



Family Violence Broker & Apartment 1310 Annual Evaluation Report

January 1, 2020 – December 31, 2020

This report presents a brief overview of findings from the 2020 Family Violence (FV) Broker & Apartment 1310 program evaluations. This year’s evaluation was completed by Habitus Collective and covers the period from January 1, 2020 to December 31, 2020.

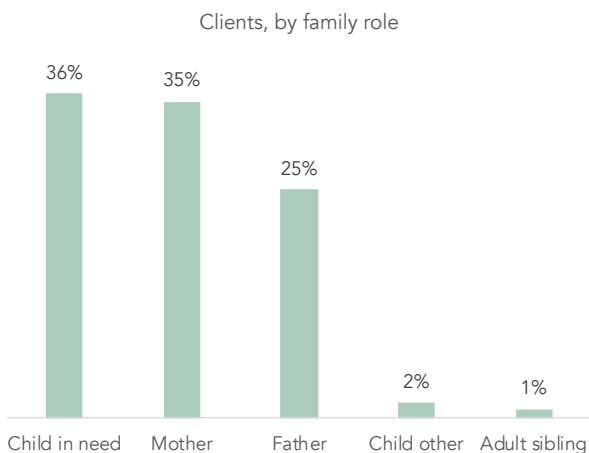
A mixed-method approach was used to gather information and perspectives from a variety of sources. Methods included:

- ◆ 1:1 or groups interview with FV Brokers (n=3)
- ◆ 10-minute interviews with clients (n=14)
- ◆ Data analysis, client demographics and case data
- ◆ Interviews with external FV sector stakeholders (n=2)
- ◆ CCBP Evaluation: including interviews with CCBP leadership, and Children’s Services leadership and staff.

About the Family Violence Brokers & Apartment 1310: The Family Violence Brokers provide supplementary support to CCIS Cultural Brokerage Program (CCBP) families who present with family violence concerns – including concurrent educational sessions for both perpetrators and victims. The work of the Family Violence Brokers is based on an average of three, one-hour educational sessions. However, there is significant flexibility to provide longer sessions and up to five sessions to ensure all objectives are met. Notably, the Brokers take a gender-based approach, with a male Broker working with men and a female Broker working with women.

Apartment 1310 provides temporary accommodation and immediate programming for

low-risk perpetrators of family violence who are mandated to separate from the family. While housed, they are supported by a Family Violence Broker with educational sessions and referrals. As a result of COVID-19 restrictions, Apartment 1310 was not available for most of the year, therefore the evaluation for this program component is limited.



Client Profiles: In 2020, 51% of CCBP families had Family Violence concerns. Of these families, 93% were supported by a

Family Violence Broker for a total of 234 families, including 267 adults and 154 children. This was a 28.6% increase in cases from the year prior.

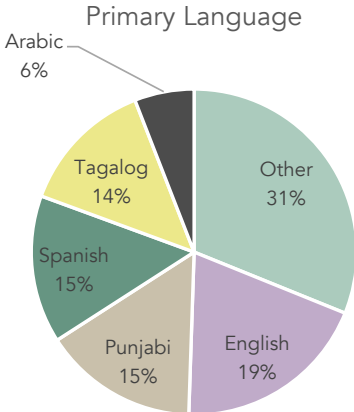
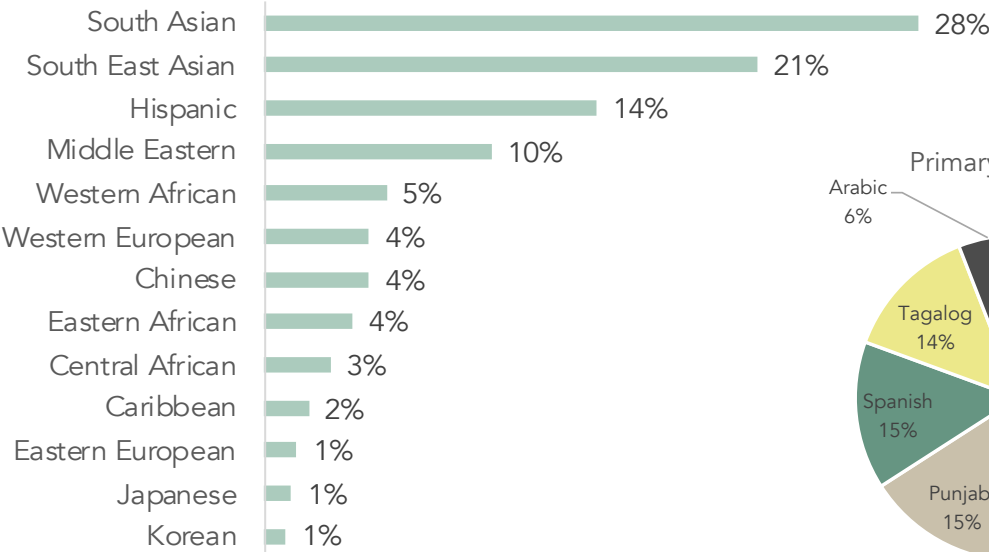
Family Violence clients represented 47 countries of origin and 29 language groups. Most are Canadian Citizens (61%) or Permanent Residents (35%)

Education on family violence and system expectations were the most common activities of educational sessions – 93% of cases – followed by resources and referrals - 57% of cases. The majority of referrals – at least 65% - are for counselling services.

