



CCIS Family Violence Specialist and Apartment 1310 Annual Evaluation Report

February 2020



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 works to facilitate the integration of newcomer families and children into the community, enhancing the provision of community services for newcomers, and promoting the healthy development of children using a holistic strengths-based approach. The Cultural Brokerage Program facilitated through the FCS Division provides direct supports, services and referrals to culturally diverse families involved with Alberta Children's Services with the aim of ensuring 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 within client families is family violence. At the same time, research and experience have shown that culturally diverse families experience significant barriers to accessing the mainstream family violence support services that are available in Calgary. In response to the specific challenges faced by culturally diverse families with family violence concerns and Children's Services involvement, CCIS created Family Violence (FV) Specialist roles within the Cultural Brokerage Program team and the innovative Apartment 1310 Program for perpetrators of family violence.

The FV Specialists are a resource for the Cultural Brokerage Program team to access when families are facing issues related to family violence. In response to the gendered nature of family violence, one FV Specialist is female and the other is male. Together, they work with both victims and perpetrators of family violence to increase understanding around the impacts of family violence, responses to family violence, expectations around family violence in Canada, and available community resources and options for families.

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 culturally diverse families involved with Children's Services. This innovative approach supports the unique goals and desires of culturally diverse families and provides an opportunity to work directly with perpetrators to create long-term behaviour change.

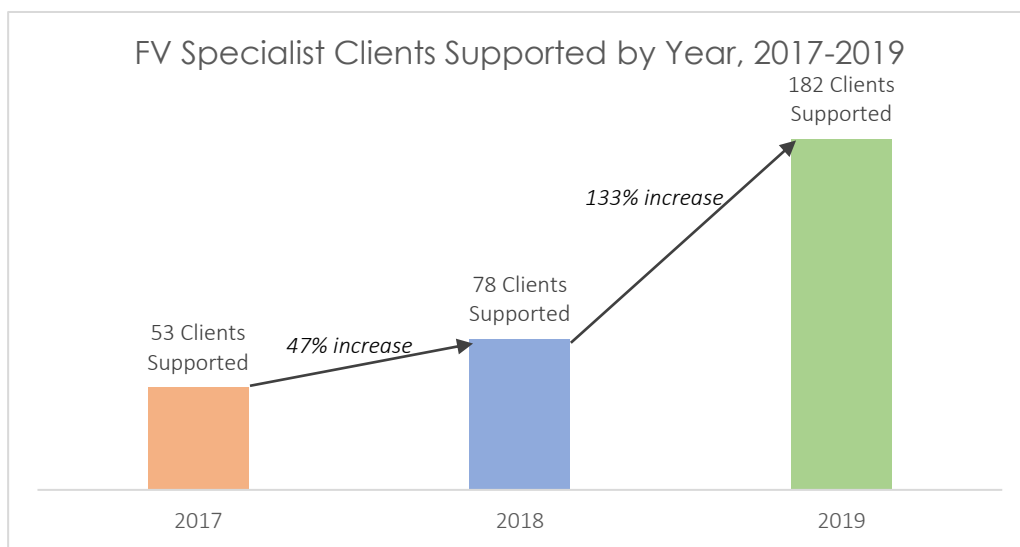
The addition of FV Specialists to the Cultural Brokerage Program team and the establishment of the Apartment 1310 Program have advanced CCIS' responsiveness to family violence concerns within culturally diverse families. Given that the FV Specialists and the Apartment 1310 Program are new approaches to addressing family violence within culturally diverse families, CCIS has

engaged external evaluation experts at Constellation Consulting Group to evaluate the impacts of this programming. The 2019 evaluation revealed:



In 2019, the FV Specialists supported **182** culturally diverse families including **469** individual family members. **60%** of family members supported were adults, and **40%** were children. Of the adult family members supported, **54%** were mothers, **41%** were fathers, **2%** were step-parents, **2%** were other adult relatives and 1% were grandparents.

Key output statistics have been tracked since the FV Specialist role was created in the spring of 2017. Since 2017, FV Specialist engagement has steadily increased, with a significant increase from 2018 to 2019 with the addition of a second FV Specialist on the team.



Immigration status can be a key contributing factor in family violence cases among 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. In 2019:

- **94%** of clients were citizens (53%) or Permanent Residents (41%)
- Sponsorship was an issue within **82** families (45%)

In 2019, **19** clients were interviewed by the evaluator after working with an FV Specialist. The interviews revealed that:

100% of FV Specialist clients felt they learned something new in working with the FV Specialist.

When asked to articulate, in their own words, what they had learned from the FV Specialist, learnings most commonly highlighted by clients were:

1. Healthy relationships – attributes of healthy and unhealthy relationships, how to develop healthy relationships and identify signs of unhealthy relationships.
2. The impacts of conflict in the family on children – the ways in which witnessing family conflict can impact children in the short and long term.
3. Understanding family violence – types of abuse and the impacts of abuse (including emotional abuse, financial abuse, etc.).
4. Developmental stages in children – brain architecture and what to expect from children at different ages, the impact of family conflict on children of different ages.
5. Systems, policies and expectations in Canada – the things that are expected of parents and families in the Canadian context and how this might differ from other cultural contexts.

Moving forward, **95%** of FV Specialist clients indicated that they planned on doing things differently in their family based on what they had learned and **5%** said that they were unsure whether their behaviour would change. When asked what they planned on doing differently, FV Specialist clients most commonly reported that they planned on:

1. Addressing points of conflict through healthy communication.
2. Using strategies to calm down during conflict so escalation does not occur.
3. Avoiding parental conflict in front of children.

In 2019, the Apartment 1310 Program supported **13** perpetrators of family violence (7% of FV Specialist client families). The average length of stay in the program was just over one month.

All participants indicated that they were in married relationships with **1 to 3** children (average 1.7 children). Most participants were either asked to leave the family home by Children's Services, or forced by court order to leave the family home.



When asked what their alternative to the Program might have been, most participants speculated that they would otherwise have stayed with friends, family or someone from their community. Others felt that they would have had to rent an apartment, hotel room or Air BnB, resulting in an additional financial expense incurred by the family. One client speculated that he might otherwise have stayed at a homeless shelter.

To understand the longer-term impact of the Program, six months after program exit participants are invited to participate in a short interview with the evaluator. At six months after the program, **72%** participants who were interviewed indicated that they had been able to

return to the family home. When asked whether there had been any changes in the violence happening in their home:

100% of interviewed participants reported that violence had decreased in their home 6+ months since participating in the Apartment 1310 Program.¹

With family reunification being the ultimate goal for most families involved with the Program, these results indicate that the Program is supporting clients in achieving their own goals while changing behaviours to ensure safety in the home if the family is reunited.

When asked about learning that had happened due to the Apartment 1310 Program:

100% of interviewed participants reported that they learned something new through the Apartment 1310 Program.

Participants reported learning about:

- The impacts of family violence on children and families
- Strategies for self-care
- Strategies for calming down during times of conflict
- Problem-solving techniques
- The differences between Canadian culture and their home cultures and what is expected in Canada
- Positive parenting strategies
- How to use communication to solve conflicts
- Opportunities moving forward

As these learnings are taken forward by participants, they can ultimately support avoidance of family violence in the long-term. Most participants expressed gratitude for the opportunity to participate in the Program, and felt it was an extremely unique opportunity for men to gain support and change behaviours. In their own words, participants said:

“It’s a great thing that exists here because it gives you the chance to cool down, reflect and think about mistakes”

“I recognized that I need to be responsible with my words and behaviour. It’s a long journey, and I’ll always be on the way. This was a turning point.”

