



Building the Puzzle:

A Forum to Work toward a System-Linking Family Violence Protocol

Prepared for: CIAFV Forum Steering Committee

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About CIAFV

Community Initiatives Against Family Violence and Bullying (CIAFV) is a dynamic, voluntary, Edmonton initiative comprised of government, not-for-profit agencies and individuals working towards a collaborative, coordinated, community response to family violence and bullying.

Since 1999, CIAFV has been involved in:

- Assisting agencies to develop family violence protocols affecting over 100 programs;
- Trained over 1472 staff and volunteers in family violence;
- Provided public education opportunities on family violence; and
- Supported the work of agencies and systems.

Since 2001, the CIAFV Protocols Project has assisted 35 agencies/systems to develop internal family violence protocols. In 2005, the Protocols Project started to focus on the development of linking protocols. To date, six linking protocols have been developed including;

- A nine-member victim serving agencies linking protocol to help victims of family violence involved with the justice system in the Edmonton area which includes Edmonton Police Service Victims Services Unit, Elder Abuse Intervention Team (Catholic Social Services, City of Edmonton Targeted Community Services, Edmonton Police Service, Victorian Order of Nurses), Edmonton John Howard Society Victims' Assistance Program, Crown Prosecutors' Office, Spousal Violence Intervention Teams (City of Edmonton Targeted Community Services, Edmonton Police Service), Family Law Office Emergency Protection Order Program, Zebra Child Protection Centre and Chinese Outreach Program of ASSIST Chinese Community Services.
- Partner Check which includes Edmonton John Howard Society and Capital Health – Forensic Assessment and Community Services
- Partner Check with includes YWCA Edmonton and Edmonton Family Violence Treatment, Education and Research Centre - EFVTERC - Changing Ways, YWCA Edmonton and Edmonton John Howard Society client referral process
- Men's Alternative Temporary Housing and Supports Program (MATHS) which includes the Edmonton Police Service – Spousal Violence Intervention Teams, City of Edmonton – Spousal Violence Intervention Teams, Aboriginal Consulting Services, EFVTERC - CHANGING WAYS, Edmonton John Howard Society, and YMCA Edmonton
- Interpersonal Violence Treatment (IPV) which includes Edmonton Police Service – Spousal Violence Intervention Teams, Aboriginal Consulting Services Association, AADAC, Capital Health – Forensic Assessment and Community Services, Edmonton and Area Community Corrections, Edmonton John Howard Society – Male Outreach, EFVTERC - CHANGING WAYS, Child & Family Services Region 6 City of Edmonton –Targeted Services Assessment and Short-term Counselling, Crown Prosecutor s' Office

Purpose of the Forum

The Forum was designed to provide participants with opportunities to:

- Network with representatives from other agencies/organizations/systems providing family violence services to families with children
- Learn more about the resources and services these parties provide to families with children affected by family violence (risk assessment, safety planning, counselling, shelter, etc.)
- Help identify barriers and gaps in services experienced by those affected by family violence
- Learn more about family violence protocols and linking protocols – process, benefits, etc. with a focus on system-linking protocols
- Begin to explore how your agency/organization/system can be part of a system-linking protocol
- Consider what changes might take place in the community that could affect resources/services for families with children affected by family violence
- Define some key elements in developing a system-linking family violence protocol
- Identify partners (who need to be ‘at the table’) in developing a system-linking family violence protocol for families with children.

Format for the Forum

The one-and-a-half-day Forum was offered on two dates in order to accommodate the schedules of participants. A copy of the agenda for the session is presented in Appendix A of this report.

Who Attended the Forum?

Thirty front-line and management staff attended the Forum. The composition of this group was as follows:

11 persons from City of Edmonton – Community Services

7 persons from Alberta Children and Youth Services/ Child and Family Services

2 persons from one women’s shelter (Lurana Shelter)

1 person from a 2nd stage housing unit (Wings of Providence)

8 persons from community agencies (Edmonton John Howard Society, YWCA of Edmonton, Aboriginal Consulting Services Association)

1 CIAFV staff member.

Results of Forum

Utilizing the funds secured from the Community Partnership Enhancement Fund, CIAFV (Community Initiatives Against Family Violence and Bullying) organized a Forum as a first step in developing a system-linking, community-wide family violence protocol.

Through this Forum, CIAFV made progress towards achieving the following results (conditions specified by the Community Enhancement Fund):

- Build stronger, sustainable community based partnerships in support of children, youth and family beyond the time frames of the proposed project
 - Will improve understanding amongst family violence serving agencies and between referral sources and family violence serving agencies
 - Will improve organizations' and agencies' understanding of protocol and linking protocol development and gain commitment to the process.

Three other short-term outcomes from this Forum are worthy of note:

- A government department will be using the feedback about the needs of culturally diverse persons regarding family violence resources and services
- Two agencies are meeting to discuss how to better coordinate their counselling services for families with children affected by family violence
- Two orders of government agreed to meet to discuss coordination of client referrals.



About Building Puzzles

Throughout the course of the Forum the image of constructing a puzzle emerged as a common metaphor. In building a puzzle

- It is important to have a visual image of the final product.
- It is important to have all the pieces of the puzzle.
- One can work independently or with others.
- One can focus on a portion of the puzzle that is familiar or of particular interest.
- Forcing puzzle pieces to fit together may offer a short-term solution but ultimately will not work.

- As one builds the puzzle, it is important to refer back to the image of the final project.
- Constructing a puzzle takes time and patience and builds capacity.

Participants in the *Forum to Work toward a System-Linking Family Violence Protocol* likened construction of a puzzle to that of building such a protocol.



Resources for Families with Children Affected by Family Violence

Participants at the Forum generated an extensive listing of resources available in the Edmonton community that are of use to families with children affected by family violence. This listing is provided in Appendix B of this report.



