Agenda - Executive Policy Committee - December 10, 2003

Report - Standing Policy Committee on Protection and Community Services - December 8, 2003

Item No. 1 Future Direction of the Family Violence Intervention Teams Pilot Project
File GF-2.7.1

STANDING COMMITTEE RECOMMENDATION:

On December 8, 2003, the Standing Policy Committee on Protection and Community Services concurred in the administrative recommendation and submits the following to Council:

1. That the Family Violence Intervention Team pilot project that ends effective December 31, 2003, be extended by six months to June 30, 2004, in order to receive the final project evaluation and enter into discussions with the Province of Manitoba regarding funding of a comprehensive Family Violence Intervention Project as a component within the Provincial Family Violence Prevention Strategy.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Agenda - Executive Policy Committee - December 10, 2003

Report - Standing Policy Committee on Protection and Community Services - December 8, 2003

DECISION MAKING HISTORY:

STANDING COMMITTEE RECOMMENDATION:

On December 8, 2003, the Standing Policy Committee on Protection and Community Services concurred in the administrative recommendation and submitted the matter to the Executive Policy Committee and Council.

ADMINISTRATIVE REPORT

RE: FUTURE DIRECTION OF THE FAMILY VIOLENCE INTERVENTION TEAMS PILOT PROJECT

FOR SUBMISSION TO: Standing Policy on Protection & Community Services

ORIGINAL REPORT SIGNED BY: Chief Jack Ewatski, Winnipeg Police Services

Ursula Stelman, Director
Community Services Department

REPORT DATE: November 24, 2003

RECOMMENDATION(S):

That the Family Violence Intervention Team pilot project that ends effective December 31, 2003, be extended by six months to June 30, 2004, in order to receive the final project evaluation and enter into discussions with the Province of Manitoba regarding funding of a comprehensive Family Violence Intervention Project as a component within the Provincial Family Violence Prevention Strategy.

REPORT SUMMARY:

Key Issues:

- The Family Violence Intervention Teams (FVIT's) three-year pilot project expires December 31st, 2003. Ongoing funding is not contained within the 2004 budget.

- This report recommends a six-month extension of the FVIT project to June 30, 2004. This extension will allow for receipt of the final project evaluation and policy discussions with the Province regarding potential long-term funding. If a full-scale comprehensive preventative program is to continue this should occur as a component of the Province's overall Domestic Violence prevention strategy.

- The Project resulted from recommendations of the City's Working Group on Domestic Violence, consisting of representatives from the City of Winnipeg, the Province of Manitoba (Justice), and Community Agencies.

- The Pilot Project is a joint initiative between the Winnipeg Police Services and the Community Services Department, funded solely by the City of Winnipeg to date.

- The pilot project involves two Family Violence Intervention Teams (police/social worker) who intervene in high-risk domestic violence cases *where arrests have not been made*. The FVIT project currently represents the only early intervention program within Winnipeg that focuses on this population.

- The designated geographic areas for the pilot are:
    - District 1 – Downtown (highest number of incidents)
    - District 6 – Charleswood, Fort Garry, Fort Rouge, St. Norbert, River Heights & Tuxedo (to provide a cross section).

- An interim evaluation of the project has been completed by University of Manitoba's RESOLVE (Research and Education for Solution to Violence and Abuse). The results show that the project has been highly effective in increasing safety for families, however on a limited basis within the two geographic areas of the city defined within the Pilot.

- The final evaluation is expected early in 2004 and it is expected that it will confirm the same positive findings regarding the value of the project and recommendations for expansion, as articulated in the interim evaluation.

- The policy question is what level of Government should be financing such a prevention program if it were to be continued. The evaluation recommends continuation and expansion of the program in a manner that addresses the real demand, including operation within other areas of the city, in particular the north end of Winnipeg.