¹ Note: This figure is self-reported by participants who may have a bias towards reporting that violence in the home has decreased, since they were the perpetrators of violence.

“I learned about my rights and what are not my rights in this country. I appreciate the fact that the program was respectful of my culture.”

Given the innovative nature of the FV Specialist roles and the Apartment 1310 Program, evaluation has been key for generating knowledge that can be shared to increase the effectiveness of family violence services for culturally diverse families. The 2019 evaluation results suggest that this programming is filling a gap in service for culturally diverse families and is contributing to behaviour change that can ultimately reduce violence experienced within families. Based on findings from the 2019 evaluation, the following recommendations for future directions are put forward:

- 1.** Continue to provide specialized supports for culturally diverse families with Children’s Services involvement and family violence concerns.
- 2.** Continue to offer support to victims and perpetrators of family violence with FV Specialists dedicated to both.
- 3.** Seek opportunities to embed the Apartment 1310 Program and both FV Specialist roles within the Cultural Brokerage Program.
- 4.** Seek opportunities to ensure the FV Specialist and Apartment 1310 Program have enough time with clients to support real change.
- 5.** Continue to seek opportunities to support mainstream services in evolving towards greater cultural responsiveness.
- 6.** Continue to evaluate the FV Specialists and Apartment 1310 Program to ensure ongoing effectiveness.

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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. 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. The Family and Children's Services (FCS) Division of CCIS works to facilitate the integration of newcomer families and children into the community, enhancing the provision of community services for newcomers, and promoting the healthy development of children using a holistic strengths-based approach.

With funding from Alberta Human Services, in 2014 the FCS Division of CCIS established the Cultural Brokerage Program to address an identified need for enhanced, culturally competent, services for culturally diverse children and 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. When there is a concern for a child's safety, Children's Services assesses the situation to determine what can be done by the family to increase the child's safety. If concerns for the child's wellbeing are grave, Children's Services may apprehend the child to ensure their safety.

The Cultural Brokerage Program provides direct supports, services and referrals to culturally diverse families involved with Children's Services to help bridge the relationship between Children's Services and families so that positive outcomes for families and children can be achieved.

Each year, the most prevalent concern leading to Children's Services involvement with Cultural Brokerage Program clients is family violence. In response to this trend, in May 2017 a Family Violence (FV) Specialist role was created within the Cultural Brokerage Team, with support from Alberta Human Services. With continued high demand for the FV Specialist and in recognition of the need to approach family violence as a whole-family experience involving both victims (often female) and perpetrators (often male), in 2019 a second FV Specialist was added to the team with support from an anonymous donor. In response to the gendered nature of family violence, one FV Specialist is female and the other is male. Together, they work with both victims and perpetrators of family violence to increase understanding around the impacts of family violence, responses to family violence, expectations around family violence in Canada, and available community resources and options for families.

In working with families from different cultural contexts and worldviews the FV Specialists work in a nuanced way that supports the desires of the family while promoting whole-family wellness. For culturally diverse families this often means working to keep the family together 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).² Whether families stay together or a family member (or members) leave a violent home situation, the FV Specialists support families in ensuring the safety and wellbeing of children in the home.

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 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 potentially introducing a stigmatizing or shaming response from the ethno-cultural communities from which families may 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 the likelihood of possible positive outcomes.³

Conversely, if the perpetrator of family violence is asked by Children's Services to leave the family home, 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, creating a strain on already-limited family resources, increasing family debt levels, and/or putting perpetrators at risk of homelessness. 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 culturally diverse families seeking to ultimately reunite after the period of separation, perpetrators need immediate access to information and supports that can help change violent behaviours such that future incidents of family violence can be prevented.

In response to these challenges, in 2018 CCIS developed an innovative program called the Apartment 1310 Program to support perpetrators of family violence when a period of separation is requested by Children's Services. The Apartment 1310 Program leverages an existing CCIS asset in the community to provide temporary accommodation and immediate programming for culturally diverse men who have perpetrated family violence. To ensure safety and best practice protocols, the Calgary Women's Emergency Shelter, Children's Services and the Calgary Police Service were consulted in the development of the Program.

² For more on collectivist/individualist cultures and family violence see: Haj-Yahia, M. (2011); Mallory et al. (2016)

³ Watson (2014); Breckenridge & Mulroney (2007)

Through the Apartment 1310 Program, when Children's Services requests a period of family separation due to family violence-related concerns, male perpetrators are offered the option of leaving the family home and staying, temporarily, in one of four apartments available through the Program (provided the client meet's the Program's entry requirements⁴). As part of the Program participation requirements, perpetrators must agree to work with an FV Specialist to understand the impacts of their actions, learn about expectations in Canada and develop strategies to avoid violence in the future. Through the Program, perpetrators are also connected to culturally responsive services that support learning and behaviour change related to healthy relationships and parenting. Simultaneously, an FV Specialist continues to work with the victim(s) within the family to ensure both parties receive high quality and congruent information to support long-term avoidance of violence in the home. This innovative approach to addressing family violence 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 requested by Children's Services
- Increase perpetrators' timely access to services and supports that address the root causes of family violence
- Ensure families have information and support during a period of family separation requested by Children's Services
- 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 in the long-term

Ultimately, this innovative program approach seeks to reduce family violence within culturally diverse families, which can result in increased child safety and wellbeing and decreased need for Children's Services intervention in the long-term.

With learning, reflection and growth as core values at CCIS, external evaluation experts with Constellation Consulting Group have evaluated the Apartment 1310 Program and FV Specialist roles since their inception. The current report presents findings from the 2019 evaluation and recommendations for future directions.

⁴ See Appendix C for details.

2.0 Evaluation Methods

Given the innovative nature of the FV Specialists and Apartment 1310 Program, evaluation is key for generating knowledge that can be shared to increase the effectiveness of family violence services for culturally diverse families. Understanding the importance of evaluation, while developing this unique programming CCIS engaged external evaluators at Constellation Consulting Group to develop Program Logic Models and evaluation plans to support high quality data collection related to intended outcomes (see Appendices A and B for details). In 2018, the evaluation activities were implemented using a developmental evaluation approach to support learning during the initial implementation of the program. In 2019, evaluation activities were continued using a summative evaluation approach to understand outcomes and impact.

The 2019 evaluation covers the period from January 1, 2019 to December 31, 2019. During this period, evaluation information was gathered using the following methods:



Ongoing records of FV Specialist and Apartment 1310 outputs. In 2019, records for **182** clients were recorded. This information was captured and stored in a specialized section of the Cultural Brokerage Program custom-designed database.



FV Specialist client follow-up interviews completed by the program evaluator with FV Specialist clients who had completed three or more counselling sessions. In 2019, **19** FV Specialist clients were interviewed after their counselling sessions.⁵



Apartment 1310 Program intake forms. In 2019, **13** Apartment 1310 client intake forms were completed.



Apartment 1310 Program exit surveys. In 2019, **12** Apartment 1310 client exit surveys were completed.⁶



Apartment 1310 Program six-month follow up interviews completed by the program evaluator with Apartment 1310 Program participants who have been out of the program six months or longer. In 2019, **7** Apartment 1310 clients were interviewed six months after leaving in the Program.⁷

See Appendix C for forms, surveys and interview questions.

⁵ Note: Not all clients complete three or more sessions, meaning some FV Specialist clients were not invited to participate in an interview. This evaluation method was implemented in the fall of 2019.

⁶ Note: One client left the program without warning and on bad terms, meaning completion of an exit survey was not possible.

⁷ Note: Some clients interviewed in 2019 may have received service in 2018, while some clients served in 2019 may be interviewed in 2020 (six months after their departure from the Program).

