartment 1310 Program to provide impactful service for perpetrators of family violence who may not be referred to the Program through Children’s Services (e.g. working with immigrant/refugee perpetrators of family violence upon release after an arrest by Calgary Police Service)
3. Continue to evaluate the FV Specialist role and Apartment 1310 Program to ensure ongoing effectiveness. As the program evolves and grows evaluation will also be important for ensuring ongoing program effectiveness as new iterations emerge.
4. Work in partnership with Children’s Services to ensure there are clear protocols and specific access requirements for calling the FV Specialist as a witness for cases. This will help protect the FV Specialist from being over-used and experiencing stressful situations for which they may otherwise feel underprepared.
5. Seek opportunities to ensure the FV Specialist and Apartment 1310 Program have enough time with clients to support real change. While both the FV Specialist and the Apartment 1310 Program are time-limited activities, finding opportunities to spend more time creating deeper connections and reinforcing key learnings can help advance the achievement of positive outcomes. This could include extending the maximum length of stay in the Apartment 1310 Program to six weeks.
6. Continue to work with the CCIS Parent Link Centre to provide needed supports for families involved with the FV Specialist and the Apartment 1310 Program. This includes:
   * Having a space for clients of the FV Specialist and Apartment 1310 Program to participate in counselling
   * Having culturally-relevant and conveniently-located opportunities for clients of the FV Specialist and Apartment 1310 Program to participate in key education sessions about positive parenting and healthy relationships
   * Having a space for Apartment 1310 Program clients to have supervised visits with their children, since guests are not allowed at the apartment
7. Continue to seek opportunities to work with mainstream family violence services in evolving towards more culturally responsive practice with fewer barriers for newcomer families. By supporting organizations in the community to create more effective services for newcomer families experiencing family violence, the FV Specialist and Apartment 1310 Program will be enhanced as they will be able to make better referrals for services clients are more willing to engage with and find more relevant.

# Appendix A: Family Violence Specialist Program Logic Model

Target population: Culturally diverse families (including victims, children, and perpetrators) involved with Children’s Services with family violence identified as an issue in the home

Goal: To support whole family wellness and healthy relationships amongst culturally diverse families through support for addressing issues of family violence within the home

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activities | Outputs | Short-Term Outcomes | Mid-Term Outcomes | Long-Term Outcomes |
| * Education with families (incl. perpetrators) on family violence (types of violence, effects of violence) * Discussion with families (incl. perpetrators) of Canadian systems expectations around family violence * Connection of families (incl. perpetrators) to relevant community resources external to CCIS * Referral to CCIS supports * Danger Assessment with families * Safety Planning with families * Support for victims of family violence to gain independence from perpetrators * Teaching parenting after violence strategies * Support for partnership advancement with key partners (e.g. CWES) * Training for Children’s Services on family violence in cultural contexts | * # culturally diverse families served * # adults served * # children served * Demographics of families (e.g. country of origin, language) * # families supported with each type of activity * # clients connected to family violence shelters * # clients supported at different levels of service (prevention, intervention, crisis) * # workshops offered to Children Services on cultural contexts * # workshops offered to cultural communities on FV | Culturally Diverse Families:   * Families are safe * Increased access to FV supports after connection to a CCIS Cultural Broker due to Children’s Services involvement * Increased knowledge about effects of family violence * Danger Assessment conducted * Safety plan developed Cultural Brokers: * Increased access to FV expertise for client family violence issues   Children’s Services   * Frontline staff are confident knowing that culturally diverse families with FV concerns are receiving culturally responsive services   Communities   * Relationships are built with support systems | Culturally Diverse Families:   * Increased awareness of family violence impacts * Increased understanding of systems expectations in Canada with respect to family violence * Increased connection to relevant community resources (including resources to gain independence, if relevant) * Increased knowledge of parenting after violence strategies   Cultural Brokers & Children’s Services:   * Increased knowledge about techniques/approaches for working with culturally diverse families experiencing violence in the home   Partners:   * Increased # of culturally diverse families access family violence related services   Communities:   * Increased engagement of cultural communities as system of care | Culturally Diverse Families:   * Decreased family violence incidents * Increased healthy relationships   Children’s Services   * Decreased issues arising from family violence amongst culturally diverse families * Increased ability to provide culturally responsive & competent services for culturally diverse families experiencing family violence   Partners   * Increased ability to provide culturally responsive services to diverse families * Increased awareness of, and advocacy for, culturally responsive services   Communities:   * Cultural communities act as effective systems of care |