What's Working for Families with Children Affected by Family Violence

A detailed list of the comments provided by Forum participants is provided in Appendix C of this report. The ideas presented in this section of the report are drawn from this list:

- Service providers are passionate about the work they do and are working more collaboratively
- Family violence has changed from a private issue to a public issue
- More resources are available in the community
- Change to Child Welfare legislation (Child, Youth and Family Enhancement Act) means more early intervention and more long term capability to respond
- Looking at situation more holistically (victims, perpetrators, witnesses) and with gender balance
- Have observed a shift to a more asset or strength-based focus
- Through CIAFV are speaking with unified voice as a community of practice
- Through interaction have identified gaps in services and have reduced 'working in silos'
- Domestic Violence Centre initiative is working towards 'a one-stop' model



What Needs to be Strengthened to Better Serve Families with Children

Affected by Family Violence

A comprehensive list of suggestions for strengthening resources/services to better serve families with children affected by family violence is provided in Appendix D of this report. The key themes identified from this data included:

- Safe exchange and supervision of children
- Assessments of youth and children performed by qualified practitioners with a solid understanding of family violence
- Timely, affordable legal assistance for those with family violence issues
- Sharing of information and case conferencing so that service providers and various Courts are working towards a coordinated response that is built on a sound understanding of the needs of all involved (victim, perpetrator, children, witnesses)
- Education of the Crown and the Queen's Bench
- Timely access to financial support
- Increased services for men (perpetrators and victims)
- Culturally sensitive, accessible, Plain Language (or heritage language) resources/services
- Accessible, affordable housing including emergency shelters and 2nd and 3rd stage housing
- More immediate program options that are of sufficient length to address victims' needs
- More immediate options for alleged perpetrators and offenders (programs, housing, counselling, accountability)
- Increased legal advocacy for victims
- More services for older adults and persons with disabilities who are abused by family members and or caregivers
- Child care so parents can take advantage of services - need for centralized location coordinated with Child and Youth Services (i.e. risk assessment and safety planning, court services, legal services, translators, police consultation) with extended hours of operation
- Need to strengthen 'project team approach' with information sharing, management support, shared training/cross training, case management, coordination of complex cases
- Sustainable funding for programs and services
- Linking evidence-based research to program priorities and funding
- Follow through on action plans, legislative changes (not just rhetoric)



Resources for Children Affected by Family Violence

A comprehensive list of resources/services that are useful for children affected by family violence is provided in Appendix E of this report.



What's Working for Children Affected by Family Violence

A detailed list of the comments provided by Forum participants is provided in Appendix F of this report. The key themes identified from this data included:

- Strong connections between service providers
- Sharing research of effects of family violence on children who are victims or witnesses
- Schools have provided opportunity to educate on the issue
- Increased focus on services for children
- More focus on building positive relationships between parents and children; parents and children going to groups together
- Acknowledging children as important partner in their own services and as advocates for themselves
- Lawyers for children and more child-friendly courtroom
- HeadStart link to CASA, etc.



What Needs to be Strengthened to Better Serve Children Affected by Family Violence

Additional details about what needs to be strengthened to better serve children affected by family violence are provided in Appendix G of this report. The key themes identified from this data included:

- More services for youth and children under 6 years of age
- More child and youth specific counselling services that are offered in a location and time accessible to families
- Need quick assessments (especially mental health) in the community rather than hospital setting

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- Services for teens experiencing dating violence
- Need to provide services to 14-20 year olds who are on their own, may have children and may be in an abusive relationship
- Need for intensive training and resources for front-line staff addressing family violence (including government and non-profit staff) and for all who care for, teach, volunteer with children and youth
- Need child care while parents access services (day and evening)
- Strengthen interaction between parent and children (time to play) as part of a prevention strategy
- Need specialized Domestic Violence Services Team as part of Court process
- Children's voices need to be heard when determining custody and access orders
- Services that address situations where domestic violence, adult sexual assault and family issues co-exist
- Implement an Integrated Intake process that extends beyond Child and Family Services
- More services for youth with substance abuse issues (immediate treatment, long-term treatment, prevention)
- Provide supports to teen parents experiencing violence
- Need Family Resource Worker in schools to focus on bullying and family violence
- School curriculum includes family violence information starting in early elementary (Grade 1 onwards)
- Educate school personnel on safe and appropriate ways to intervene/report family violence
- Target messages about prevention and addressing family violence (use Facebook, Nexopia)
- If charges are laid then children of perpetrators go to a family violence program
- Outreach services accessible on yellow bus (like the Cow Bus for literacy) that visits communities since transportation is an issue for many clients
- Encourage parents to have a shared understanding and agreement to attend child's counselling
- Provide forum to share information about programs for children and youth including new initiatives
- Provide sustainable funding for continuity in programs/services



What's Working in Referrals for Families with Children Affected by Family Violence

Additional details about what's working in referrals for families with children affected by family violence are provided in Appendix H of this report. The key themes identified from this data included:

- Dedicated intake workers are qualified to do assessments and intervention
- Knowing the worker you are referring client to and can talk to the worker about the referral
- Ability of Children's Advocate to act with the child's best interests in mind
- Recognition that whole family needs support
- Direct telephone transfer where you can connect the client to another agency without hanging up
- Including child on Emergency Protection Order
- One-on-one support and outreach
- Diversity of staff in agencies (culture and language)
- 211 line
- Child and Family Services access family violence reports from police
- 'What about Us' (Edmonton John Howard Society program) referral process used by Child and Family Services has been streamlined and works well
- Most Employment and Immigration workers understand family violence
- Child Protection is using SAFV (Screening Aid for Family Violence) screening tool based on FVIR
- Working protocols between Child and Family Services and shelters
- Children and Youth Services has developed a Resource Directory
- Linking protocols in community

Of note is the comment of one participant:

- "Referral process is working, the problem is the waiting lists for programs"



What Needs to be Strengthened in Referrals for Families with Children Affected by Family Violence

Forum participants generated many suggestions for strengthening the referral process. These suggestions are listed in Appendix I of this report.

Each group was asked to offer three suggestions for improvement of the referral process. These are listed as follows:

- Working together to put the puzzle together. Effective referrals are based on relationships between providers (2 groups)
- Develop less intrusive services for families (less disruptive to family systems) affected by family violence (2 groups)
- Services need to take into account client survival needs (child care, housing, transportation, meals, children's schedules, work commitments, etc.) and should be accessible in their community (2 groups)
- Timely access to responders/providers who are compassionate, knowledgeable, patient, experienced and connected (2 groups)
- Collaboration to effect individual, organizational and systems change
- Current level of resources for families with children/youth is 'bare bones'
- Children have a voice and need to be heard
- Key to prevention is to work with children
- Need more accessible and available resources for children
- Long-term sustainable funding so programs have consistent and sufficient funding to pay staff salaries
- Legislative changes must be accompanied with sufficient resources to implement
- Sustainable, self-funded services for abusive people
- Accountability and consequences for people who use violence in relationships
- Appropriate housing for families affected by family violence
- We need support to take time to learn about various agencies/organizations/systems so that we can make appropriate referrals and link with staff to help facilitate client transition
- Make client referrals a success not a systemic failure



Reflections on Ideas from Day One of Forum

Participants offered several comments about the ideas that participants had provided on the first day of the Forum. These are listed in Appendix J of this report.



Key Messages about Emerging Needs Related to Family Violence in the Community

Further details are presented in Appendix K.