3.0 What We Know About Addressing Family Violence

In 2019, the Calgary Police Service responded to more than 25,000 domestic conflict-related calls and laid approximately 5,400 domestic conflict-related charges. The Calgary Police Service estimate that, of the 20 confirmed homicides in 2019, about one-third were domestic in nature.⁸

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.⁹ These findings are congruent with the Calgary Women Emergency Shelter's (CWES') internal program data, which indicates an increasing number of adult clients who are self-identifying as part of a visible minority.¹⁰ Further, the number of CWES clients who are non-Canadian citizens has increased 12% in the last three years.¹¹

Abuse or witnessing abuse during childhood can have lifelong negative impacts.¹² Although children may not always be the victims of violence in families where violence is present, research suggests that witnessing violence within the family 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.¹³ Among Cultural Brokerage Program clients, since 2014 the most prevalent concern for Children's Services with respect to families has been family violence. This year, from November 1, 2018 to October 31, 2019, 46% of families involved in the Cultural Brokerage Program experienced family violence issues that were considered concerning to Children's Services.

Traditionally, services responding to family violence provide options for victims to leave an abusive situation to ensure their safety (e.g. women's shelters), 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 they are often faced with additional challenges, such as: disruption of routine and structure, compounded trauma, possible homelessness, financial difficulties, employment issues, additional

⁸ Babych, S. (2020, February 12).

⁹ Calgary Police Service. (October 5, 2016).

¹⁰ 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.

¹¹ CWES (2015-2016)

¹² Felitti (1998)

¹³ See for example Holt, S., Buckley, H., & Whelan, S. (2008).

parenting responsibilities, mental health issues and difficulties maintaining safety.¹⁴ When the victim leaves the family home with children, challenges are compounded, and the disruption of home life and routine can be distressing for children.

For immigrant and refugee families, barriers to engaging with the traditional Western response to family violence are even greater.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 The immigration status of an individual may also impact their ability to access resources and legal protections (e.g. if they have no status in Canada).¹⁷ Resettlement-related stressors may exacerbate family violence issues and immediate resettlement needs may take precedence over the need to address family violence issues.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 follow a collectivist worldview, wherein personal goals and desires are secondary to the priorities and advancement of the family and the collective culture.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 been individualist, treating 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 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 keep the family together despite experiences of violence in the home.

In response to the identified challenges created by traditional shelter-based responses to family violence, some organizations have begun pursuing alternative models. The 'Stay Home' approach supports victims of family violence in staying in the family home while the perpetrator of violence is supported in leaving.²¹ Programs using a Stay Home approach typically work in collaboration with the police and courts to ensure perpetrators are removed and victims are

¹⁴ Watson (2014); Breckenridge & Mulroney (2007)

¹⁵ Ben-Porat, Anat. (2010)

¹⁶ Buckle, L., Simpson, B., Berger, S. and Metcalfe, R. (2014); Watson (2014)

¹⁷ Buckle, L., Simpson, B., Berger, S. and Metcalfe, R. (2014); Watson (2014)

¹⁸ Yick, Alice G., and Jody Oomen-Early. (2009); Mason, R., Hyman, I., Berman, H., Guruge, S., Kanagaratnam, P. and Manuel, L. (2008); Ben-Porat, Anat (2010); Asia & Pacific Islander Institute on Family violence APIA Health Forum (2010)

¹⁹Haj-Yahia, M. (2011): 333.

²⁰Haj-Yahia, M. (2011): 333.

²¹ Breckenridge & Mulroney (2007); Edwards (2011); Watson (2014)

safe. They also provide practical and emotional support for victims.²² Research has shown that these programs can create positive outcomes for victims, including:²³

- Decreased experiences of violence and increased feelings of safety
- Increased/ongoing stability and routine and reduced likelihood of experiencing homelessness
- Positive experiences for children (e.g. increased feelings of relaxation and happiness, ability to continue attending school, decreased stress)
- Increased connection to resources and supports
- Decreased feelings of responsibility for the violence they have experienced
- Increased feelings of empowerment

Recognizing that perpetrators of family violence are responsible for the violence they inflict, programs are increasingly working directly with perpetrators to support long-term behaviour change, understanding around the impacts of family violence, and taking responsibility for actions.²⁴ Research has shown that working with perpetrators can result in important positive outcomes such as:²⁵

- 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

Stay Home responses to family violence that focus on removing the perpetrator and working with them to change their behaviours recognize that, for a variety of reasons, 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.²⁶ The researched effectiveness of the Stay Home approach 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. Recognizing the potential effectiveness of this model, the Apartment 1310 Program uses a Stay Home approach supported by Cultural Brokers and FV Specialists who work with the whole family to ensure violence is avoided in the long term.

²² Edwards (2011):3

²³ Breckenridge & Mulroney (2007); Edwards (2011)

²⁴ Mackay et al (2015)

²⁵ Bunston (2013); Stover (2013); Pennell et al. (2014); Crockett et al. (2015); Ashburn et al. (2017); Wistow et al. (2017)

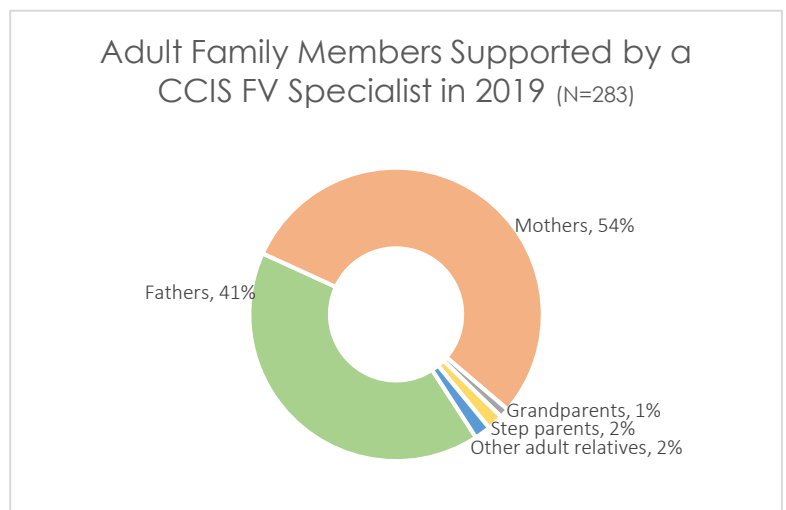
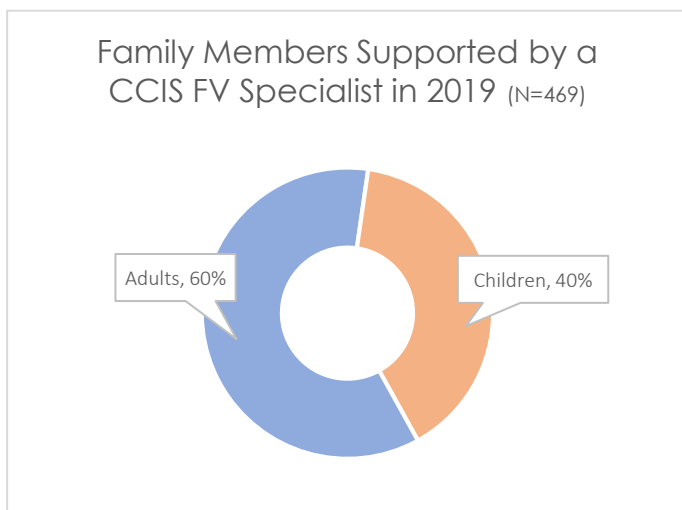
²⁶ Day et al. (2009); Wells et al. (2012)

