



# **SERVICES TO VICTIMS OF CRIME CONSULTATION INITIATIVE**

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## **Report on Phase 1: Survey of Contracted Service Providers**

Community Safety and Crime Prevention Branch  
Ministry of Justice  
Government of British Columbia

July 2014

# Introduction

The Community Safety and Crime Prevention Branch is undertaking an initiative to prepare contracted service providers who deliver victim service and violence against women programs for the process of open procurement, scheduled to be phased in beginning in the 2015/16 fiscal year.

Additional information about this initiative, including background materials, are available on the web at [www.pssg.gov.bc.ca/victimservices/service-provider](http://www.pssg.gov.bc.ca/victimservices/service-provider).

This report provides an update on the status of this initiative, including the results of the phase 1 consultation survey which took place in May and June.

The phase 1 survey was designed to provide a new baseline for understanding service provider perspectives on current program design and service delivery. The results of the survey will be used by the Branch in follow-up phases.

# Overview

The *Services to Victims of Crime Consultation Initiative* is a multi-phased consultation that will culminate with the development of a procurement plan for the sector. The project is broken down into three main phases:



A critical component of this initiative involves consultations with contracted programs and stakeholders regarding program design, service delivery as well as the procurement plan itself. Each phase of the initiative is designed to build on the preceding phase and to inform the ultimate direction of the procurement plan.

At the end of each phase, the Branch will report out to the sector on what we heard. This document looks at the phase 1 survey of contracted service providers and provides a bit of an overview of where we are heading in phase 2.

# Phase 1 Survey – Background

The phase 1 survey was distributed on May 16, 2014 to 200 contracted service providers. The survey officially closed on June 20, 2014.

A total of 167 service providers responded to the survey for a response rate of 83.5%.

This report provides an overview of the survey results, broken down by questions pertaining to specific themes or program types. The survey results focus on the following areas:

- General Context Questions
- Program Design and Service Delivery
- Records Management Guidelines
- Connections with Other Service Providers
- Working with Aboriginal Clients
- Working with Immigrant and Refugee Clients
- Information on Community Coordination Activities

# Phase 1 Survey – Highlights

A question by question breakdown of survey results begins on page 8 of this report, including questions pertaining to specific program areas. In total, Branch staff reviewed and analyzed over 3,000 narrative responses in the process of summarizing the survey results. While we encourage everyone to review the results of the entire survey, below are selected highlights:

## ***General Context Questions***

- Two-thirds of service providers (66.7%) indicate that in addition to holding contracts with the Branch, they hold contracts for other publicly-funded services.
- The majority of service providers (63.4%) believe that the services they are providing are meeting the needs of the community.
- A considerable majority of service providers (83.4%) believe that there are gaps between services in their community for victims of crime.
- Roughly three-quarters of respondents (74.8%) indicated that there were not any overlaps between services in their communities for victims of crime.
- Over half of respondents (56.1%) indicated that the service mix in their community was meeting their community's needs.
- Over 60% of service providers felt that services could be structured differently in order to better meet the needs of clients.

## ***Program Design and Service Delivery***

- Service providers overwhelmingly indicate that the services described in their Schedule A (services to be provided) accurately reflect the work their agencies are delivering.
- By and large, service providers are interested in having program standards and best practice documents for their programs with a few exceptions.

### ***Records Management Guidelines***

- Over two-thirds of service providers (67.1%) indicate that they would benefit from updated records management guidelines.

### ***Connections with Other Service Providers***

- Service providers feel most strongly connected with police and transition house programs and least connected with family justice counsellors, immigrant settlement service providers and employment and income assistance programs.

### ***Working with Aboriginal Clients***

- Nearly 70% of service providers indicate that Aboriginal clients make up more than 10% of their program clients. While service providers believe they have the cultural competency to respond to the needs of Aboriginal clients and take steps to ensure their services are open and inclusive, just over 70% identify gaps in meeting the needs of Aboriginal clients.

### ***Working with Immigrant, Refugee and Non-Status Clients***

- In contrast to the information provided on Aboriginal clients, over 60% of service providers indicate that immigrant, refugee or non-status clients make up less than 10% of their total clientele. While service providers believe they have the cultural competency to respond to the needs of immigrant, refugee and non-status clients and take steps to ensure their services are open and inclusive, just under 70% identify gaps in meeting the needs of immigrant, refugee and non-status clients.

### ***Information on Community Coordination Activities***

- Over three-quarters of programs (76.5%) are involved in local VAWIR/domestic violence committees with over 60% of service providers involved in an ICAT. Just over 55% of service providers indicated that their organization had accessed the services of the Community Coordination for Women's Safety program.

# Next Steps – Phase 2

In addition to providing a report on the phase 1 survey results, we want to let everyone know where we are headed in phase 2 of the project, scheduled to take place this Fall.

In phase 2, the Branch will undertake further consultations focused on getting feedback from contracted service providers on specific issues pertaining to program design and service delivery. Consultation discussions will build on the survey results as well as allow us to share some ideas about how we might be able to improve services to victims of crime in BC.

Another important aspect of Phase 2 will be providing additional information about what service providers can expect from the Branch's open procurement activities and a better sense of the timing of these activities. As we have already communicated, the intention is to begin phasing procurement processes beginning in 2015/16. As this is a phased in approach, the current application process will largely remain the same for most service providers for 2015/16 contracts.

Throughout each phase of this process, we are committed to providing contracted service providers with information as well as opportunities for dialogue and questions.