# Appendix B: Apartment 1310 Program Logic Model

|  |  |  |
| --- | --- | --- |
| Activities | Outputs | Outcomes |
| * Provide temporary accommodation for male clients involved in family violence * Needs assessment with clients * Service plan development with clients * Education with families including male clients on family violence and its impacts * Discussion with families and male clients of Canadian systems expectations around family violence * Connection of families and male clients to relevant community resources external to CCIS * Family supported through integrated services delivery * Danger Assessment with families * Safety Planning with families * Support, when desired, for victims of family violence to gain independence from perpetrators * Teaching parenting after violence strategies * Support for partnership advancement with key partners (e.g. CWES) | * # clients utilizing the temporary accommodation * # male clients served * # female clients served * # children served * Demographics of families served (e.g. country of origin, language) * # families supported with each type of activity * # clients connected to family violence shelters * # clients supported at different levels of service (prevention, intervention, crisis * # clients reunited with their families * # of external referrals completed * # of follow-ups performed with clients | Culturally Diverse Families:   * Decreased level of immediate crisis in the family * Decreased FV incidents (while client stays and the apartment and possibly following their stay) * Maintained daily routine and stability for children and mother in the family home * Prevention of financial hardship for the family * Enhanced safety for the family * Strengthening of the family unit * Decreased Children’s Services involvement * Increased access to enhanced family violence supports after connection to a CCIS Cultural Broker due to Children’s Services involvement * Increased knowledge about family violence, its impact, and expectations in Canada * Danger Assessment conducted * Safety plans developed * Intentions amongst male clients to change behaviours   Cultural Brokers:   * Increased access to family violence expertise for client family violence issues * Access to transition support to ensure clients receive support when asked to leave the family home   Children’s Services   * Frontline staff are confident knowing that culturally diverse families with family violence concerns are receiving culturally responsive specialized services * Decreased amount of time spent with male clients to connect with appropriate services * Children’s Services have an option for ensuring child safety with minimal disruption to family life. |

# Appendix B: Resources Consulted

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# Appendix C: Apartment 1310 Forms and Data Collection Tools

## Apartment 1310 Program Intake Assessment

Intake Date: FV Specialist:

Refereed by: Referral Date:

Name:

Birth Date: Month Day Year

Home Address:

Home phone: Cell: Email:

Immigration Status: Length of time in Canada : Country of Origin:

Primary Language: Proficient in English:

Emergency Contact: Name: Relationship: Phone:

Emergency Contact: Name: Relationship: Phone:

**Family Composition:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Relationship To Client | DOB (mm/dd/yy) or Age | Sponsored Y/N |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Reason Asked to Leave the Home:**

* Asked by Children Services as part of the family safety plan
* Arrest with a no contact no go by criminal court
* EPO obtained by a family member
* Restraining Order obtained by a family member

**CLIENT PRESENTING ISSUE:**

|  |
| --- |
|  |

**SERVICE NEED:**

|  |
| --- |
|  |

**PRIMARY GOAL AT INTAKE:**

* Family reunification (return to family home)
* Continued, time-limited, separation (separation for now, ultimately hoping for reunification)
* Independence (no reunification)