Collaborative, Coordinated, Community Response

1. The community needs to adopt a collaborative approach to client assessment.
2. As a community, we need to move beyond crisis models of intervention and provide ongoing supports to ensure safety of families.
3. Programs and services need to respond to adapt to current and changing needs of the community (e.g. aging population, increased technology, caregivers, multicultural community, Internet dating, Internet bullying).

Communication

4. The transfer of information between Family Court and Criminal Court needs to be better coordinated so that a more accurate representation of the client's situation is available to inform decisions.

Cultural Diversity

5. There are complex issues for immigrants and refugees and culturally sensitive resources are needed to support these clients.
6. Resources should be produced in Plain Language.

Education

7. There is a critical need to focus on pre-service and in-service education on family violence for lawyers, judges, school personnel, medical personnel, etc.
8. There is an ongoing need for public education about family violence with particular focus on immigrant, youth and Aboriginal and aging populations.
9. Education about family violence needs to be 'cradle to grave' and provided in schools, postsecondary institutions, workplace, and faith communities, etc.

Focus on Children and Families

10. The basic needs of families must be met (adequate housing, food, safety, dignity) if prevention of family violence is to occur.
11. The focus must be to manage the needs of the child within the context of the family, especially the abusive parent. Service providers working with individual family members need to consider needs of the family as a whole and need to connect with other service providers working with the family.

Increased accountability

12. Ways to ensure accountability of perpetrator needs to be pursued.
13. Employers need to consider and address the impact of family violence on their employees

Resource Requirements

14. Need to improve access to programs/services considering hours of operation, public transportation routes, etc. and, where necessary, increase level of outreach programs/services.
15. There is a need for succession planning for front-line workers who work in the field of domestic violence. Resources need to be made available to support healthy workplaces and increase retention of staff.
16. Programs and services need sustaining funds so that clients are not affected by loss or interruption of services and staff has more stable employment.



Elements for Inclusion in a System-Linking Family Violence Protocol

A full listing of elements that are essential to the success of a system-linking family violence protocol is provided in Appendix L of this report. Some key points drawn for this material include:

- A narrative document so that each family member has his/her own story to take to agencies
- Support for the work at all levels in partnering agencies/organizations/systems
- Clear definition of level of work and commitment required
- Clear explanation of value of linking protocol (benefits and challenges)
- Clearly defined, measurable outputs and outcomes for evaluation of protocol
- Actively involve front-line staff in development of linking protocols
- Recognize that having a place to meet, free parking, refreshments etc. is key to networking and does require resources
- Need to have systems and staff in place to ensure timely access and transfer of client information
- Include a process for review and updating of protocol
- Develop a Plain Language document that is concise and easy to understand
- Provide opportunity to bring new partners 'to the table' as the protocol develops



Who should be Involved in Development of a System-Linking Family Violence Protocol?

Participants at the Forum commonly identified the following parties as key partners to be 'at the table' in the development of system-linking family profile. Appendix M also provides an extensive list of other parties.

Parties who need to be 'seated at the table' and actively engaged in the process of developing a system-linking protocol for families (with children) affected by family violence protocol include:

- Information Sharing Office (not necessarily at all meetings)
- Child and Family Services
- Victims' Assistance Program -Family Violence Prevention Centre (Edmonton John Howard Society)

- Persons with Developmental Disabilities
- City of Edmonton – Targeted Community Services
- YWCA
- Aboriginal Consulting Service
- The Family Centre
- Terra Centre for Pregnant and Parenting Teens
- EFVTERC - Changing Ways
- Edmonton Police Service – SVIT, EAIT, CARRT, Family Support Division
- Justice system – judges.

A grant application to secure resources to support participation by these agencies/organizations is critical to advancing this work. The time that front-line service are involved in meetings to develop a system-linking protocol needs to be recognized; agencies/organizations need to be compensated so that they pay for the costs of “cover-off”.



Next Steps in Developing a System-Linking Family Violence Protocol

Members of the CIAFV Forum Steering Committee met with the consultants to review the Forum report. Together, they determined the following plan of action to move forward with the development of a System-Linking Family Violence Protocol and related topics surfaced through the Forum.

Step 1 Communicate

- Share the Forum report findings with CIAFV members and funders.
- Post the Forum report on the CIAFV website.
- Inform CIAFV members of next steps.

Step 2 Determine Priorities for Action

- Review the key messages with CIAFV Project Teams to determine priorities and strategies for action.
- Review the key messages with CIAFV Leadership Team to determine priorities and strategies for action.

Step 3 Establish a System Linking Family Violence Protocol Working Committee

- Determine the focus of this protocol and key parties to involve.
- Establish a System-Linking Family Violence Protocol Working Committee.
- Invite agency/organization/system representatives who meet membership criteria (their agency/organization/system has a current, family violence protocol in place and will support representatives' participation in process)
- Issue letters of commitment to be 'signed off' by senior staff member in particular agency/organization/system. Request that an alternate staff member also be named.
- Commence process of developing system-linking protocol for families (with children) affected by family violence.

Step 4 Maintain Community Engagement

- Determine a strategy to involve critical stakeholders who are not 'at the table' as the system-linking protocol is developed.
- Ensure that partners in the Edmonton Collaborative Coordinated Community Response to Family Violence are engaged in the process.

Step 5 Family Violence Knowledge Sharing and Training

- CIAFV hosts provincial Knowledge Sharing Forum in winter 2009.
- Continue to provide family violence training
- Link with Training and Public Education Project Team to identify opportunities to educate key professionals (lawyers, teachers, medical personnel, etc.) about family violence. Some options might include a presentation at Teachers' Conference, Legal Educators' Conference, etc.

- Link with Training and Public Education Project Team and Health and Workplace Project Team to identify opportunities to educate employers about family violence. Some options might include Chamber of Commerce, Unions, etc.

Step 6 Share Effective Practice Stories

- Continue to share effective practice stories through CIAFV website. Where possible, present information from agency/organizational/system perspective (include 'voices' of partners)

Appendix A

Agenda

A Forum to Work toward a System Linking Family Violence Protocol

Thursday May 22 & 29, 2008

Reed's Bazaar, Fort Edmonton Park

Focus for the Day

- Network with representatives from other agencies/organizations/systems providing family violence services to families with children
- Learn more about the resources and services these parties provide to families with children affected by family violence (risk assessment, safety planning, counselling, shelter, etc.)
- Help identify barriers and gaps in services experienced by those affected by family violence
- Learn more about family violence protocols and linking protocols – process, benefits, etc. with a focus on system-linking protocols
- Begin to explore how your agency/organization/system can be part of a system-linking protocol

8:30 a.m. Greetings and Opening Remarks

8:45 a.m. Review of the format for the day

9:00 a.m. **A client's view - Accessing resources re: family violence**
Each participant will be provided a client role and have the opportunity to visit 'offices' in search of resources to meet the needs of the particular client.

