

# **Discussion Brief: Exploring Enhancements in Program Design and Service Delivery**

Community Safety and Crime Prevention Branch  
Ministry of Justice

October 20, 2014

## **Introduction**

The Community Safety and Crime Prevention Branch is interested in exploring enhancements in program design and service delivery for contracted victim service and violence against women programs. The Branch has identified two areas that it would like to explore further with contracted service providers.

These include:

- Exploring the Combination of Community-based Victim Services (CBVS) and Outreach Services
- Enhancing Services in Rural and Remote Communities

## **Exploring the Combination of CBVS and Outreach Services**

Outreach Services were transferred to the Branch in August 2009. Through Branch reviews as well as conversations with several agencies, the suggestion has been made that there may be merit to exploring the potential combination of these services.

A number of reasons have been identified as to why exploring a combined service may be beneficial. These include:

- There are similar clients served by both program types
- There is at least a partial overlap of service deliverables (e.g. emotional support, referrals, safety planning, role in community coordination, and assistance with accompaniment and supports in relation to family law matters)
- There are outreach service and community-based victim service programs currently operated by the same agency
- There may be opportunities to provide increased flexibility to service providers in the provision of these services through a single program type

*General Service Deliverables: CBVS and Outreach Services*

A comparison of general service deliverables between CBVS and Outreach Service contracts highlights some of the similarities in services.

<b>Community-based Victim Services</b>	<b>Outreach Services</b>
Work to enhance public awareness and education of victims' issues and network with other service providers	Develop and deliver culturally-appropriate public education initiatives
Provide practical and emotional support	Provide supportive counselling
Conduct safety planning	Facilitate women's understandings of their experience and the impact of the trauma resulting from their experience
Provide information and referrals to other agencies and services including providing transportation	Assist women through referrals to appropriate services and develop and maintain relationships with related services to identify and address the service needs of women
Provide criminal justice system information and support including support for the criminal court process and arranging/accompanying victims to meetings with criminal justice system personnel	Provide local transportation, accompaniment and advocacy as required for appointments

The Community Safety and Crime Prevention Branch is interested in exploring the possible combination of these programs and is interested in feedback from contracted service providers on this issue.

**Enhancing Service Delivery in Rural and Remote Areas**

A second area the Branch is interested in exploring is enhancing service delivery in rural and remote areas.

The majority of British Columbians currently have some access to victim service and violence against women programs. This may include access to local community programs and/or, at minimum, services that can be obtained province-wide including VictimLink BC (1-800 Helpline) and the Crime Victim Assistance Program (CVAP).

However, given existing funding levels and relative levels of demand for services, the reality is that it is impossible to have in-person programs on the ground in every community in the province.

The Community Safety and Crime Prevention Branch is interested in hearing from service providers about ideas for how we can potentially enhance services to victims of crime in rural and remote areas of the province.