- The Province of Manitoba has primary responsibility for programs and services directed to reducing family violence, through its' Justice Department and Family Services and Housing Department. The pilot project's intent is to provide preventative services that increase safety for families. The project is clearly one component within the larger context of domestic violence prevention strategies. Therefore, it will be necessary for the Province of Manitoba to consider whether a comprehensive program should be funded as a component of its overall Domestic Violence Strategy.

- While the overall mandate for family violence falls under provincial jurisdiction, the City of Winnipeg's Police Service plays a significant role responding to incidents of family violence, and expends a significant portion of police resources toward this issue. The project has resulted in increased effectiveness of police response; however the project has not yet reduced demand on Police Services resources for repeated response to potentially escalating situations. It is expected that if this occurs it will only be over the long term.
    - In 2001, reported incidents of domestic violence, accounted for 9% of the Police Services total dispatched calls for service, and approximately 50% of reported crimes against persons.
    - Incidents of domestic violence continue to rise in Winnipeg, and across the country. The Winnipeg Police Service experienced an 82% increase in domestic violence calls from 1998 to 2002. The Police Service responded to 17,900 incidents of family violence in 2002, of which approximately two thirds did not result in arrests.

Implications of the Recommendation(s):

General Implications

	None
X	For the organization overall and/or for other departments
X	For the community and/or organizations external to the City of Winnipeg
	Involves a multi-year contract

Comments:

- This project was initiated as a result of the City's Working Group on Family Violence, a sub- committee of the City's Safety Committee
- It is considered by community experts as a critical component of a continuum of services provided by other government and non-government agencies in response to family violence.
- Community experts in the field of family violence and service providers continue to monitor this project, and believe it should be implemented in a more comprehensive manner and be expanded to the remainder of the city, in particular the north end of Winnipeg.

Policy implications

	No
X	Yes

Comments:

- To date this project has been funded entirely by the City.
- Based on the positive findings of the interim evaluation, the higher-level policy question for senior government is, whether this program should be continued in a comprehensive manner that addresses the real demand, including operation within other areas of the city, in particular the north end of Winnipeg.
- Since the legislated mandate relating to family violence resides primarily with the Province of Manitoba (Justice and Family Services and Housing), any implementation of the Program on a long-term basis would have to be considered by the Province as a component within its overall Family Violence Prevention strategy.

Environmental Implications

X	No
	Yes

Human Resource Implications

	No
X	Yes

Comments:

- A discontinuation of the project would require the redeployment of two permanent social workers within the City of Winnipeg structure.

Financial Implications

	Within approved current and/or capital budget
X	Current and/or capital budget adjustment required

Comments:

- The pilot project ends December 31st, 2003.
- If the project is extended for six months, both the Community Services Department and the Police Services Department would require funding in the 2004 budget. Six month total costs for both Departments are $84,863 if the project were extended for a six-month period. (See Financial Impact Statement and Appendix C for details).

REASON FOR THE REPORT:

On February 28, 2001, Council adopted Clause 1 of Report "A" of the Executive Policy Committee dated February 21, 2001, approving the recommendations contained in the final report of the Working Group on Domestic Violence, and referred the matter of additional funding to the Standing Committee on Fiscal Issues to identify a source of funding.

On March 13, 2001, the Standing Committee on Fiscal Issues approved an additional appropriation in the amount of $633,035 to allow the implementation of the six recommendations contained in the final report of the Working Group on Domestic Violence as adopted by Council February 28, 2001. The Family Violence Intervention Team (FVIT) Pilot Project represented one of the recommendations and received a three year total of $486,194 of the above amount.

The FVIT pilot project is in its final year and funding expires December 31, 2003. Council direction is required relative to the future of the project.

HISTORY:

- The Family Violence Intervention Team is a three-year pilot project, which commenced February 2001 as a result of the City's Working Group on Family Violence, which was formed as a sub-committee of the City's Safe City Committee.

