PRESENTATION TO NATIONAL RESEARCH DAY
Sexual Violence, Domestic Violence
Exploring the Continuum of Violence
November 9, 2012
Responding to a Need

- There are many barriers for people who access services related to domestic violence and sexual assault

- Barriers related to language, culture, race, ethnicity, disability, gender, age, sexual orientation

- We identified 11 different systems, 15 services and 24 social issues that present alongside domestic violence and sexual assault

- Individuals have the most difficulty when they try to access service within the “big systems”

- Failed attempts to access service result in “giving up”
Responding to a Need

- Individuals don’t experience domestic violence and sexual assault in isolation

- Women and children who stay in shelters are believed to constitute only 10% of those who are abused at any given time (Canadian Centre for Justice Statistics June 2007).

- Fewer than 3 in 10 victims of domestic violence in Canada report to the police (2004 General Social Survey).

- 8% of sexual assault survivors report to police (Statistics Canada, 2004)
Purpose – Why Connect?

- To increase access to essential services for any individual affected by any type of domestic violence and/or sexual assault
- This includes victims, aggressors, family, friends, support people and professionals
- Creating a welcoming gateway to service – no wrong door!
- An opportunity for a new “low threshold entry point”
What is Connect?

- 24 Hour Support and Information Line offering Systems Navigation – Never the wrong door!

- In-person Support (weekdays at Sheldon Chumir Health Centre in downtown Calgary)

- 24 Hour Sexual Assault Response Team

- Sexual Assault Follow-up Clinic

- Connect Police Liaison

- Domestic Violence Education and Awareness
Domestic Violence and Sexual Abuse/Assault

WHO

Clients
People who have been affected by domestic violence and/or sexual assault (past and/or present) or who are at risk *
People who are supporting those who have experienced domestic violence and/or sexual assault (friends, family, co-workers)
Offenders

Allied Professionals
Community agencies
Mainstream systems (e.g., health)

WHAT

GATEWAY

24 Hour Telephone Line
In-Person Support
Website

Clients are connected to programs, information, case-management and support, as needed

SYSTEM NAVIGATION

CLIENT REFERRALS AND SUPPORTS
- Needs assessment
- Screening
- Information and support
- Safety planning/risk assessment
- Basic needs referrals
- Emotional/psychosocial support and referrals
- Legal support and referrals
- Health and Mental Health referrals

OPENING DOORS WITHIN MAINSTREAM SYSTEMS
Leverage relationships developed through co-location to help allied professionals navigate¹:
- Health
- Calgary Police Services
- Legal (Civil)

FEEDBACK LOOPS

FOLLOW-UP
Phone call(s) to the client to determine the following:
- Was the referral accessed?
- Did the client experience any barriers in accessing the referral?
- Was the referral helpful?
- Are further supports needed?

Iterative process to address barriers and ensure clients are able to access the most appropriate supports and services

ONGOING FEEDBACK & LEARNING
Share information and learnings around identified gaps, limitations and opportunities to relevant systems, agencies, and community groups

¹Over time, we would hope to add Alberta Works and CFSA

*While Connect is open to all, our marketing efforts focus on those people who are unlikely to contact crisis services and/or those who are not accessing services
Connect Successes

- Increased Access – Gateway low threshold model
- New Integrated Service Models
- New Policy Initiatives – Third Option; Urgent Care
- Increasing Awareness & Capacity
- Dissemination of Best Practices
Connect Success

- Effective Use of Resources with a Social Return on Investment of $3.04:1

$3.04 for every dollar invested
Connect’s Challenges

- Communication and outreach to this invisible majority
- Collaboration with limited co-location
- Building an integrated service response to domestic violence and sexual assault
- Managing a collaborative
- Resources required for sustainability
Learnings – Working in a Collaborative

- Commitment
- Shared Vision
- Management – Coordinator function essential
- Communication within Collaborative
- Service Integration
- Building Capacity
- Service Continuum – build professional relationships
- Co-Location
QUESTIONS?