4.0 Family Violence Specialist and Apartment 1310 Program Results, 2019

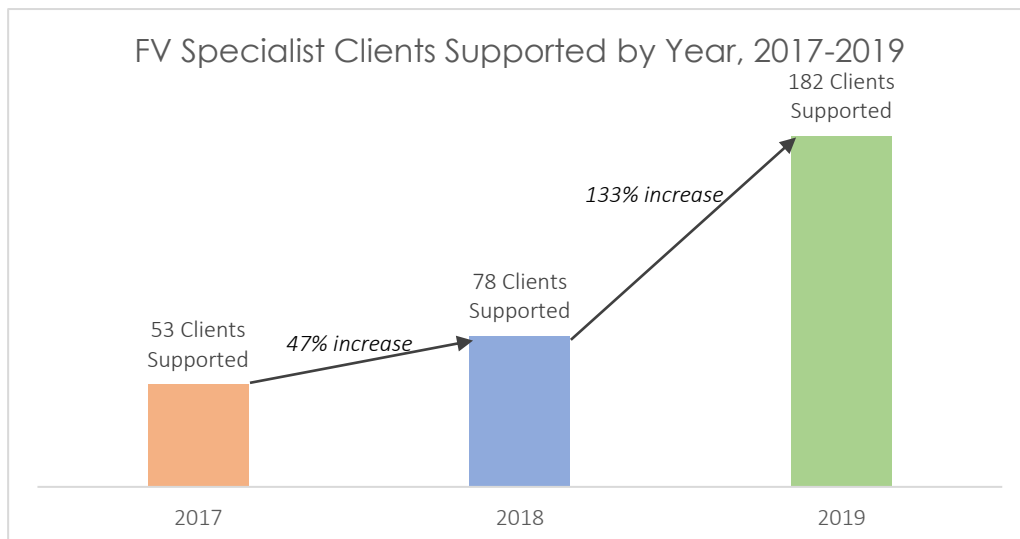
4.1 Family Violence Specialist Outputs, 2019



In 2019, the FV Specialists supported **182** culturally diverse families including **469** individual family members. **60%** of family members supported were adults, and **40%** were children. Of the adult family members supported, **54%** were mothers, **41%** were fathers, **2%** were step-parents, **2%** were other adult relatives and 1% were grandparents.



Key output statistics have been tracked since the FV Specialist role was created in the spring of 2017. Since 2017, FV Specialist engagement has steadily increased, with a significant increase from 2018 to 2019 with the addition of a second FV Specialist on the team.





In 2019, family members supported by the FV Specialists were from **38** different countries and spoke **25** different languages at home, besides English.

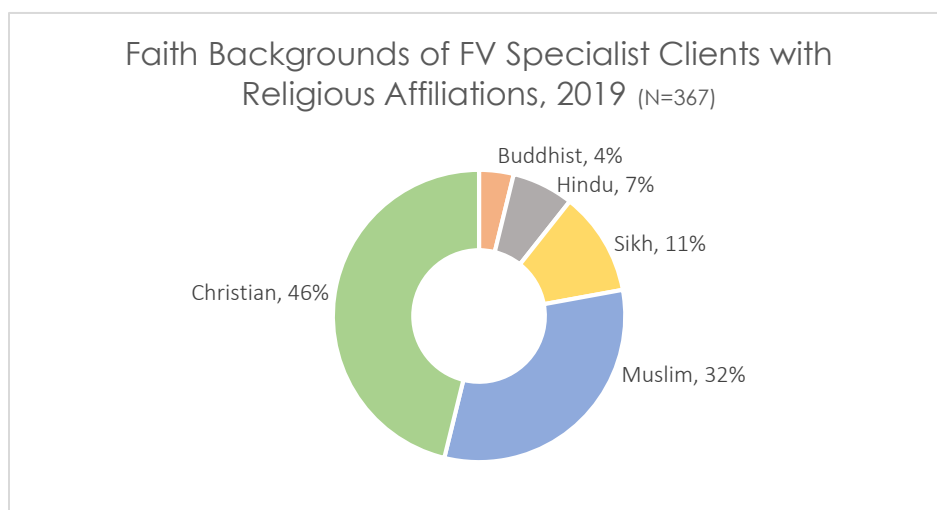
The five most common cultural backgrounds of family members supported were:²⁷

- | | | | | |
|--------------------------------|-------------------------------------|-----------------------------|---------------------------|--|
| 1. South Asian (35%) | 2. South East Asian (21%) | 3. Hispanic (13%) | 4. Chinese (9%) | 5. Eastern African (4%) Eastern European (4%) Central African (4%) |
|--------------------------------|-------------------------------------|-----------------------------|---------------------------|--|

The five most common languages, other than English, that family members spoke at home were:²⁸

- | | | | | |
|----------------------------|----------------------------|-------------------------|----------------------------|----------------------------|
| 1. Tagalog (15%) | 2. Spanish (13%) | 3. Urdu (12%) | 4. Punjabi (11%) | 5. Mandarin (9%) |
|----------------------------|----------------------------|-------------------------|----------------------------|----------------------------|

In 2019, **76%** of FV Specialist clients indicated connection to a faith. For those clients indicating connection to a faith, the most common faith connection was Christian, with **46%** of religion-affiliated clients indicating they were Christian. Most other major faith groups were also represented within the clients supported by the CCIS FV Specialists in 2019:

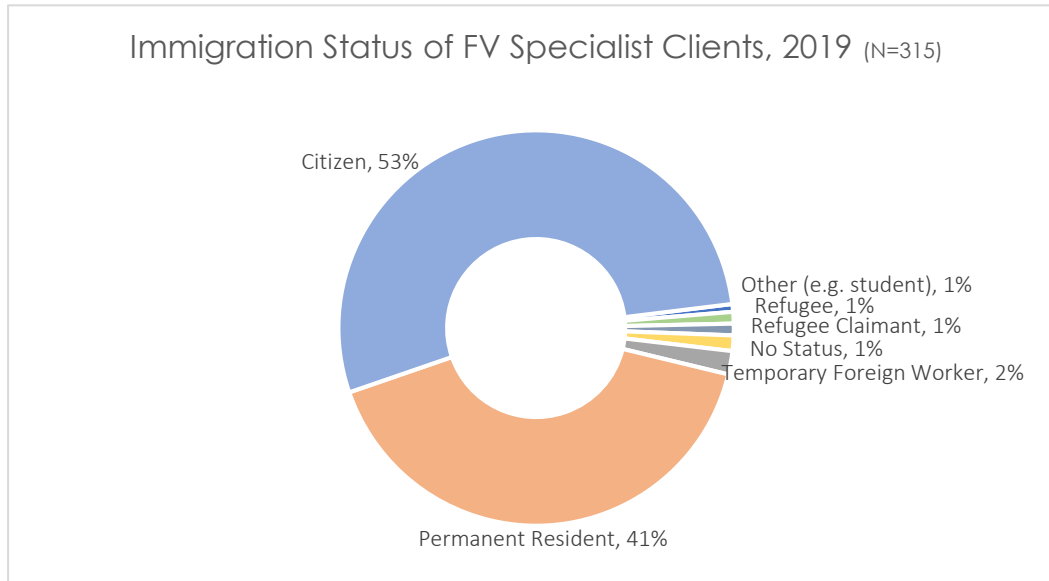


Immigration status can be a key contributing factor in family violence cases among newcomer families as it can create additional stress within the family as well as unequal power dynamics. In particular, for individuals who have been sponsored as an immigrant to Canada by another

²⁷ NOTE: Families may be composed of multiple cultures, so information reported about cultural background, faith background and languages spoken are recorded and reported by individual family member. N=484

²⁸ N=483

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.²⁹ In 2019, most FV Specialist clients were citizens (53%) or Permanent Residents (41%), meaning they have full access to services and supports available in Canada.³⁰ Notably, sponsorship was an issue within **82** families (45%) supported by an FV Specialist in 2019.