- On February 23, 2000 Council adopted a motion of the Executive Policy Committee directing the Committee for Safety to form a Working Group to review all police policy regarding domestic assaults and zero tolerance. Council further directed that the Working Group present its findings and any recommendations to the Standing Policy Committee on Protection and Community Services. Working Group members included; Councilor Gerbasi (Chair), Councilor Vandal, Jane Ursel, (University of Manitoba's RESOLVE), and representatives from the Justice Department, Ma Mawi Wi Chi Itata Centre and the Winnipeg Police Service.

- On July 6, 2000, the Working Group on Domestic Violence submitted their final report to the Standing Committee on Protection and Community Services. The report consisted of six recommendations, one of which was the creation of a domestic violence intervention unit comprised of police and social work personnel to assess, develop and implement intervention strategies on high risk domestic violence cases.

- On October 20, 2000, the Standing Policy Committee on Protection and Community Services approved the six recommendations for immediate implementation as permitted within existing budgets and instructed the CAO to forward to the Standing Committee on Fiscal Issues a report addressing additional funding requirements. The FVIT project required additional funding.

- On February 28, 2001, Council adopted Clause 1 of Report "A" of the Executive Policy Committee dated February 21, 2001, approving the recommendations contained in the final report of the Working Group on Domestic Violence, and referred the matter of additional funding to the Standing Committee on Fiscal Issues to identify a source of funding.

- On March 13, 2001, the Standing Committee on Fiscal Issues approved an additional appropriation in the amount of $633,035 to allow the implementation of the six recommendations contained in the final report of the Working Group on Domestic Violence as adopted by Council on February 28, 2001. The Family Violence Intervention Team (FVIT) Pilot Project represented one of the recommendations and received a three year total of $486,194 of the above amount. Additionally, both Police Services and the Community Services Department contributed existing salary dollars bringing the total cost of the 3 year pilot project to $1,236,194.

- The FVIT pilot project is in its final year and funding expires December 31, 2003.

DISCUSSION:

Family Violence Context

- Family Violence Services in Winnipeg are primarily a provincial mandate. The Provincial mandate falls within the criminal justice system including a specialized Family Violence Court and Victim Support programs; Probation and Correction Services; and within Manitoba Family Services and Housing Family violence Prevention Branch for shelter and counselling programs for victims, aggressors and children; and education and public awareness initiatives.

- Despite Winnipeg's history of innovative responses to domestic violence, and a range of available services for victims, children and perpetrators, the incidence of domestic violence in Winnipeg remains high and continues to grow.

- Additionally, despite an overall decline in spousal homicide across the country, Manitoba continues to have one of the highest rates of domestic homicide in the country.

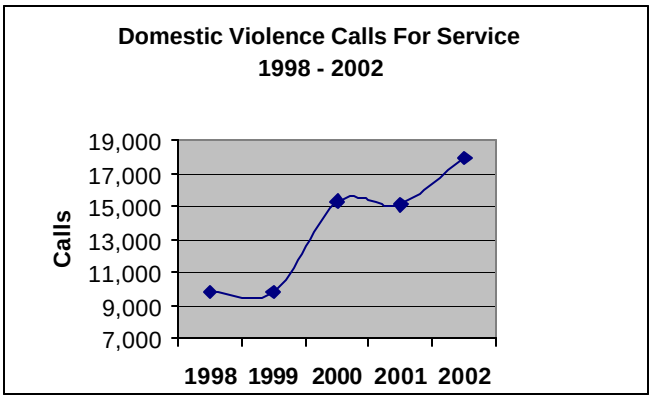
- Manitoba and Winnipeg are home to the largest Aboriginal population and Statistic's Canada's 2001 report identifies Aboriginal women as three times more likely to be victims of domestic violence, involving situations of greater severity of violence, and who are more likely to report.

- Statistic's Canada's 2002 report identifies a trend of increased domestic violence reporting across the country

- Rationale for increase includes; increased public awareness, reduction of stigma, improved training of police and criminal justice personnel, increased availability of police and court-related victim support services and increased public confidence in ability to respond.

- Family violence results in huge financial and social costs. It places a significant burden with respect to supplying and maintaining medical services, social services (including counselling and emergency shelter services) and criminal justice system services.