9:40 a.m. **Small Groups Discussion**
Participants share and record key learnings/insights/questions from previous activity.

10:00 a.m. Break

10:20 a.m. **Small Groups Discussion**
Participants discuss and record their thoughts about

1. *Resources and services currently available for families affected by family violence – What's working and what needs to be strengthened? (definition of family to be posted)*
2. *Resources and services currently available specifically for children affected by family violence – What's working and what needs to be strengthened? (definition of children to be posted)*

12:00 Lunch

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- 12:30 p.m. **Report Back from Morning Session** (thematic analysis and comments)
- 1:00 p.m. **Small Groups Session**
Participants discuss and record their thoughts about:

Referring families with children to other resources in the community – What’s working and what needs to be strengthened?
- 2:00 p.m. **Report Back to Large Group** –Each group will post three key ideas.
- 2:20 p.m. Break**
- 2:35 p.m. **Linking Protocols Presentation** –A presentation about protocols, linking protocols, system-linking protocols. Agency perspectives on the benefits of protocols will be shared.
- 3:05 p.m. **Large Group Session**–Questions and Answers re: Linking Protocols
- 3:15 p.m. **Next Steps**
- 3:30 p.m. **Session Ends**

A Forum to Work toward a System-Linking Family Violence Protocol

Agenda

A Forum to Work toward a System-Linking Family Violence Protocol

June 3, 2008

Reed's Bazaar, Fort Edmonton Park

Focus for the Half-Day

- Interact with representatives from other agencies/organizations/systems providing family violence services
- Consider what changes might take place in the community that could affect resources/services for families with children affected by family violence
- Define some key elements in developing a system-linking family violence protocol
- Identify partners (who need to be 'at the table') in developing a system-linking family violence protocol for families with children

8:30 a.m. **Greetings and Opening Remarks**

8:45 a.m. **Review of the Format for the Day**

9:00 a.m. **Review of Highlights from Previous Sessions**

9:20 a.m. **Small Groups Discussion**

Participants discuss and record ideas about

Based on what you heard in Review of Highlights – What surprised you? What are you curious about? Did you have an “ahas”?

Participants will also discuss and record ideas about

As we move towards developing a system-linking family violence protocol what emerging needs for families with children affected by family violence must we be mindful of?

Three key points are posted.

10:10 a.m. Break

10:25 a.m. **Large Group Discussion**

What issues would you like to see addressed in developing a system-linking protocol for families with children affected by family violence?

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11:00 a.m. **Large Group Discussion**

Which key agencies/organizations/systems need to be involved in developing a system-linking protocol for families with children affected by family violence?

11:30 a.m. **Next Steps and Wrap Up**

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Agenda

A Forum to Work toward a System-Linking Family Violence Protocol

June 3, 2008

Reed's Bazaar, Fort Edmonton Park

Focus for the Half-Day

- Interact with representatives from other agencies/organizations/systems providing family violence services
- Consider what changes might take place in the community that could affect resources/services for families with children affected by family violence
- Define some key elements in developing a system-linking family violence protocol
- Identify partners (who needs to be 'at the table') in developing a system-linking family violence protocol for families with children

1:00 p.m. **Greeting and Opening Remarks**

1:15 p.m. **Review of the Format for the Day**

1:30 p.m. **Review of Highlights from Previous Sessions**

1:50 p.m. **Small Groups Discussion**

Participants discuss and record ideas about

Based on what you heard in Review of Highlights – What surprised you? What are you curious about? Did you have an “ahas”?

Participants will also discuss and record ideas about

As we move towards working at a system- linking family violence protocol what emerging needs for families with children affected by family violence must we be mindful of?

Three key points are posted.

2:40 p.m. **Break**

2:55 p.m. **Large Group Discussion**

What issues would you like to see addressed in developing a system-linking protocol for families with children affected by family violence?

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3:30 p.m.

Large Group Discussion

Which key agencies/organizations/systems need to be involved in developing a system-linking protocol for families with children affected by family violence?

4:00 p.m.

Next Steps and Wrap Up

Appendix B

Existing Resources for Families with Children Affected by Family Violence

Counselling for Victims

- City of Edmonton
- YWCA
- Catholic Social Services
- The Family Centre
- AADAC
- DECSA (Opportunity Plus Program)
- 211

Services for Men

- EFVTERC - Changing Ways
- The Family Centre
- FACS (mandated only)
- Aboriginal Consulting Services
- City of Edmonton – Chaos to Peace, Drop-ins
- Invitation to Responsibility

Outreach/Other

- shelters, 2nd and 3rd stage housing
- Edmonton John Howard – Family Violence Prevention Centre (diversity component, outreach)
- Victim Assistance Program (court support in domestic violence court)
- EHJS Furniture Moving Program
- Changing Together
- Homeless Eviction Program Fund (Alberta Works)
- Capital Region Housing Corporation
- City of Edmonton – phase III group (advocates)
- CIAFV – Community Advocates Project Team
- Ben Calf Robe
- Native Counselling Services
- FinLit – City of Edmonton
- Women Building Futures – “Fix It Chicks”

Intervention

- Elder Abuse Team
- Spousal Violence Intervention Team
- Red Cross (school programs)
- Men’s Alternative Treatment & Housing Services
- FDMP

Legal

- Emerging Protection Order Program
- Family Law Office
- Domestic Violence Courts
- Family Law Information Centre
- Legal Aid
- United Protection Services
- Crown Prosecutors

Outreach (non-shelter based)

- Domestic Violence Centre Initiative
- Linking protocols (collaborative response)
- Shelter for Seniors
- Community Services – Assessment Team
- ARTAMI
- AADAC

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- SAGE (including safe house)
- Ben Calf Robe (anger management program)
- churches
- Salvation Army
- What About Us? Program (Edmonton John Howard Society)
- City of Edmonton –Family Violence and Community Development person

Services for Pregnant and Parenting Teens

- Terra Centre for Pregnant and Parenting Teens

Bullying Programs

- Peace Talks
- Bullybusters
- Red Cross – Expecting Respect, Respect Ed
- Expecting Respect - NET

Websites

- Family Violence Information Line
- CAAART
- Rosenet
- Violet
- Shelternet
- Oaknet
- EPS-Elder Abuse
- Support Network
- Government of Alberta

Court Services

- Family Court
- Queen’s Bench
- Domestic Violence Court
- Victim Services Unit

Family Health

- Health for 2
- Families First
- Moms who have had addictions
- Alberta Mental Health
- Northeast Community Health Centre
- Alberta Mental Health – occupational
- AADAC
- Multi-cultural Health Brokers Co-Op
- Leisure Access Card