Once an FV Specialist becomes involved with a family, they provide information, education, referrals and supports to meet the family's unique needs and goals. Ultimately, the intention behind the FV Specialists' work is to help ensure family violence is avoided. In 2019 FV Specialists 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 **98%** of families working with an 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 **98%** of families working with an FV Specialist.
- Information on community resources and referrals to key supports in the community. This was provided to **79%** of families working with an FV Specialist. Referral destinations included:
 - Adult Addiction Services
 - Alberta Works
 - The Calgary Counselling Centre (male victim counselling)

²⁹ Alaggia, R., Regehr, C. & Rishchynski, G. (2009)

³⁰ N=315

- Calgary Family Therapy Centre
- The Calgary Immigrant Women’s Association (CIWA) (parenting education, couple’s counselling, outreach support)
- The Calgary Women’s Emergency Shelter (CWES) (shelter services, healthy relationships program)
- Catholic Family Service (in-home support)
- Court Mediation Services
- The Distress Centre
- Elizabeth Fry Society
- Immigrant Services Calgary (men’s group, in-home support)
- Legal Aid Alberta
- McMan Youth and Family Community Services Association (in-home support)
- Other CCIS programs and services (trauma therapy, culturally positive parenting, Parent Link Centre programs, employment counsellors)
- Punjabi Community Health Services (PCHS) (group therapy)
- Sonshine Community Services
- Southwest Community Resource Centre (couple’s counselling)
- Safety planning with victims of family violence. This was provided by an FV Specialist for **13%** of families. The Cultural Broker(s) involved with families may have also supported safety planning that was not recorded under FV Specialist program statistics.
- Developing parenting after violence strategies. This was provided to **9%** of families working with an FV Specialist.
- Group programming related to family violence provided through CCIS. This was attended by **8%** of families involved with an FV Specialist.
- Gaining independence (e.g. supporting victims to leave and live on their own, supporting victims to have less reliance on perpetrators, supporting perpetrators to leave and live on their own, etc.). This was provided to **7%** of families.

4.2 Family Violence Specialist Outcomes, 2019

Based on the information, education and support provided to families by the FV Specialists, it is anticipated that families will begin to change their behaviour such that violence in the home is reduced and Children’s Services are no longer concerned for the wellbeing of children in the family. To understand the learning families take forward from their time with the FV Specialists, in 2019 evaluation methods were evolved mid-year to include post interviews with clients. After a family member or members have completed their work with an FV Specialist, the evaluator connects with them to solicit feedback and perspectives on their experience. Understanding that some client contacts with the FV Specialists are quite brief (e.g. contact for referral to other services), only clients who have participated in three or more sessions with an FV Specialist are

interviewed. In 2019, **19** clients were interviewed by the evaluator after working with an FV Specialist. The interviews revealed that:

100% of FV Specialist clients felt they learned something new in working with the FV Specialist.³¹

When asked to articulate, in their own words, what they had learned from the FV Specialist, learnings most commonly highlighted by clients were:

1. Healthy relationships – attributes of healthy and unhealthy relationships, how to develop healthy relationships and identify signs of unhealthy relationships.
2. The impacts of conflict in the family on children – the ways in which witnessing family conflict can impact children in the short and long term.
3. Understanding family violence – types of abuse and the impacts of abuse (including emotional abuse, financial abuse, etc.).
4. Developmental stages in children – brain architecture and what to expect from children at different ages, the impact of family conflict on children of different ages.
5. Systems, policies and expectations in Canada – the things that are expected of parents and families in the Canadian context and how this might differ from other cultural contexts.

Moving forward, **95%** of FV Specialist clients indicated that they planned on doing things differently in their family based on what they had learned and **5%** said that they were unsure whether their behaviour would change.³² When asked what they planned on doing differently, FV Specialist clients most commonly reported that they planned on:

1. Addressing points of conflict through healthy communication.
2. Using strategies to calm down during conflict so escalation does not occur.
3. Avoiding parental conflict in front of children.

4.3 Apartment 1310 Program Outputs, 2019

When desired by clients, FV Specialists can support victims in leaving the family home to stay in a family violence shelter ('women's shelter'). For many culturally diverse families, however, this is not the desired response either due to a collectivist desire to preserve the family or limited cultural responsiveness offered by mainstream shelter services in Calgary. In 2019, only 5% of families chose to engage with a women's shelter after violence in the home.³³

³¹ N=19

³² N=19

³³ N=182

Since 2018, the Apartment 1310 Program has offered an innovative alternative for families when Children’s Services suggests a period of family separation. Rather than supporting victims in leaving the family home, the Apartment 1310 Program provides temporary accommodation and immediate education and support for perpetrators of family violence outside the family home. This enables a ‘cool down’ period for perpetrators and an opportunity for victims to develop safety plans without disruption of family routine. It also enables immediate support and education for perpetrators to work towards changing their behaviours such that violence does not occur again. In 2019:

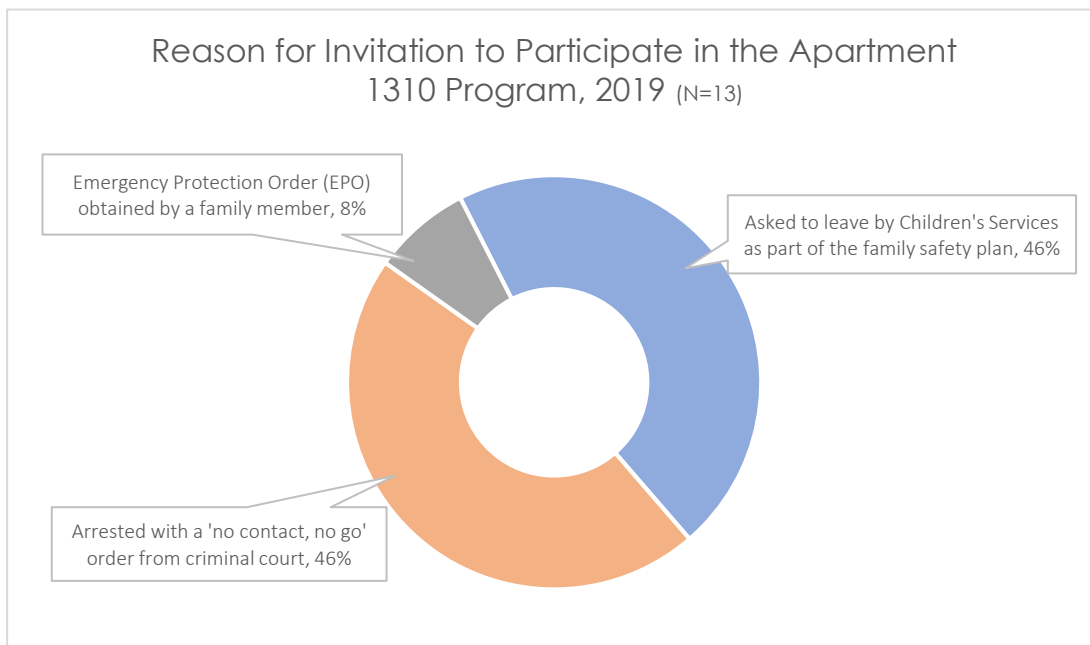


13 perpetrators of family violence (7% of FV Specialist client families) participated in the Apartment 1310 Program. The average length of stay in the program was just over one month. All participants indicated that they were in married relationships with **1 to 3** children (average 1.7 children)