- The City of Winnipeg Police Service experienced an 82% increase in domestic violence calls from 1998 to 2002.



- In Winnipeg, family violence appears to be increasing at a higher than average rate. In 2001, there were over 15,000 incidents of domestic violence reported, which accounted for 9% of total dispatched calls for service, and approximately 50% of reported crimes against persons.

- In 2002, approximately 17,900 domestic violence incidents were reported, involving approximately 14,000 different victims. Of the total calls, 13,934 or 77% did not result in arrests.

- The City's Working Group on Domestic Violence recognized the opportunity for an early intervention and follow up strategy targeted at those calls not resulting in arrests, but at high risk of escalation. (The Province of Manitoba's Women's Advocacy Program follows up with those situations resulting in arrests).

Pilot Project Description

Model

- The pilot project involves two Family Violence Intervention Teams (comprised each of a police officer and a social worker) who intervene in high-risk situations where no arrests are made.

- The designated geographic areas for the pilot are:
  - District 1 (Downtown – where the majority of incidents occur)
  - District 6 (River Heights, Charleswood, Fort Gary, St. Norbert, and Tuxedo – to allow for a cross-section of the city)

- The teams review police reports and records of those situations that do not result in arrests, identify those that pose the highest risk for escalation, and attempt contact.

- Intervention consists of education, information, assistance with safety planning, short-term crisis counseling, advocacy and connection of families to existing community resources.

- In addition to increasing safety for families, and reducing the harmful impacts of domestic violence, the project's intent is to increase the City of Winnipeg Police Services effectiveness in responding to domestic violence calls, by assisting families at risk of further escalation who would not otherwise access existing community services, and over the long term reduce further calls for police service.

- Team involvement also assists in the prosecution of domestic violence cases.

Background

- The Family Violence Intervention Team Pilot Project is a collaborative venture between the Community Services Department and the Winnipeg Police Service.

- The Project resulted from recommendations of the City's Working Group on Domestic Violence, to deal specifically with those situations at risk of further escalation where arrests have not been made.

- It was recognized that there was no mechanism to initiate intervention in those situations; and intervening at opportune times with appropriate resources was seen as a way to generate positive changes and prevent further escalation.

- A consistent theme of projects across North America is the effectiveness of utilizing multi-disciplinary teams, to provide a more coordinated and comprehensive response. Across Canada and the United States various models are occurring involving different partnerships and funding options. The Winnipeg project is modeled after Edmonton's Spousal Violence Teams.
    - Edmonton and Vancouver have been utilizing police/social work teams for several years now with continued success.
    - Windsor, Ontario has more recently approached it from a medical perspective with hospital staff, community workers and police working together.
    - In the United States (San Diego, Denver, San Francisco), specialized units deal with domestic violence, including combinations of social work/police teams as well as police investigative teams with close links to the community.

- While other cities utilize police/social work teams, Winnipeg is the only city to address situations where no arrests are made. In Winnipeg, Women's Advocacy responds to victims in arrest situations.

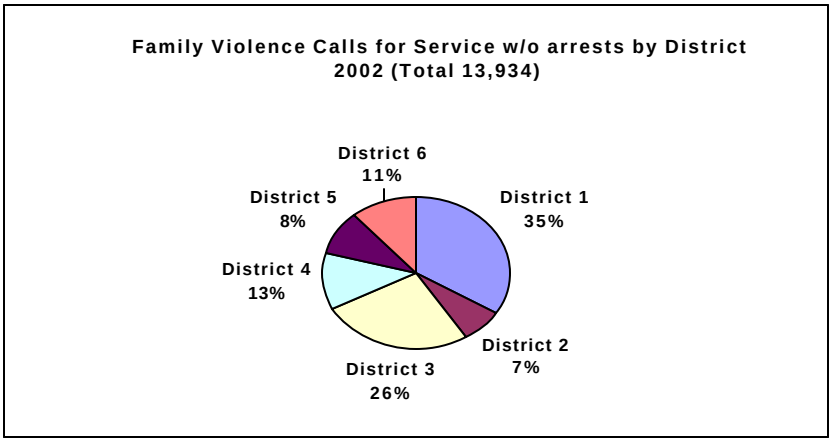
- The teams work primarily with high- risk families who have been unable or who have experienced difficulty accessing existing services. The teams often take on a coordinating role, given the numerous services that families are required to access from different resources, be it financial, legal, housing, counseling, etc.