12 Step Programs

- Alcoholics Anonymous
- Gambling Anonymous
- Narcotics Anonymous

Restorative Justice - Building Safer Communities

Government of Alberta

- Victims of Crime funding
- Community Incentive Funding (Children and Youth Services)
- Increasing provincial response
- increased focus on raising public awareness of family violence

Learning Opportunities

- Diverse Voices Conference
- Training by employers
- CIAFV sponsored events

Citizens Working Together

- Taking Back the Night
- Lianna White
- Help Women in Need Initiative (Second Cup)

Comments about Positive Changes in Resources

- more awareness of services
- more handouts and resources available
- more accessible services
- more opportunities for professionals to work together
- more legislation that addresses family violence issues
- more interest in collaboration among service providers
- more hope for change

Appendix C

What's Working

Resources/Services for Families with Children Affected by Family Violence

- community's ability to collaborate has greatly improved over the past five years (2 groups)
- passion amongst service providers about the work they do
- family violence has changed from a private issue to a public issue
- easier to reach out and connect with other service providers
- lots more resources
- change to Child Welfare Act means more early intervention and more long term capability
- more supportive of women and children whether or not they choose to leave
- community is more open about family violence – less blame and shame
- looking at situation more holistically (victims, perpetrators, witnesses)
- more focus on treating all with dignity and respect as whole persons who can heal and move on
- more asset or strength-based focus
- identification of gaps in services and reduction of “silos”
- all speaking with unified voice as a community of practice
- inclusion of men and balance of gender issues
- Domestic Violence Centre concept
- Safe Visitation Site concept
- YWCA
- City of Edmonton – group for children
- What About Us – information session for parents (Edmonton John Howard Society)
- Children's programs in Shelters
- Partners for Kids and Youth (2 groups)
- Millwoods Family Resource Centre
- Amity
- Kara
- Mennonite Centre for Newcomers

Appendix D

What Needs to be Strengthened Resources/Services for Families with Children Affected by Family Violence

Safe Exchange of Children

- safe, supervised visitation (3 groups)
- safe exchange sites (2 groups)

Assessment

- assessments done by family violence specialists only (currently done by psychologists who lack understanding of family violence (2 groups)
- home assessment re: custody
- assessors' knowledge of family violence

Court Services

- lack of sharing of information between Queen's Bench and Family Court/Criminal Court leads to orders that are in conflict with each other (3 groups)
- support for victims (families) in Family Court (2 groups)
 - education of judges about family violence to ensure consistency in decisions (2 groups)
 - judges tend not to gather information from other service providers involved
 - more case conferencing
- access to legal assistance for family violence issues (2 groups)
- Domestic Violence Court (2 groups)
- support for family violence court experience
- Defence lawyers going to Queen's Bench re: no contact orders to circumvent Docket Court and Spousal Violence Intervention Teams
- Restorative Justice
- training in the judicial system re: mandated services
- need to keep non-violent parent safe
- interpretation of legislation is inconsistent
- make family violence a criminal offence

Legal Aid

- inconsistent quality of service
- waiting list for services
- 'working poor' can find service cost-prohibitive

Financial Support

- increase level of financial support available and speed up approvals and payments

Services for Men

- MATHS program (5 groups)
- Male Outreach (5 groups)
- more services for men (wait list) (3 groups)
- greater diversity of services (individual, group) and outreach services for male perpetrators
- help funders understand need for resources to support men's programs
- services for men (perpetrator and victim)
- challenge of mixing men who are mandated and those who voluntarily attend the group
- EFVTERC - Changing Ways is the only program available for men
- being able to understand/access collateral information on clients, particularly men

Services for Culturally Diverse Clients

- better understanding cultural diversity and family dynamics and family violence (5 groups)
- resources for interpreter services (3 groups)
- counselling for immigrant victims (2 groups)
- culturally sensitive, first/heritage language services
- need to also consider physical and mental health issues particular to immigrants/refugees
- find out which staff members at various agencies speaks languages other than English
- need to decrease use of acronyms and confusing titles for services
- use Plain Language in documents

Housing Services

- not enough spaces in shelters (3 groups)
- not enough affordable housing (2 groups)
- ESHIP needs more resources and needs to be a sustained program
- not enough 2nd and 3rd stage housing

Offender/Perpetrator

- increase in offender accountability
- increased understanding of family violence by medical practitioners (e.g. family physicians)
- more services to parents of children who are abusers
- more resources to work with alleged perpetrators of abuse
- resources currently focused on high risk and accused
- more immediate program options for perpetrators
- more onus on perpetrator to come through with financial support
- a place for the abuser to live

A Forum to Work toward a System-Linking Family Violence Protocol

Victims

- more immediate program options for victims
- lengthen the time that victims receive support so they can address safety, custody, etc.

Advocacy Services

- increased legal advocacy for victims (2 groups)

Communication between Service Providers

- need people in various programs dealing with abusive men to communicate with each other
- strengthen relationships between those involved in providing services to those affected by family violence

Services for Older Adults

- more services for older adults who are abused by family members or caregivers
- better screening for family violence in couples' counselling

Services for Persons with Disabilities

- more services for persons with disabilities (2 groups)
- services specific to persons who are deaf

Intimate Relationships

- increased recognition that family violence should not be addressed as only a communication issue
- greater understanding of families where the abusive partner remains in the home

Access

- need for centralized location with coordinated Children and Youth Services (i.e. risk assessment and safety planning, court services, legal services, translators, police consultation)
- hours of operation – need 24/7 crisis services
- counselling services need to be available in the evenings

Working Together

- need to strengthen 'project team approach' with information sharing, management support, shared training/cross training, case management, coordination of complex cases
- provide adequate resources to work collaboratively. Need to recognize cost of time attending meetings, planning, and writing funding proposals.