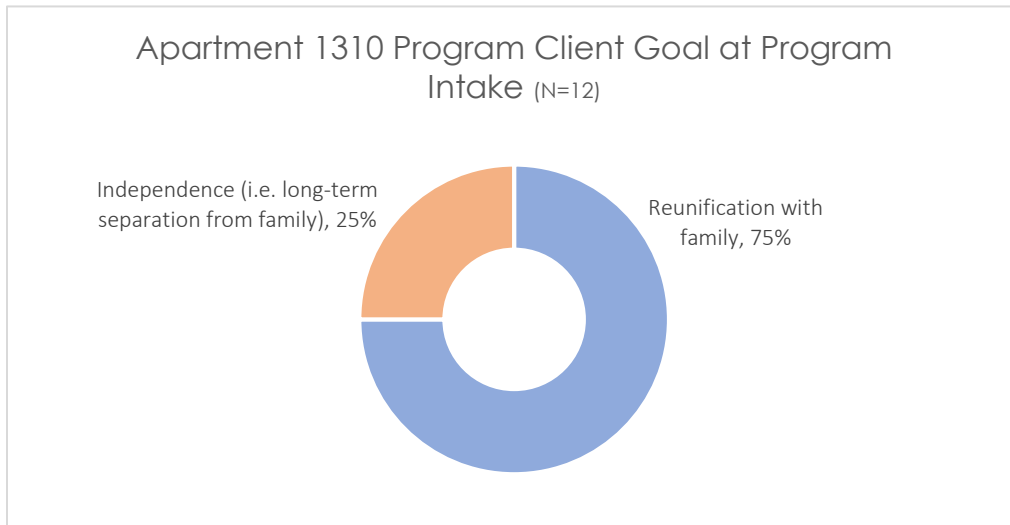


Most Apartment 1310 Program participants in 2019 had been in Canada 10 years or longer (the average length of time in Canada was 13 years). While only **2** Apartment 1310 participants in 2019 were not proficient in English, **92%** indicated that they spoke a language other than English at home. Languages spoken in the home included: Albanian, Bengali, French, Mandarin, Spanish, Tagalog, Turkish, and Urdu.

The Apartment 1310 Program may be offered to a family if Children’s Services has requested a period of separation for the family. It might also be offered to FV Specialist clients if there is a court-ordered requirement for the perpetrator to avoid contact with the victim (e.g. an Emergency Protection Order (EPO), a Restraining Order, an arrest, etc.). In 2019, most participants were either asked to leave by Children’s Services, or forced by court order to leave.

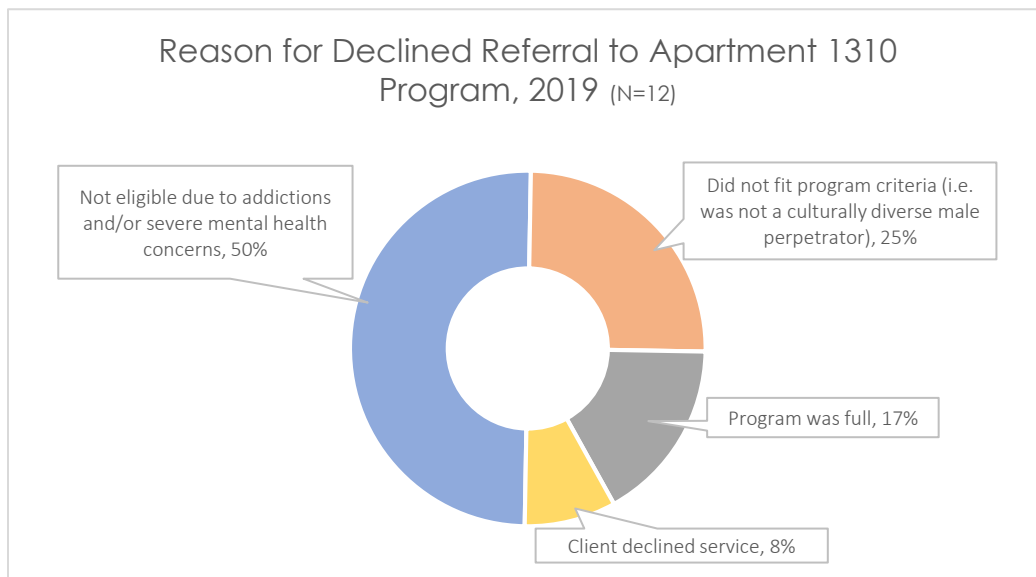


Coming to the Program, most clients (75%) said their ultimate goal was family reunification (i.e. having all family members live in the same home). The remaining clients indicated that they would be pursuing independence (i.e. long-term separation from their family).



As victims experience safety from violence while their abuser is in the Program, support from the Program for both perpetrators and victims is intended to enable long-term safety from violence whether the family is reunified or separated after the Program.

Beyond the 13 clients accepted into the Apartment 1310 Program in 2019, 12 clients were referred to the program and denied entry or declined service. Most commonly, clients were not admitted to the program because of addictions and/or severe mental health concerns (e.g. risk for suicide). Careful assessment of potential clients before they enter the Program is essential for maintaining the safety of families and clients. CWES and the Calgary Police Service were consulted during the development of the Program’s intake assessment criteria to help ensure the avoidance of high risk situations in the program. See Appendix C for details.



4.4 Apartment 1310 Program Outcomes, 2019

Upon exiting the Apartment 1310 Program, participants are invited to complete an exit survey to reflect on changes they experienced during their participation in the Program (outcomes) and to give feedback for Program improvement.

In 2019, 12 of 13 participants completed an exit survey. The exit surveys revealed:

- **92%** of participants were connected to services to help them avoid violence in the future.
- **83%** of participants learned new things about the impacts of family violence.
- **83%** of participants were able to ‘cool down’ and reflect on their actions in the past and how they could change their behaviour moving forward.
- **75%** of participants learned new things about positive parenting practices.
- **17%** of participants were connected to settlement services to address underlying causes of stress within the family.

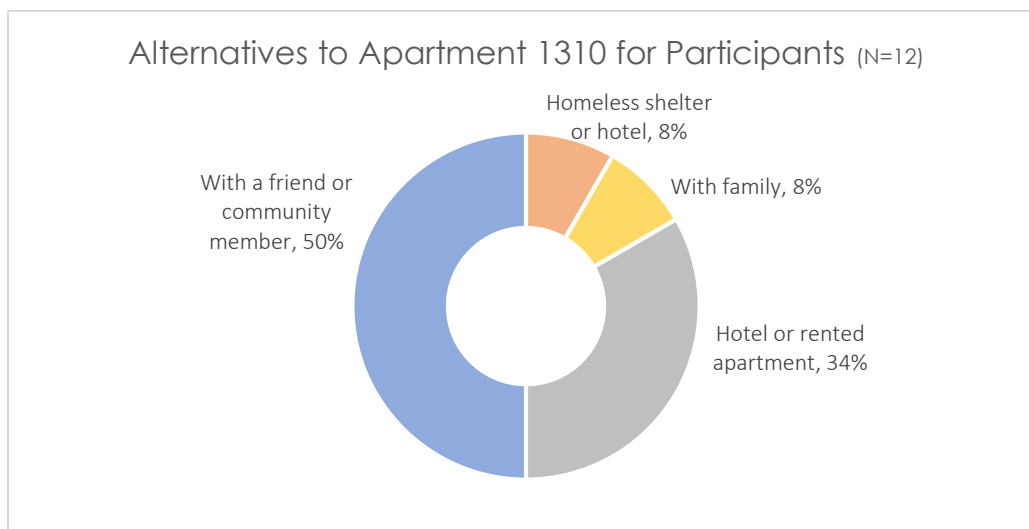
Reflecting on their experience, participants said:

“[I had a chance for] reflection with myself. Thinking about future and move on and forward.”