- A multi-disciplinary Resource Committee consisting of nineteen stakeholders and experts in the field of family violence was established, and continues to be an on-going advisory resource for the FVIT project.

Project Evaluation:

Scope

As expected, the number of domestic violence calls occurring in Districts 1 and 6, where no arrests were made, far exceeded the teams' capacity to respond.



- In 2002, there were 13,934 domestic violence incidents that did not result in arrests; 35% of which occurred in District 1 (downtown).
- In District 1, the team was able to assess 385 or 7% of the total incidents involving no arrests.
- In District 6, the teams were able to assess 540 or 35% of the total incidents.

The nature of the work, including the population the project is intended to serve ("high risk" of potential violence), requires intense involvement and often a significant time commitment from the team in order to effect change. The involvement of both team members is required in order to adequately address family safety and protection issues and connection to community resources. Given this, the number of families that one team can work with is relatively low. The impact, however, is significant in terms of family safety, and long-term intergenerational consequences. Of the situations dealt with by the teams, 70% involved children in the home, 18% of the victims had just recently given birth and 12% of the victims were pregnant.

In order for Family Violence Intervention Teams to deal with a significant portion of the situations at "high risk" of escalation, or on a citywide basis, an expansion of the project would be required.

External interim evaluation & Focus Groups

An interim evaluation of the FVIT pilot project, completed by RESOLVE, Manitoba (University of Manitoba's Research and Education for Solutions to Violence and Abuse) in January, 2003 was very positive and concluded that the FVIT project had met all of it's goals and objectives.

Some of the project outcomes included:

- Increased safety, knowledge of resources and access to existing resources for "high risk" families
- Increased number of victims leaving abusive relationships and remaining apart, or improved family relationships
- Enhanced co-operation, collaboration, and co-ordination of services for clients

Both the interim evaluation and Focus Groups conducted with the FVIT's Resource Committee, consisting of stakeholders and experts in the field of family violence have recommended an expansion of the project, specifically to the north end.

(Refer to Appendix A for listing of goals and objectives; Appendix B for evaluation highlights and recommendations.)

Conclusion:

- Considerations include:
  - that domestic violence is increasing, and represents approximately 50% of all crimes against persons in Winnipeg,
  - that the model utilized within the pilot project is in keeping with prior reports and inquiries which stress the need for a multi-disciplinary collaborative approach to this societal problem (i.e. 1991Pedlar Report, the Lavoie Inquiry (1997 Schulman Report), the City's Working Group on Domestic Violence (2000), and the Federal-Provincial-Territorial Working Group Review of Spousal Abuse Policies and Legislation in 2003).
  - the project contributes to the principles articulated in Plan Winnipeg with regards to making communities safer and providing support for people at risk, "supporting the provision of safe refuges for victims of domestic violence and abuse"
  - while Police Services are in a unique position to identify such volatile situations, and the project has demonstrated increased safety for families, it has not demonstrated any significant reduction in calls for Police Services. A reduction in calls for Police Service could only be expected as a longer- term outcome of such a project.
  - and that a discontinuation of the project would require the redeployment of two permanent social work staff within the City of Winnipeg.

- The interim evaluation of the Pilot Project has shown that the project has been highly effective, however on a long-term basis would need to be implemented in a comprehensive manner that addresses the real demand throughout Winnipeg. The final evaluation is due at the end of December 2003 and it is expected that it will confirm the same positive findings regarding the value of the project and recommendations for expansion, as articulated in the interim evaluation.

- The policy question is what level of Government should be financing such a comprehensive prevention program if it were to be continued.