## Apartment 1310 Program Exit Interview Questions

*Since this apartment option is a new program offered through CCIS we would like to ask you a few questions about your experience so that we can make sure the program is working well and so that things can be improved if they’re not working. CCIS has lots of experience working with newcomers, immigrants and refugees. In creating the program we tried to make sure to incorporate our experience with newcomers, immigrants, and refugees so that the program would work well for people from different backgrounds. When answering the questions, please feel free to comment on how well the program was able to respond to your needs as a person who has come from another country. The things you share will not impact your relationship with CCIS – we just want to hear your honest opinion so we can make improvements.*

1. When you found yourself asked to voluntarily leave the home and/or you found yourself unable to return home due to police involvement, what other options were you considering for where you would stay?

* + At a homeless shelter (e.g. Drop In Centre, Mustard Seed, etc.)
  + With a friend
  + With family
  + With another community member
  + In a hotel, Air BnB or other paid accommodation
  + In a rented apartment
  + Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What, if any, benefits have you personally experienced from staying at this apartment?
   * Learned new things about family violence
   * Learned new things about parenting
   * Had a chance to ‘cool down’ and reflect on past and future actions
   * Had a chance to connect to settlement services (e.g. employment services, etc.)
   * Had a chance to connect to services to support the avoidance of family violence (e.g. men’s group counselling, etc.)
   * Met Children’s Services requirements and can return to the home

Any other benefits you may have experienced?

1. What services or connections have you made while staying at the apartment?

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Referred | Connected | Attended regularly |
| Parent Link Centre |  |  |  |
| Settlement Services |  |  |  |
| Employment Services |  |  |  |
| Counselling |  |  |  |
| Other (please specify) |  |  |  |
| Other (please specify) |  |  |  |

1. What, if anything, could be changed to make the apartment an even better experience?
2. Are there any things about your culture *(where you’re from, your community, your background, etc.)* that we should know to make this program better for other people from the same culture?
3. Anything else to share?

## Apartment 1310 Program Client Voluntary Service Agreement

Made between:

Calgary Cultural Brokerage Program (CCBP)

and

(the “Client”)

This document defines the terms and conditions of the voluntary services agreement. By signing this agreement you are:

1. Confirming that you agree to comply with the terms and conditions as set out in this agreement.
2. **The Term**

CCBP and the client agree to the following terms:

\_\_\_\_\_ **. CCBP Service Plan**, CCBP Family Violence Specialist and the client will develop a service plan with established goals to work on.

\_\_\_\_\_ **. Support Service**

1. Temporary accommodation. The term of the temporary accommodation is periodic and shall not exceed 4 weeks. The term of the temporary accommodation shall begin on the scheduled move-in date and shall end based: 1) on a weekly review of the CCBP Service Plan by CCBP Family Violence Specialist, 2) and/or due to non compliance on the part of the client of the voluntary services agreement.
2. **Eligibility for support service**

\_\_\_\_\_ **.** The Client agrees to comply with Children Services and CCBP recommendations.

\_\_\_\_\_ **.** The Client agrees to work with CCBP Family Violence Specialist for purposes of intake, assessment and education on family violence.

\_\_\_\_\_ **.** The Client agrees to participate in developing a Service Plan and commits working towards achieving agreed upon goals.

\_\_\_\_\_ **.** The Client agrees to work with CCBP for the betterment of the Client’s family.

\_\_\_\_\_ **.** The Client agrees not to use drugs or consume alcohol while using the temporary accommodation.

1. **Temporary Accommodation**

\_\_\_\_\_ **. Room Assignment,** the Client will be assigned a single occupancy room in a suite with the possibility of having a roommate in another single occupancy room of the same suite.

\_\_\_\_\_ **. Move in,** the Client may move in into his/her assigned room on the date outlined on this agreement.

\_\_\_\_\_ **. Move out,** the Client is required to vacate, remove all belongings by the move out date specified by CCBP. Any property left in the assigned room or suite at the end of the Term will be considered abandoned. CCBP will remove and dispose of the property. CCBP will not be responsible for loss or theft of, or damage to, non-CCBP property. At the end of the Term, the Client must check out and return all keys and access cards to CCBP Family Violence Specialist.