Sustainability

- dedicate resources to sustaining existing programs
- more funding for evening/weekend services
- more no/low cost community response
- reliable funding and reasonable funding
- linking evidence-based research to program priorities and funding
- meaningful program evaluation that influences decision-makers

Child Care

- child care so parents can advantage of services (2 groups)

Take Action

- develop community intolerance for family violence (2 groups)
- follow through on action plans, legislative changes (not just rhetoric)
- Children and Youth Services needs to exert more influence
- recognize sanctity of family home and do not use violent images for family violence as this only serves to desensitize society
- make family violence a priority political issue
- ensuring staff are on board re: understanding of family violence and how children are affected
- willingness to look at change and define what are successful outcomes
- signed agreement with family indicating their willingness to make changes
- workers tend to avoid court supervision orders
- look at other ways to offer family violence specific services

Appendix E

Existing Services for Children Affected by Family Violence

Legal

-legislation that recognizes exposure to family violence

Family Violence (primary service)

-YWCA
-The Family Centre
-Zebra Centre
-Family Law Office (lawyers for children)
-Aboriginal Consulting Services (Circle of Safety)
-SAIF
-Rainbows
-CARRT ,
-shelters and 2nd stage housing
-YWCA (individual counselling, play therapy)
-City of Edmonton (individual counselling and groups for parents)
-Program for Asian children
-Shelters are making children a priority

Bullying

-Bully Buster (City of Edmonton)
-Bullying Hotline
Red Cross (Respect Ed, Expecting Respect)

Awareness Raising

-increased Provincial focus on issue

Family Violence (secondary service)

-The Family Centre
-Terra Centre
-Community Services (parenting group)
-EJHS – REE*START (6 beds)
-Kids' Kottage
-CASA
-ESHIP (Emotional Behavioural Services)
-Youth Emergency Services Shelter
-School counselling services
-Children's Community Resource Team
-Boys and Girls Club
-Big Brothers and Big Sisters
-Head Start
-Success by Six
-iHuman
-Cross Roads House
-Green Shack Program
-Millwoods Family Resource Society

What's Working

Resources/Services for Children Affected by Family Violence

- connections between providers
- research of effects of family violence on children
- focus on adverse effects of exposure and witnessing family violence
- Train the Trainer Program for Children Who Witness
- psychologist at University of Alberta
- schools have provided opportunity to educate on the issue
- is a focus of the Provincial government
- finally focusing on services for children
- getting abuser, rather than children, out of the home
- finally acknowledging the impact on children
- parents and children going to groups together
- more focus on building positive relationships between parents and children
- groups for children geared to their age
- acknowledging children as important partner in their own services
- lawyers for children
- court room more child friendly
- Headstart link to CASA, etc.
- helping/encouraging children to be advocates for themselves
- media attention and public education focus on family violence

Appendix G

What Needs to be Strengthened Resources/Services for Children Affected by Family Violence

General Services

- need more services for youth (3 groups)
- more services for children under 6 years of age
- programs for youth that show how their peers succeeded
- ‘emancipated youth’ experience some legislative and policy barriers

Counselling Services

- more child and youth specific counselling services
- address gaps in services for children and youth
- more groups that are offered in a location and time accessible to families
- need quick assessments (especially mental health) in the community rather than hospital setting
- 12 hour in-hospital wait times for assessments is not working
- need resources for follow-up not just initial assessment
- need for mental health counselling that addresses behaviour issues
- need early intervention services for after age six
- need broad, universal counselling services which can be accessed when needed
- need for one-stop shopping for services for children and youth (where services are integrated regardless of who funds them)

Services for Teens

- services for teens experiencing dating violence
- need to provide services to 14-20 year olds who are on their own, may have children and may be in an abusive relationship

Family Violence Training

- need for intensive training and resources for front-line staff addressing family violence (including government and non-profit staff)
- need for front-line workers to have a knowledge of the family violence abuse cycle
- need to train day care and after-school care staff
- need to train doctors and medical staff
- educate youth who are recreational activity leaders

Parental Supports

- parenting groups for men
- services for parents of youth
- child care while parents access services (day and evening)
- increase parent-child interaction. Get rid of guilt and get parents involved in breaking the cycle of violence.
- strengthen interaction between parent and children (time to play) as part of a prevention strategy
- need consent of both parents to deal directly with abuse in homes with children – this is a limitation
- meaningful follow-up with families to help them get past the fear, guilt and shame (this would require smaller caseloads)

Legal Services

- children's voices need to be heard when determining custody and access orders (3 groups)
- need specialized Domestic Violence Services Team as part of Court process (2 groups)
- specialized Domestic Violence Court
- often those who appear in Youth Court are not connected to other services that might address problems that have led to criminal behaviour

Sexual Assault

- services that address situations where domestic violence and sexual assault co-exist

Supervision of Access to Children

- those supervising access need to have family violence training

More Connections among Providers

- need to develop stronger relationships among service providers
- implement an Integrated Intake process that extends beyond Alberta Children and Youth Services

Integrated Service Delivery

- youth may need counselling, housing, funding
- need one service to coordinate service provision
- need to integrate services – addictions, education, counselling, parenting skills, etc.

Substance Abuse

- gaps for youth (immediate treatment, long-term prevention)

Focus on Prevention

- provide supports to teen parents experiencing violence
- need more work in schools

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- need Family Resource Worker in schools to focus on bullying and family violence
- Bring ESHIP (Emotional Behaviour Services) into protocols

Tie into Safedmonton

- Safe Communities for Kids

Diversity of Staffing

- cultural, gender, age, sex

Schools

- school curriculum includes the issue of family violence (2 groups)
- educate teachers how to handle disclosure
- educate school personnel on safe and appropriate ways to intervene/report
- school personnel understand alternatives to calling Children and Youth Services
- also educate educators in vocational and lifeskills programs
- start sharing family violence and bullying information at elementary school level
- focus on youth when start dating (late elementary/early junior high)
- mentoring of children
- continue to work with school boards to ensure family violence education is included in curriculum
- need centralized information line for how to access services for children affected by family violence
- utilize linking protocol for case management to discuss “cases” in terms of risk (high to low)

Awareness of Services

- increase awareness of services that exist to serve children

Safe Home Alternatives

- safe home alternative when own home is not safe; children can go without parental consent
- safe home alternatives are especially important for children under age 12

Media

- more non-violent, positive content
- use media to educate about family violence
- free media for Public Service Announcements about programs for youth
- better targeting of messages about prevention and addressing family violence (use Facebook, Nexopia)
- corporal punishment is viewed by society as an entitlement – need to address communities where violence is an acceptable practice
- need to present more positive images of males and more positive male/female relationships

More Positive Perspective on Youth

- more positive interaction between youth and police (Vancouver program where youth doing good things are give free theatre tickets)
- recognize positive behaviour and inherent value of children and youth

Children of Perpetrators

- if charges are laid then children of perpetrators go to family violence program
- perpetrator has no contact with children until attends program and make changes
- no contact if sexual abuse

Transportation

- outreach services on yellow bus since transportation is an issue for many clients
- transportation from treatment centre back home

Parents Working Together

- need for parents to have a shared understanding and agreement to attending counselling sessions on how children are affected by family violence

Sharing of Effective Practice

- need forum to share information about programs for children and youth including new initiatives and pilot project including outcomes

Funding

- time-limited funding does not allow for continuity in programs/services
- help funders appreciate that wait lists develop as program becomes established and demonstrates success. Each time a program is 'cut' the community loses trust in provider and funder.