- Considering the following points, if the project were to continue in a comprehensive manner it would be necessary for the Province of Manitoba to consider funding it as a component of the overall Provincial Domestic Violence Strategy.

    - family violence has implications for all levels of government in terms of significant social and economic costs from health care systems, civil and criminal justice systems, housing and shelter services, and community services,
    - the Province of Manitoba has primary responsibility for programs and services directed to reducing family violence, through its' Justice Department and Family Services and Housing Department, and
    - the pilot project's intent is to provide preventative services that increase safety for families. Therefore the project is clearly one component within the larger context of Provincial domestic violence prevention strategies.

Financial Impact Statement

Date: November 24, 2003

Project Name: Future Direction of the FVIT Pilot Project

First Year of Program **2001**

	2004	2005	2006	2007	2008
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Total Additional Debt Required	$ -	$ -	$ -	$ -	$ -
Current Expenditures/Revenues					
Direct Costs	$ 84,863	$ -	$ -	$ -	$ -
Less: Incremental Revenue/Recovery		-	-	-	-
Net Cost/(Benefit)	$ 84,863	$ -	$ -	$ -	$ -
Less: Existing Budget Amounts	-	-	-	-	-
Net Budget Adjustment Required	$ 84,863	$ -	$ -	$ -	$ -

Additional Comments: Direct costs represent requirements for both the Police Service ($20,363) and Community Services ($64,500) if the project were extended for a six month period. Expenses are detailed in appendix "C".

Manager of Finance & Administration
Community Services Department

IN PREPARING THIS REPORT THERE WAS CONSULTATION WITH, AND CONCURRENCY BY:

THIS REPORT SUBMITTED BY:

Community Services Department
Community Resource, Protection and Safety Services Division
Prepared by: Karen Mitchell
Administrative Coordinator Social Support and Development
(Co-coordinator Family Violence Intervention Team)
Community Services Department
File No.

APPENDIX A:

Mission Statement:

To increase safety for families and to reduce the harmful impact of domestic violence, through the provision of outreach services, working in partnership with the community in incidents of domestic conflict where arrests have not been made.

Goals and Objectives:

- Identify families in conflict, from police calls for service where not arrests have been made and select high-risk environments to initiate outreach contact.

- Create a safe and supportive environment in which to conduct interviews (safety of victims and children must come first).

- Provide assessment and intervention through the provision of education, information, short-term counseling, advocacy, referral, the co-ordination of community resources and the development of safety plans.

- Work to enhance safety for families "at risk" of potential violence by increasing their awareness and connecting them to appropriate community resources.

- Establish and maintain collaborative relationships with other levels of government, agencies, community and multi-disciplinary networks related to domestic violence.

- Facilitate increased understanding, cooperation and coordination among the Family Violence Intervention Teams, collateral agencies, institutions and individuals experiencing abuse/violence.

- Identify ways to improve police response to incidents of domestic violence.

APPENDIX B

INTERIM EVALUATION: FAMILY VIOLENCE INTERVENTION TEAMS

HIGHLIGHTS:

The interim evaluation of the Family Violence Intervention Team (FVIT) pilot project was completed in January 2003 by RESOLVE, Manitoba (Research and Education for Solutions to Violence and Abuse). The evaluation concluded that the pilot project had met all of its goals and objectives, and that it had been a successful initiative, increasing the safety and reducing the harmful impact of domestic violence for a significant number of Winnipeg families. Both clients and collateral agencies reported a high degree of satisfaction with the FVIT's and the services provided. The clients, collateral agencies, and FVIT members interviewed consistently suggested the need for additional teams throughout the city.

The evaluation was comprehensive and addressed the following; number and characteristic of people served, type and effectiveness of services, client and collateral agencies satisfaction of services provided, team functioning, and recommendations for improvement. The evaluation process included a review of quantitative data (188 "high risk" cases that the team had contact with), and interviews with 43 clients, 7 collateral agencies and team members.