Top 5 Countries of Origin
Individuals

- 1. Canada (20%)
- 2. India (14%)
- 3. Philippines (13%)
- 4. China (5%)
- 5. Pakistan (5%)

Cultural Background



The majority of Family Violence Broker clients – 76% - remained at home or were able to return home during the service period. Of those who did not, friends or family was the most common housing arrangement (for 60%) followed by shelter (23%). Due to health restrictions, Apartment 1310 hosted only three residents this year.

Program Outcomes: The primary goal of the Family Violence Brokers is to support families/individuals, through a culturally responsive approach, to increase their awareness and understanding of family violence and its effects so that they are prepared

to move forward with continuous supports, ongoing learning, and ultimately behavioural change. An important aspect of this work is that the FV Broker takes time to understand the migration journey and cultural context of the client/family. From there, they can take an individualized and culturally responsive approach to explaining what constitutes Family Violence from the perspective of Canadian systems as well as the potential negative and intergenerational effects of violence on relationships, family cohesion, and child development.

“I found that [the Broker] and the team was very helpful. They tried to accommodate me and my problems.”

Words used to describe Brokers



All Family Violence clients who were interviewed indicated that “yes” they learned something new through their work with the Family Violence Broker, including:

- ◆ Increased knowledge about different kinds of abuse and what constitutes Family Violence in Canada.
- ◆ Increased knowledge of the impacts of Family Violence on the healthy relationships and child development.
- ◆ Increased ability to recognize signs of abuse.

“Sometimes, we start accepting new norms, and sometimes we don't realize that we might be in a relationship that might not be healthy.”
- ◆ Increased understanding of behaviour management and choices, including self-care.
- ◆ Increased awareness of cultural and parenting norms and expectations in Canada.

“Before I didn’t know what is accepted here, and now I know. How to raise teenage girls back home is very different than here.”
- ◆ Enhanced skills and strategies to foster healthy relationships, such as communication skills.
- ◆ Increased motivation for and commitment to healthy relationships

“I got more motivated for being in a healthy relationship and having a good family.”

All clients who were interviewed also indicated that “yes” they plan to or have already made behavioral changes as a result of what they learned, including:

- ◆ Making preventative decisions to protect oneself/family members.
- ◆ Improved communication and healthier relationships.

“After the sessions, my husband and I like to practice the strategies the Brokers have given us.”

◆ **More positive parenting approaches.**

“We had to change how we deal with our kids. We learned, and then we learn how to use it, so now it's really helping...”

◆ **Decreased household conflict / more positive conflict resolution.**

“Before there were always arguments, but not now, [we’re] not fighting and yelling.”

The Family Violence Brokers and Apartment 1310 were characterized by stakeholders as important and novel components in the larger system of care. In particular:

- The sector as a whole lacks culturally responsive and culturally appropriate services and so these programs fill part of a larger gap.
- The sector has historically focused on victims and victim safety. Programs that work with perpetrators of violence fill an important gap in prevention of abusive behaviors.
- As many families and couples prefer to stay together, working with both parties concurrently supports them to build common knowledge and sustain healthy relationships.
- The programs increase client readiness to interact with larger systems by providing base awareness and systems knowledge.

There was also consensus that the availability of both a male and female Family Violence Broker is an impactful and culturally responsive approach to addressing the nuanced gender dynamics that are at play between both perpetrators and victims of family violence.

While Apartment 1310 was not able to be used to its full capacity due to health restrictions, stakeholders continue to see this as an important resource for families. The apartment mitigates unnecessary financial burdens on the family while providing ongoing support to the resident.

“...It was good to have quiet time by myself. I can reflect back on the past things and see how things went wrong, how I can improve for the future.”

Strengths & Opportunities: Overall, the Family Violence Brokers and Apartment 1310 are considered important community supports that reduce barriers for clients and meet gaps in the larger family violence service system. Key aspects of the work are a gender-based, non-clinical, individualized, and culturally responsive approach.

Family Violence clients indicated that they had learned new things and implemented behavioural changes as a result of their educational sessions. Furthermore, they expressed positive experiences with the Family Violence Brokers, who took time to understand their experience and provide individualized information. The majority of clients had no recommendations to change the program, with most suggesting that more or longer sessions as their core feedback.

Although Apartment 1310 had significantly reduced operations due to COVID-19 public health mandates and guidelines, it is considered an important community resource that reduces burdens for whole families.

A comment from clients that is not within the scope of this program but that points to the need for a wider network of preventative education and support, is that they would have liked some of this information sooner and/or to have this program promoted in the community. Based on external stakeholder feedback, there is also ongoing need for increased understanding of the work of the Family Violence Brokers specifically and Culturally Responsive service strategies in general, for the sector as a whole.

"I couldn't say enough good things about [the Broker], but unfortunately, it's coming to an end. Just, uh, thank you very much; I'm very grateful that I went to the program. I do have a bit to work though; I've seen the error of my ways, but [they] presented it in a way that helped me see it. I can't express it enough; words aren't enough...I'll be reaching out for resources to deal with my issues, and I do have a lot to work through. Just thank you again."

- Client feedback