What's Working – Referrals

Staffing

- people answer phones
- dedicated intake positions which make service more accessible
- intake workers are qualified to do assessments and intervention
- staff know what each other does (through in-service)
- phone service where you can connect the client to another agency without hanging up
- diversity of staff in agencies (culture and language)
- most Employment and Immigration workers understand family violence
- Child and Family Services is using SAFV (Screening Aid for Family Violence) based on FVIR
- more coordination

Relationships

- CIAFV agencies know the worker you are referring client to and can talk to the worker about the referral. This increases the likelihood that the client will follow through and increases the possibility of a good outcome for the client (2 groups)
- communication and collaboration among service providers
- established relationships among service providers
- designated agency staff to bring information back to front-line workers

Children and Youth Services/ Child and Family Services

- liaison worker with Child and Family Services
- ability by Child and Family Services to investigate with the child's best interests in mind
- front-line workers have 'can do' attitude and provide good results for clients
- Children and Youth Services has developed a Resource Directory
- Children and Youth Services access family violence reports from police

Housing

- shelters

Programs

- YWCA, City of Edmonton programs help people take action or make decisions to take action
- Aboriginal Consulting Services – Circle of Safety
- REE*START – building mentoring relationships for 16-21 year olds
- Kids Kottage
- Support Network – Crisis Line, Crisis Chat – Youth On-line

-‘What about Us’ referral process has been streamlined and works well

Family as a Unit

- recognition that whole family needs support
- PAVA does not need both parents’ counselling for child
- including child on Emergency Protection Order
- one-on-one support and outreach
- ParentLink

Addressing Diversity

- Faith communities
- 211 line

Protocols

- linking protocols in community
- working protocols between Children and Youth Services and shelters

Different Perspective

- referral process is working, the problem is the waiting lists for programs

Appendix I

What Needs to be Strengthened - Referrals

Staffing

- have dedicated multilingual intake workers (2 groups)
- move away from impersonal phone answering systems
- have experienced, knowledgeable intake workers
- have more extensive knowledge of providers of programs/services in the community
- more culturally diverse agency staff

Client-Focused

- clients get appropriate referrals the first time
- increasing client engagement leading to a more holistic process

Relationships

- service providers need to provide positive comments about other service providers and systems (2 groups)
- opportunities for providers to develop relationships and share information about programs/services
- someone in each organization needs to take responsibility for sharing information about what's new in the community

Children and Youth Services /Child and Family Services

- Children and Youth Services needs specialized liaison officers for family violence situations

Shelters

- engage shelters as part of a collaborative community response. Children and Youth Services could help facilitate this process.

Referrals

- front-line workers need to keep within their own area of expertise and know when and where to refer clients (2 groups)
- make client referral process friendlier, consistent, accessible and appropriate
- intake workers contact potential providers to ensure appropriateness of referral prior to referring client
- wait lists need to be reduced so that referrals can be acted on
- critical that client referrals occur in a timely manner so that the client maintains interest and stays engaged in the process
- needs to be an community-wide response to creating effective referral systems
- service providers need training in FOIPP and other privacy legislation so they know the boundaries

A Forum to Work toward a System-Linking Family Violence Protocol

- case management that is based on varied needs of clients (mental health, funding, family violence, addictions, etc.)
- referral to Child and Family Services when there is family violence; seems to be a grey area of when to report
- reduce barriers to referrals of clients to Income Support, Legal Aid, etc. through family violence liaison person
- need Intake Worker meetings that provide a venue to discuss best action for family and children
- not enough understanding of what can be done about co-parenting and family violence)

Court System

- would be helpful to have a protocol with the Court system so that we could work as a supportive team (2 groups)
- lawyers for children (2 groups)
- developing relationships with others would help us feel comfortable working together to respond to client needs. This would include Family Justice Services, City of Edmonton, Children and Youth Services, Community Advocates, not-for-profits, shelters)
- need to have focus group with people affected
- need for support for long-term services
- Youth Court – often these youth are experiencing family violence but not accessing services. Need integrated approach to providing services that would look at whole person

Family Focus

- family enhancement programs (prevention and intervention)
- understanding program mandates to make more accurate referrals
- interventions that are less intrusive and less disruptive to family system
- both parents need to attend session where children are receiving services
- need resources for advocates to assist family on following through with referral(s)

Accessibility

- continuum of services
- 24 hour access to services
- affordable transportation options for low income households
- availability and accessibility throughout the city
- asking clients what their needs are (not assuming)
- mentoring (e.g. practical things such as taking public transit, going to a large group)
- transportation from treatment programs
- substance abuse programs for youth (treatment both long and short-term, prevention and access)

Security

- security at/around service centres/providers
- personal security outside of courthouse

Technology

- technology that enables agencies to transfer callers to another agency

Diversity

- supports for children and youth in ethno-cultural communities
- strengthen process and lengthen time for providing information/support to new Canadians (e.g. values, culture, language services)
- more education for service providers working with immigrants/ethnic groups
- faith community support

Awareness Raising

- still those who believe that women should just leave the situation
- family violence awareness efforts increase demand for programs so need funds to expand level of service

Funding

- Fleeing Domestic Violence Fund is not being fully utilized
- reduce the amount of time that agency staff needs to spend seeking funding for programs
- funding to sustain staffing levels and programs
- funding for programs for longer than one year at a time
- have flexibility to change programs and develop new programs

Reflections on Day One of Forum

I had an “aha” about.....

- thought would be more emphasis on Family Court (2 groups) including:
 - education of Queen’s Bench (3 groups)
 - mechanism for transfer of information from Family Court to Criminal Court on domestic violence files (2 groups)
 - support from Child and Family Services regarding custody and access
 - domestic violence assessment (identification of dynamics to Court)
 - look at Drug Court model where judge is very involved in the process
- self-funded services for abusive people – how would this work for those living in poverty?
- feel overwhelmed with task of overcoming systemic failure rather than focusing on individual client needs
- increased public awareness of family violence and legislative changes has not been supported with resources to respond to increased demand and waiting lists
- Courts and Child and Family Services cannot keep up with the volume of family violence cases
- custody and access issues when abusive parent is involved in parenting
- joint planning among organizations to coordinate services
- where is the best place to apply resources – is it the children in the case of a divorcing family?
- lots of short-term services for families; how can we develop an intervention continuum which will provide services over a longer period of time?
- easy to get swept up in ‘crisis mode’
- need supports available over time to respond to change in individuals, families
- need to consider clients with Post Traumatic Stress

I was encouraged by....

- referrals are working (2 groups)
- encouraging to read what was working (CIAFV speaking as unified voice, more resources available in the community)
- like idea of more family violence education in schools that would move beyond curriculum content to having someone facilitate change and work with students and their families
- commitment to move from client and agency focus to community focus
- like idea of sharing staff and secondments to help increase sharing of ideas and building of relationships
- perceived value in engaging private practitioners (therapists) in the community-linking protocol

I was surprised....