Primary Recommendations include:

- Increase the number of Family Violence Intervention Teams (particularly in the north end)
- Continue with same model
    - both a police officer and social worker on the team
    - male/female mix
    - partnership between the Winnipeg Police Services and the Community Services Department
- Teams should be community-based (located in the districts they serve)
- Increase joint client/partner services and services to aggressors (majority of work to date with victims and children)

(Complete list of recommendations listed at end of highlights)

SUMMARY OF KEY FINDINGS:

CLIENT PROFILE: (Subject and Complainant)

Demographics and client profile information is based on 188 "high risk" cases that the Family Violence Intervention Teams had contact with.

Subject – individuals about whom the police received calls. (In the majority, but not all cases, this was the offender in the domestic violence situation).

Complainant – the person who made the call to police (In the majority, but not all cases this was the victim in the domestic violence situation.)

- Majority of subjects (77%) and complainants had a history of past domestic violence charges, (higher frequency downtown).
- Most common charges for subjects were breach of court orders (46%), property damage (31%), weapons (28%) and firearms restrictions (15.4%)
- Higher frequency of charges in downtown area, except firearms restrictions, which differed only slightly between districts (16% and 15%).
- Subjects (64%) had history of other forms of violence
- Alcohol/Substance abuse issues for both subject and complainant, (49%) for subjects, 35% for complainants; higher frequency in downtown area
- Average age: 36 for Subjects, 35 for Complainants
- In the downtown area, (42.5%) of the subjects were identified as Aboriginal and (42.5%) of the complainants in the downtown area.
- Child custody issues: (15%) complainants
- Mental health issues: complainants (15%), subjects (12%)
- 12% of all females were pregnant at the time of the incident and 18% had recently given birth
- 70% of the cases involved children in the home

OUTCOMES:

Increased Safety/ Knowledge of Resources/ Access to Services

The majority of clients indicated that contact with the FVIT's had increased their safety, knowledge of available services and provided them with the means to access services.

Of clients interviewed: (N=43)

- 100% reported feeling safer as a result of involvement with the FVIT
- 98% reported being provided with new information, including available community resources
- 92% reported that their situation had changed (improved) as a result of contact with the team
- 53% gave specific examples of safety promoting action they had taken (i.e., legal action, protection orders, alarms, locks changed, cell phones)
- 44% reported acting on referrals to other services (counselling, addictions)
- 56% reported receiving assistance related to legal issues from the team

Examples of FVIT activity included: (N= 188 "high risk" cases)

- A combination of over 850 referrals, information provision, accompaniment to various community resources (i.e., counselling, shelters, housing, financial, addictions and legal services) for families. The majority of referrals involved complainants and their children.

- Team involvement resulted in 29 additional arrest charges.
- Assisted with 21 protection orders.
- Attended court with 20 complainants.
- Assisted 10 clients in obtaining residential alarms, 8 Victim First cell phones.

Assisted with termination of abusive relationships and/or remaining apart /Improved relationships

Of clients interviewed: (N=43)

- 30% reported having terminated abusive relationships after FVIT intervention
- 37% reported having left abusive relationships prior to FVIT intervention and advised that FVIT involvement had assisted them to remain apart and move on with their lives.
- 30% reported remaining in the same relationship, however, advised that their relationship had improved as a result of intervention

Enhanced Cooperation/Collaboration/Coordination of Services for Clients:

Of collateral agencies interviewed (N=7), clients interviewed (N=43):

- All collateral agencies, reported a very cooperative relationship with the FVIT's and indicated that their clients were very satisfied with their response.
- 73% of intense assistance clients advised that their accessing community services had been facilitated by the FVIT.
- Almost all collateral agencies reported having contact with the FVIT members for numerous reasons beyond referrals, including information sharing, training, advice and problem solving and advocacy for clients.