“I found myself and realized everything that needed to be changed for the better.”

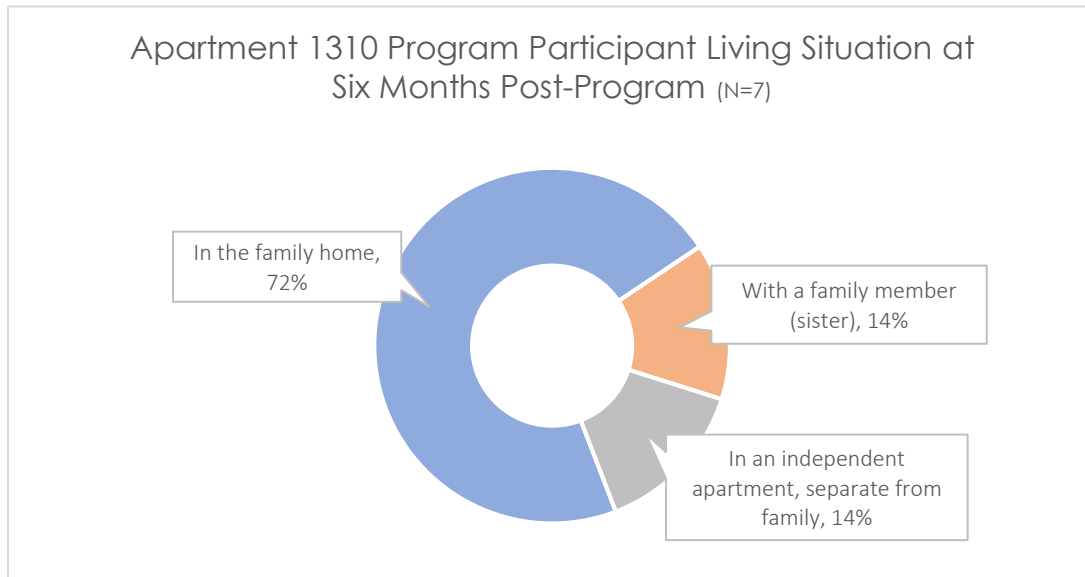
When asked what their alternative to the Program might have been, most participants speculated that they would otherwise have stayed with friends, family or someone from their community. Others felt that they would have had to rent an apartment, hotel room or Air BnB, resulting in an additional financial expense incurred by the family. One client speculated that he might otherwise have stayed at a homeless shelter.

“I was living in a hotel for one week, it was expensive. The police came to my house. I felt so degraded, like a criminal. I spent one night in the police station, and I was almost homeless. I couldn’t afford the hotel.”



Upon exiting from the Program, **54%** of participants relocated to another type of accommodation in the community (e.g. a friend's home, their own apartment), while **46%** were able to immediately return to the family home.

To understand the longer-term impact of the Program, six months after program exit participants are invited to participate in a short interview with the evaluator. Six participants engaged in an interview in 2019. At six months after the program, **72%** participants who were interviewed indicated that they had been able to return to the family home.³⁴



When asked whether there had been any changes in the violence happening in their home:

100% of interviewed participants reported that violence had decreased in their home 6+ months since participating in the Apartment 1310 Program.³⁵

According to participants:

"We still have problems but it is not ending in violence."

"Now there is not too much conflict between me and my wife. We're not falling into big fights or saying feelings we don't have."

With family reunification being the ultimate goal for most families involved with the Program, these results indicate that the Program is supporting clients in achieving their own goals while changing behaviours to ensure safety in the home if the family is reunited.

³⁴ N=7

³⁵ N=7; Note: This figure is self-reported by participants who may have a bias towards reporting that violence in the home has decreased, since they were the perpetrators of violence.

When asked about learning that had happened due to the Apartment 1310 Program:

100% of interviewed participants reported that they learned something new through the Apartment 1310 Program.³⁶

Participants reported learning about:

- The impacts of family violence on children and families
- Strategies for self-care
- Strategies for calming down during times of conflict
- Problem-solving techniques
- The differences between Canadian culture and their home cultures and what is expected in Canada
- Positive parenting strategies
- How to use communication to solve conflicts
- Opportunities moving forward

As these learnings are taken forward by participants, they can ultimately support avoidance of family violence in the long-term. Most participants expressed gratitude for the opportunity to participate in the Program, and felt it was an extremely unique opportunity for men to gain support and change behaviours. In their own words, participants said:

“It’s a great thing that exists here because it gives you the chance to cool down, reflect and think about mistakes”

“I recognized that I need to be responsible with my words and behaviour. It’s a long journey, and I’ll always be on the way. This was a turning point.”

“[The FV Specialist attached to the Apartment 1310 Program] supported me and helped me in this special moment in my life. He saw me cry, he helped me laugh. He helped me be very more positive. I’ll never forget this guy. He helped me talk about my case. I’m trying to fix things with my wife. I got a second chance.”

“I learned about my rights and what are not my rights in this country. I appreciate the fact that the program was respectful of my culture.”

³⁶ N=7

"[The Apartment 1310 Program] is a really helpful resource...we learned a lot."

"There are lots of things new immigrants don't know. We should get this information when we land in Canada, before the family conflict occurs. Learn about Canadian laws. I only learned when I was already involved in the situation. If I already had the information maybe this wouldn't happen."

"[The FV Specialist attached to the Apartment 1310 Program] heard me and gave me good advice....It was almost 10 months ago, but I remember he gave me some advice on my relationship with my kids. On how things were with my situation. He was a big support to hear me and gave me advice on how to care for my kids and keep going for my kids."

"[The FV Specialist attached to the Apartment 1310 Program] offered me some different kinds of help. I had some problems with confidence. I never experienced this kind of situation before."

"My relationship with my son and wife was changed as I have better ways to express myself now."

4.5 Opportunities for Improvement

On the FV Specialist exit survey and during the follow-up interviews participants are invited to make suggestions for program improvement. Most clients indicated that they were very satisfied with the support they received and felt nothing could be improved.³⁷

Suggestions for improvement from clients supported by an FV Specialist who did not enter the Apartment 1310 Program included:

- Having more tailored support for unique situations (rather than giving all clients the same information)
- Having the opportunity to have more sessions with the FV Specialist
- Having in-home support available
- Providing outreach to families in the community
- Providing ongoing counselling
- Having printed take-home materials in different languages
- Having more information on anger management

³⁷ 79% of FV Specialist clients and 67% of Apartment 1310 Program clients felt nothing could be improved.

- Providing more information and support around helping children heal

One FV Specialist client who was a victim of violence commented that, while she found the support helpful, she did not believe her partner's violent behaviour would change as a result and she felt deeper intervention may be needed.

Suggestions for improvement from Apartment 1310 Program participants, who stayed at the apartment and engaged with an FV Specialist included:

- Having more time for one-on-one work with the FV Specialist
- Offering therapy for couples through the Program
- Having more parking available for the apartment

5.0 Future Directions

In response to the specific challenges faced by culturally diverse families with family violence concerns and Children's Services involvement, CCIS has created practice-based innovative programming as an extension of the proven Cultural Brokerage Program. The addition of a male FV Specialist and a female FV Specialist to CCIS' effective Cultural Brokerage Program team and the establishment of the Apartment 1310 Program has advanced CCIS' responsiveness to family violence concerns within culturally diverse families and is contributing to innovation in the family violence response sector.