\_\_\_\_\_ **. Use of Space,**

1. The Client will use his/her assigned room and suite for the purpose of a temporary accommodation and for no other purposes. Client is not permitted to engage in any commercial activity in his/her assigned room, suite, or building premises.
2. The Client will not bring into his/her assigned room or suite an animal or pet of any kind
3. The client will not bring any guest(s) to his/her assigned room or suite
4. The Client shall not at any time during the voluntary service agreement, engage in offensive or illegal activities.
5. The Client will keep his/her assigned room and suite clean and tidy.

\_\_\_\_ **. Communal space and living,**

1. The Client will share, use in a reasonable manner and jointly clean and keep tidy the communal areas of the suite.
2. The Client will adhere to communal living rules by
   * + 1. Keep the identity and information of other Clients confidential.
       2. The Client and those living in the suite or building has the right to a reasonably quiet living environment.
       3. The Client should maintain a level of noise that cannot be heard outside his/her assigned room when the door is closed.

\_\_\_\_\_ **. Unauthorized Occupancy,** All of the rooms are single occupancy only. Client is not permitted to share assigned room with any other person. The communal areas of the suite can only be shared with assigned roommate and no other person.

1. **Right of Entry**

The Client will permit CCBP and its workers to enter his/her assigned room and the suite at all reasonable times for:

1. Any purpose connected with an inspection, repair or improvement of the assigned room or the suite;
2. Upon any room becoming vacant within the suite during the Term for purposes of inspection and/or preparation of the space for a future occupant.

**Signatures of Client and CCIS Staff:**

## Apartment 1310 Program Follow-Up Interview Questions

*We want to know if the Apartment 1310 Program is working for families. We also want to know what could be improved (made better) about the Program. We would love to hear about your experience staying at the apartment and working with the FV Specialist. Your responses will be kept confidential – they will not be shared with the Cultural Brokers, the FV Specialist or Children’s Services with your name attached. Any information you share will not affect your relationship with the Cultural Brokers or Children’s Services. Any information you share will not affect your Children’s Services case. Any information that is reported will not have your name or any other information about you included, so no one will know that the answers are yours.*

1. What sorts of things (if any) did you learn through your work with Nkamany/Jose?
2. What changes have you/your family made since working with Nkamany/Jose?
3. What, if any, were the benefits of the apartment for you and/or your family?
4. What do you think your situation would have looked like without the availability of the apartment?
5. What could be **improved** about the apartment setup?
6. Is there anything else you would like to share about your experience?

*They are a very big help for a family like us who needs help. It’s great that it’s free. They give us some information and it really helps a lot. If you think of anything else that you would like to include in the evaluation, or if there is anything that you said that you would like to change or remove, please feel free to email me at* [*researchassistant@constellationconsulting.ca*](mailto:researchassistant@constellationconsulting.ca)*. The evaluation report is being prepared for December 2018 and results can be shared with you once the evaluation is finalized.*

## Apartment 1310 Program Information Tracked in the Database

All FV Specialist information, plus:

* + Length of stay
  + Destination at Program Discharge

## Apartment 1310 Program Client Eligibility Criteria

Clients accessing this program can only be referred through:

* Children’s Services
* The Cultural Brokerage Program

Clients can only stay in the program for 30 days, unless an extension is granted.