- how many services are available for families and how few are available specific to children (2 groups)
- City of Edmonton used to do groups for parents and children however did not have the resources to continue. A modified format children's group was started this spring.
- most Alberta Employment and Immigration front-line workers understand family violence. Reality is that need to move beyond understanding to training about how to screen for family violence.
- still not targeting whole family when providing services
- still working in 'silos'
- still gaps in providing services for perpetrators
- what would a specialized Court process for family violence look like?
- need for a specialized Child and Family Services team
- there was not more mention of AADAC and mental health services

Appendix K

Key Messages about Emerging Needs in the Community

- increase in percentage of immigrants (3 groups)
- growth in urban Aboriginal population (3 groups)
- increase in size of aging population (2 groups)
- limited hours of operation of public transit affects accessibility to services (2 groups)
- aging service providers requires succession planning in order to recruit sufficient staff to provide required level of service (2 groups)
- resources should be written in Plain Language (2 groups)
- also an increase in the number of young families
- more grandparents are caring for young children which increases stress levels and potential risk for family violence
- affordable housing (decision to leave is affected by not having accessible, affordable housing)
- increased cost of living (housing, food, child care)
- increased awareness of family violence leads to increased reporting of family violence
- growth of community creates more strain on infrastructure
- Internet provides opportunity for cyber-bullying
- youth issues – due to use of hard core drugs
- faster pace of life leads to being over-stimulated, increased stress
- workplace stress affecting service providers
- stress of coordinating a family's schedule to accommodate family counselling session
- recruiting and retaining qualified staff
- refugees who can commit violence crimes (including domestic violence) are difficult to deport
- immigrants endure family violence out of fear of deportation
- increasing need for culturally appropriate family violence services
- need for continuum of ongoing supports
- need to develop ways of working with children as they age
- need to focus on children who are victims of family violence to prevent them from becoming perpetrators; need to treat victimization and perpetrator activity simultaneously
- how to provide positive mentorship for those living with family violence
- Courts are mandating youth to access community services but these services are not in place
- accessing counselling services for children when permission required from abusive parent (and it is not forthcoming)
- need best practices on risk assessment and safety planning for children in context of custody and access
- parents have own narrative of their story (Kara currently does this) and children could have the same thing
- need to have resources in heritage languages
- custody and access is still a significant issue

A Forum to Work toward a System-Linking Family Violence Protocol

- Parenting After Separation is developed for high conflict situations not family violence
- need for advocacy within political/legal realm
- opening of Domestic Violence Centre could help with targeting message in community
- need to be clear who we are advocating for – our clients? Our agencies?
- community needs to have a unified message to take forward to legal/political systems and funders
- media message that sex is sexy and violence is sexy leads to diminished sensitivity to family violence
- technological advances exceed the capacity of youth to use appropriately (e.g. cyber bullying)
- what is the message in schools about respect, violence?
- growing wait lists
- societal acceptance of family violence needs to be addressed
- need to get employers more engaged in addressing issue of family violence for their employees
- include family violence information in curriculum in elementary school
- include information about family violence in English as a Second Language classes for adults with a focus on actions you can take and resources that are available

Appendix L

Elements for Inclusion in a System-Linking Family Violence Protocol

- compensation to agencies/organizations for staff time (3 groups)
- hold 'tea party' every 6 months or annually where agencies speak to best practice and maintenance needs
- narrative document so that each family member has his/her own story to take agencies (2 groups)
- all involved have an understanding of each participating agency/organization/system's protocol
- senior management support staff member's involvement with developing the protocol and authorize this use of the individual's time
- ensure support from agency/organization/system is documented if need to replace representative involved in linking protocol development
- clarity of level of activity and commitment required
- clear explanation of value of linking protocol (benefits and challenges)
- measurable outputs and outcomes for evaluation of protocol
- process for conflict resolution
- more detailed, universally defined description of family violence referrals from Child and Family Services
- guidelines for information sharing that meet with requirement of FOIPP
- clear explanation of each service including mandate, contact for clients, etc.
- planning of resources (e.g. group sessions) to avoid overlap
- clarity about what agencies/organizations/systems are doing re: risk assessment and safety plans
- clearly define benefits of linking protocol
- need front-line staff involved in development of linking protocols
- need to have decision makers involved in the process
- having a place to meet, free parking, refreshments etc. is key to networking and does require resources
- need to have systems and staff in place to ensure timely access and transfer of client information
- need to look at new ways to engage agencies/organizations that have not developed protocols
- include a process for review and updating of protocol
- resources committed to internal training and cross-training for partners in protocol
- client focused approach
- Plain Language document that is concise and easy to understand
- ability to add new partners to the protocol

Who should be Involved in Development of a System-Linking Family Violence Protocol?

Identified by More than One Group

- Information Sharing Office (not necessarily at all meetings)
- CFSA (2 groups)
- VAP/FVPC (EJHS) (2 groups)
- Persons with Developmental Disabilities (2 groups)
- City of Edmonton – Targeted Community Services (2 groups)
- YWCA (2 groups)
- Aboriginal Consulting Service (2 groups)
- The Family Centre (2 groups)
- Terra Centre for Pregnant and Parenting Teens (2 groups)
- EFVTERC - Changing Ways (2 groups)
- Edmonton Police Service – SVIT, EAIT, CARRT, Family Support Division (2 groups)
- Justice System – judges (2 groups)
- Alberta Employment and Immigration – Alberta Works (2 groups)
- Health system (2 groups)
- CAPS – Stollery Children’s Hospital (2 groups)

Identified by One Group

- ESHIP
- Probation
- Parole
- faith communities
- Uncles at Large
- Apprenticeship Board
- Health clinics
- Bent Arrow
- Enoch Nation
- Legal Aid
- immigrant serving agencies
- Crown Prosecutors’ Office
- Red Cross
- Inner City Housing Project
- E4C

A Forum to Work toward a System-Linking Family Violence Protocol

- WEAC
- Bissell Centre
- City Councillors
- MLAs
- iHuman
- Boys and Girls Club
- Big Brothers Big Sisters
- shelters
- Region 10 – Metis Child and Family Services
- Multicultural Health Brokers Co-Op
- School Boards
- The Support Network
- Mennonite Centre for Newcomers
- Health for Two
- Department of National Defence
- Catholic Social Services
- Family Military Resource Centre
- Family Law Office
- Centre for Equal Justice (Edmonton Community Legal Centre)
- Youth Emergency Shelter
- Capital Region Housing
- independent counsellors/therapists
- media
- Youth Co-op
- Fresh Start programs
- Learning Stores
- cultural associations

Questions

- do we need a separate linking protocol for counselling agencies?