Given the innovative nature of the FV Specialist roles and the Apartment 1310 Program, evaluation has been key for generating knowledge that can be shared to increase the effectiveness of family violence services for culturally diverse families. The 2019 evaluation results suggest that this programming is filling a gap in service for culturally diverse families and is contributing to behaviour change that can ultimately reduce violence experienced within families. Based on findings from the 2019 evaluation, the following recommendations for future directions are put forward:

- 1.** Continue to provide specialized supports for culturally diverse families with Children's Services involvement and family violence concerns. Based on ongoing demonstration of need and given the success demonstrated through the 2019 evaluation, it is clear that CCIS has an opportunity to positively impact the wellbeing of children and families by continuing to provide the Apartment 1310 Program and FV Specialist services.
- 2.** Continue to offer support to victims and perpetrators of family violence with FV Specialists dedicated to both. The 2019 evaluation revealed that, with the addition of a second FV Specialist, significantly more clients were served. Perspectives shared by clients through the evaluation suggest that working with both victims (often female) and perpetrators (often male) of family violence is an effective way of engaging culturally diverse families in changing behaviours to reduce violence in the home. It is recommended that both roles are continued moving forward.
- 3.** Seek opportunities to embed the Apartment 1310 Program and both FV Specialist roles within the Cultural Brokerage Program. Despite being only accessible through the Cultural Brokerage Program, currently the Apartment 1310 Program and one FV Specialist role are provided with funding from sources other than Alberta Human Services (the funder of the Cultural Brokerage Program). To maintain

continuity of service and further embed this innovative and impactful family violence programming within the Cultural Brokerage Program, it is recommended that all program components are funded by the same source.

- 4.** Seek opportunities to ensure the FV Specialist and Apartment 1310 Program have enough time with clients to support real change. While the Apartment 1310 Program and the support from FV Specialists are time-limited activities, finding opportunities to spend more time with clients to create deeper connections and reinforce key learnings can help advance the achievement of positive outcomes. This could include extending the maximum length of stay in the Apartment 1310 Program or providing more FV Specialist sessions for families.
- 5.** Continue to seek opportunities to support mainstream services in evolving towards greater cultural responsiveness. By supporting organizations in the community to create more effective services for culturally diverse families experiencing family violence, positive outcomes from the FV Specialists and the Apartment 1310 program can be enhanced through the ability to make better referrals for services clients are more willing to engage with and find more relevant.
- 6.** Continue to evaluate the FV Specialists and Apartment 1310 Program to ensure ongoing effectiveness. As programming evolves and grows, ongoing evaluation will be important for ensuring program effectiveness as new iterations emerge.

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 |
|--|--|--|--|---|
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • # 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 | <p><u>Culturally Diverse Families:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Cultural Brokers:</u></p> <ul style="list-style-type: none"> • Increased access to FV expertise for client family violence issues <p><u>Children’s Services</u></p> <ul style="list-style-type: none"> • Frontline staff are confident knowing that culturally diverse families with FV concerns are receiving culturally responsive services <p><u>Communities</u></p> <ul style="list-style-type: none"> • Relationships are built with support systems | <p><u>Culturally Diverse Families:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Cultural Brokers & Children’s Services:</u></p> <ul style="list-style-type: none"> • Increased knowledge about techniques/approaches for working with culturally diverse families experiencing violence in the home <p><u>Partners:</u></p> <ul style="list-style-type: none"> • Increased # of culturally diverse families access family violence related services <p><u>Communities:</u></p> <ul style="list-style-type: none"> • Increased engagement of cultural communities as system of care | <p><u>Culturally Diverse Families:</u></p> <ul style="list-style-type: none"> • Decreased family violence incidents • Increased healthy relationships <p><u>Children’s Services</u></p> <ul style="list-style-type: none"> • 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 <p><u>Partners</u></p> <ul style="list-style-type: none"> • Increased ability to provide culturally responsive services to diverse families • Increased awareness of, and advocacy for, culturally responsive services <p><u>Communities:</u></p> <ul style="list-style-type: none"> • Cultural communities act as effective systems of care |

Appendix B: Apartment 1310 Program Logic Model

| Activities | Outputs | Outcomes |
|--|--|--|
| <ul style="list-style-type: none"> • 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) | <ul style="list-style-type: none"> • # 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 | <p><u>Culturally Diverse Families:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Cultural Brokers:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Children’s Services</u></p> <ul style="list-style-type: none"> • 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: 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)_____

2. 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?

3. 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) | | | |

4. What, if anything, could be changed to make the apartment an even better experience?

5. 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?

6. 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:

- a. Confirming that you agree to comply with the terms and conditions as set out in this agreement.

1. 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**

- a. 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.

3. 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,**

- i. 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.
- ii. The Client will not bring into his/her assigned room or suite an animal or pet of any kind
- iii. The client will not bring any guest(s) to his/her assigned room or suite
- iv. The Client shall not at any time during the voluntary service agreement, engage in offensive or illegal activities.
- v. The Client will keep his/her assigned room and suite clean and tidy.

_____ . **Communal space and living,**

- i. The Client will share, use in a reasonable manner and jointly clean and keep tidy the communal areas of the suite.
- ii. 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.

4. 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:

- (a) Any purpose connected with an inspection, repair or improvement of the assigned room or the suite;
- (b) 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

*Some time ago you stayed at the CCIS Apartment 1310 Program and work with their Family Violence Specialist to resolve some issues in your home. We are asking former clients for feedback make sure the services are helpful. Any information you share will be kept private. Would you have **ten minutes** to complete a short interview to share your feedback?*

1. What is your current living situation?

- In the family home
- Independent apartment or house
- Apartment or house with roommates
- Temporary accommodation away from family (e.g. AirBnB, hotel, rooming house)
- Homeless shelter without family
- Other (please specify) _____

Comments: _____

2. Did you learn something new from the Family Violence Specialist or while you were living at the Apartment 1310 Program?

- Yes
- No
- Don't know

Comments: _____

3. What are the top three things you learned from the Family Violence Specialist and/or your stay at the Apartment 1310 Program:

- i. _____
- ii. _____
- iii. _____

4. Did your experience with the Apartment 1310 Program or the Family Violence Specialist help you make positive changes in your family?

- Yes
- No
- Don't know

Comments: _____

5. Has conflict in your family decreased because of your stay at the Apartment 1310 Program or your work with the Family Violence Specialist?

- Yes
- No
- Don't know

Comments: _____

- 6. What was the most helpful thing about the Apartment 1310 Program and the Family Violence Specialist?
- 7. What could be improved about the Apartment 1310 Program and the Family Violence Specialist?
- 8. Anything else to share?

Apartment 1310 Program Information Tracked in the Database

All FV Specialist information, plus:

- o Length of stay
- o 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

FV Specialist Follow Up Interview Questions

Thank you for your attention and for participation in the programming provided by CCIS' Family Violence Specialist! We want to make sure the Family Violence Specialists are helping people, so we are asking clients to provide feedback. To provide your feedback, please complete the following questions about your experience. Your information will be kept private.

1. Do you feel like you learned something new from the Family Violence Specialist?

- Yes
- No
- Don't know

Comments: _____

2. What are the top three things you learned from the Family Violence Specialist:

- i. _____
- ii. _____
- iii. _____

3. Are there things in your life you plan to do differently because of what you learned with the Family Violence Specialist?

- Yes
- No
- Don't know

Comments: _____

- 4. What things do you plan to do differently because of what you learned from the Family Violence Specialist?
- 5. Could the work of the Family Violence Specialist be improved in any way?
- 6. What other supports or education do you think should be offered to families?
- 7. Anything else to share?

FV Specialist Data Tracked in Database

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