Clients accessing the program must:

* Be willing to make changes as assessed by the FV Specialist
* Not be a danger to self or others
* Not have legal conditions that would restrict their participation
* Not be actively using substances; does not require support for addictions or substance abuse
* Not require support for medical conditions
* Accept and participate in services
* Must exit the family home voluntarily

# Appendix D: FV Specialist Data Collection

The following information is collected by the FV Specialist on an ongoing basis:

* # of clients served
* Level of service (intervention, prevention, crisis)
* Support services provided to clients
* Whether clients engage with a women’s shelter service
* Whether there is a sponsorship relationship involved
* Individual roles within family (mother, father, aunt, child, etc.)
* Country of origin
* Primary language spoken
* Citizenship status
* Cultural background
* Faith affiliation
* Referrals made

1. For more on collectivist/individualist cultures and family violence see: Haj-Yahia, M. (2011); Mallory et al. (2016) [↑](#footnote-ref-1)
2. See Appendix C for details. [↑](#footnote-ref-2)
3. Felitti (1998) [↑](#footnote-ref-3)
4. See for example Holt, S., Buckley, H., & Whelan, S. (2008). [↑](#footnote-ref-4)
5. Calgary Police Service. [2018] [↑](#footnote-ref-5)
6. Calgary Police Service. (October 5, 2016). [↑](#footnote-ref-6)
7. CWES records ‘visible minority’ in accordance with the definition employed by Statistics Canada, which defines visible minority to refer “to whether a person belongs to a visible minority group as defined by the *Employment Equity Act* and, if so, the visible minority group to which the person belongs. The *Employment Equity Act* defines visible minority as persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour. The visible minority population consists mainly of the following groups: South Asian, Chinese, Black, Filipino, Latin American, Arab, Southeast Asian, Korean and Japanese. It should be noted that the needs of immigrant and refugee families are distinct from individual born in Canada who may self-identify with a visible minority group. [↑](#footnote-ref-7)
8. CWES (2015-2016) [↑](#footnote-ref-8)
9. Watson (2014); Breckenridge & Mulroney (2007) [↑](#footnote-ref-9)
10. Breckenridge & Mulroney (2007); Edwards (2011); Watson (2014) [↑](#footnote-ref-10)
11. Edwards (2011):3 [↑](#footnote-ref-11)
12. Breckenridge & Mulroney (2007); Edwards (2011) [↑](#footnote-ref-12)
13. Mackay et al (2015) [↑](#footnote-ref-13)
14. Bunston (2013); Stover (2013); Pennell at al. (2014); Crockett et al. (2015); Ashburn et al. (2017); Wistow et al. (2017) [↑](#footnote-ref-14)
15. Ben-Porat, Anat. (2010) [↑](#footnote-ref-15)
16. Buckle, L., Simpson, B., Berger, S. and Metcalfe, R. (2014); Watson (2014) [↑](#footnote-ref-16)
17. Buckle, L., Simpson, B., Berger, S. and Metcalfe, R. (2014); Watson (2014) [↑](#footnote-ref-17)
18. Yick, Alice G., and Jody Oomen-Early. (2009); Mason, R., Hyman, I., Berman, H., Guruge, S., Kanagarantnam, P. and Manuel, L. (2008); Ben-Porat, Anat (2010); Asia & Pacific Islander Institute on Family violence APIA Health Forum (2010) [↑](#footnote-ref-18)
19. Haj-Yahia, M. (2011): 333. [↑](#footnote-ref-19)
20. Haj-Yahia, M. (2011): 333. [↑](#footnote-ref-20)
21. Day et al. (2009); Wells et al. (2012) [↑](#footnote-ref-21)
22. N=251 recorded individuals within 128 families served. [↑](#footnote-ref-22)
23. N=256 recorded individuals and 257 recorded individuals respectively. [↑](#footnote-ref-23)
24. N=253 recorded individuals [↑](#footnote-ref-24)
25. N=210 individuals listing a religious affiliation [↑](#footnote-ref-25)
26. Alaggia, R., Regehr, C. & Rishchynski, G. (2009) [↑](#footnote-ref-26)
27. N=178 reported individuals. [↑](#footnote-ref-27)
28. Note: Two clients were asked to leave the Program after non-compliance incidents (e.g. re-arrest). One client is currently still in the Program and anticipated to graduate successfully. [↑](#footnote-ref-28)