FVIT MODEL (Social Worker/Police Officer) substantiated:

Of collateral agencies interviewed (N=7), clients interviewed (N=43):

- All (100%) clients reported that the FVIT's were sensitive to their needs.
- All clients reported that it was helpful to have both a police officer and a social worker on the team; the importance of a male/female mix was also mentioned.
- Police presence appeared to be key in increased feelings of safety for complainants.
- All (100%) collateral agencies advised it was helpful to have both a police officer and social worker on the team and all team members strongly suggest the benefits of both disciplines on the team.
- Having two different departments involved was identified as beneficial.

Scope (number of incidents assessed, families contacted)

- Over 1200 family violence incidents (where no arrests made) assessed by the FVIT's.

- 541 situations identified as "high risk" for further escalation, which represents 45% of those assessed
- 365 families contacted and provided with information (67% of those identified as "high risk")
- 58% of families contacted wanted further information/involvement (81% downtown versus 49% suburbs)
- 194 different families worked with
- Majority of work done with victims (complainants) and children versus perpetrators (subjects). (Rationale: voluntary, only contact perpetrator/aggressor upon consent of complainant, many families not residing together at time of intervention)

RECOMMENDATIONS INCLUDED IN EVALUATION:

1. **Increase the number of Intervention Teams.**
   (include other parts of the city, especially the north end)
2. **The Teams should become more community based.**
   (located in districts they serve)
3. **Continue having both a social worker and a police officer on the Intervention Teams.**
4. **Continue having both a female and a male on the Intervention Teams**.
5. **Continue the partnership between Winnipeg Community Services Department and Police Services.**
6. **Provide clients with more information.**
7. **Information should be presented at the clients' level of understanding.**
8. **Increase joint client/partner services and services to offenders.**
   (To date, the majority of work has been with victims as service was voluntary. Offenders were only approached upon consent of the victim; many couples were not residing together). Many clients would like services mandated for their partners, however, not realistic. The teams will be following up to look at ways to have more aggressors participate.
9. **Continuation of the emphasis on client needs and wishes.**
   (client centered approach, keeping in mind safety of women and children first)
10. **Revisit the work hours and times of operation for Team members**
    Some clients want FVIT's to be available weekends and evenings (all the time); however the intent is not to be an emergency service. Re-visiting hours of operation.
11. **Increase intervention Team follow-up and after care service**.
12. **Continuation of the outreach component**.
13. **The Intervention Team should clarify the appropriate process of referral to the Teams themselves and revise the means of obtaining cases.**

    (Clients wanting to refer other women to the teams, as well as some collateral agencies).

14. **More collaboration with collateral agencies for a more coordinated response for clients**.
15. **Increase public awareness of the Intervention Teams.**
16. **The continuation of the Resource Committee.**

TEAM/INTERNAL PROCESS/PROCEDURAL ISSUES:

17. **Improve the maintenance of the high-risk cases database**.
    (Resources are required to establish an appropriate tracking system)
18. **Clarify the appropriate content within client reports**.
19. **Clarify appropriate procedures on issues of disclosure where no arrests have been made**. (Procedure in place, written Administrative Directive being completed)
20. **Social workers should have access to the Winnipeg Police Services database**.
21. **Provide larger and more private workspace for the Team**.
22. **Provide Teams with more opportunities for professional development.**
23. **Make Intervention Team meetings more informal, brief, and focused.**
24. **Continuation of some form of evaluation**
25. **The Intervention Teams should have control over their daily activities.**
26. **Increased self-care for Team members**
27. **There is a need for systemic changes at the societal level.**

APPENDIX C

FAMILY VIOLENCE INTERVENTION - Financial Analysis

	2004	2005	2006	2007	2008
Community Services Requirements					
Salaries & Burden Costs	62,500				
Training	800				
Other	950				
Client Transportation	250				
Sub total Community Ser.	64,500				
Police Service Budget Requirements					
Services:					
Non-professional	9,000				
Printing	100				
Telephone	1263				
Training	9,000				
Materials					
Photo Supplies	50				
Stationery	250				
Subscriptions	100				
Other	500				
Assets					
Books	100				
Sub total - Police	20,363				
TOTAL	84,863				