# **SURVEY RESULTS**







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## **General Context Questions**



# General Context Questions



How many people live in the community that you provide services to?

| Response          | Chart                                                                             | Percentage             | Count      |
|-------------------|-----------------------------------------------------------------------------------|------------------------|------------|
| Under 5,000       |  | 15.0%                  | 25         |
| 5,001 to 10,000   |  | 16.8%                  | 28         |
| 10,001 to 20,000  |  | 15.0%                  | 25         |
| 20,001 to 50,000  |  | 14.4%                  | 24         |
| 50,001 to 100,000 |  | 13.2%                  | 22         |
| More than 100,000 |  | 25.7%                  | 43         |
|                   |                                                                                   | <b>Total Responses</b> | <b>167</b> |

## *Discussion*

While the majority of the Branch's contracted service providers are providing services to communities with less than 50,000 people, the survey results show that service providers are working in communities of all sizes.

## Do you hold contracts for other publicly-funded services?



| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 66.7%                  | 110        |
| No       |  | 33.3%                  | 55         |
|          |                                                                                   | <b>Total Responses</b> | <b>165</b> |

### *Discussion*

Just over two-thirds of service providers indicate that they hold contracts for other publicly-funded services. Common contracts for other publicly-funded services that were referenced by service providers included:

- Contracts with the Ministry of Children and Family Development for a variety of programs and services; (46 service providers indicated they held such contracts)
- Contracts with BC Housing for transition house programs (including safe homes and second-stage housing) (42 service providers indicated they held such contracts);
- Contracts with Health for mental health and addiction services (28 service providers indicated they held such contracts); and,
- A variety of other contracts with provincial ministries, federal departments, municipalities and other public bodies (23 service providers indicated they held such contracts).

Are the services Victim Services and Crime Prevention contracts you to provide meeting the needs of your community?



| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 63.4%                  | 97         |
| No       |  | 36.6%                  | 56         |
|          |                                                                                   | <b>Total Responses</b> | <b>153</b> |

### *Discussion*

The majority of service providers (63.4%) believe that the services they are providing are meeting the needs of the community.

For those that responded that services were not meeting the needs of the community, the primary explanation was that more hours of service were required to address community demand.

Thinking more broadly, are there any gaps between services in your community for victims of crime?


| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 83.4%                  | 126        |
| No       |  | 16.6%                  | 25         |
|          |                                                                                   | <b>Total Responses</b> | <b>151</b> |

### *Discussion*

A considerable majority of service providers (83.4%) believe that there are gaps between services in their community for victims of crime.

The most common gaps identified include legal aid and court related gaps, funding related gaps, lack of services for men, lack of affordable housing and practical supports, gaps in sexual assault services for women, gaps in transportation and travel for clients and staff, and the need for more counselling.

## Are there any overlaps between services in your community for victims of crime?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 25.2%                  | 38         |
| No       |                                                                                   | 74.8%                  | 113        |
|          |                                                                                   | <b>Total Responses</b> | <b>151</b> |

### *Discussion*

Roughly three-quarters of respondents (74.8%) indicated that there were not any overlaps between services in their communities for victims of crime.

Of those that did identify overlaps, the primary explanation for these overlaps was due to communication issues and protocols not being followed rather than any structural or programming issues.

What ideas do you have to expand what is working well in your community?

### ***Discussion***

The number one idea for expanding on what was working well was to provide additional funding for service delivery and coordination work. This was followed closely by suggestions to continue to enhance collaboration and partnerships and to provide more resources, training and opportunities to facilitate cross-sector coordination and collaboration.

What ideas do you have to address what is not working well in your community?

### ***Discussion***



To address what is not working well in their community, respondents suggested that service providers should work on improving relationships, clarifying roles and responsibilities and work on coordination and referral protocols between police-based and community-based victim service programs.

What can Victim Services and Crime Prevention do that would help you deliver better services in your community?

### ***Discussion***

The number one response to this questions was to increase funding to support increased program hours and related program delivery expenses. This was followed by providing specialized training and resources to support the work of the programs. A sizable minority of respondents also wanted a re-examination of funding formulas, the regional distribution of funding, as well as the contracting process and contract deliverables.

## Is the current mix of services that Victim Services and Crime Prevention funds in your community meeting your community's needs?



| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 56.1%                  | 83         |
| No       |  | 43.9%                  | 65         |
|          |                                                                                   | <b>Total Responses</b> | <b>148</b> |

### *Discussion*

Over half of respondents (56.1%) indicated that the service mix in their community was meeting their community's needs.

For those that responded that the service mix was not meeting their community's needs, the top explanation was that additional funding was required by programs to deliver services or to address waitlists. Lack of services and outreach for men as well as a lack of accessible programs for Aboriginal and other cultural communities were also cited by a small number of respondents who felt that services were not meeting the community's needs.

Are there other ways that services could be structured in order to better meet the needs of clients in your community?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 61.5%                  | 91         |
| No       |  | 38.5%                  | 57         |
|          |                                                                                   | <b>Total Responses</b> | <b>148</b> |

### *Discussion*

Over 60% of service providers felt that services could be structured differently in order to better meet the needs of clients.

When asked to explain, several indicated that services should be available 24 hours a day, 7 days a week and that there should be increased coordination and collaboration between service providers. Several respondents identified gaps in services as part of their response, suggesting that location of services was potentially problematic for clients in rural areas trying to access services and that additional court support and assistance with family law cases was needed. Additional services/outreach for men was also identified as a gap in a small number of communities.



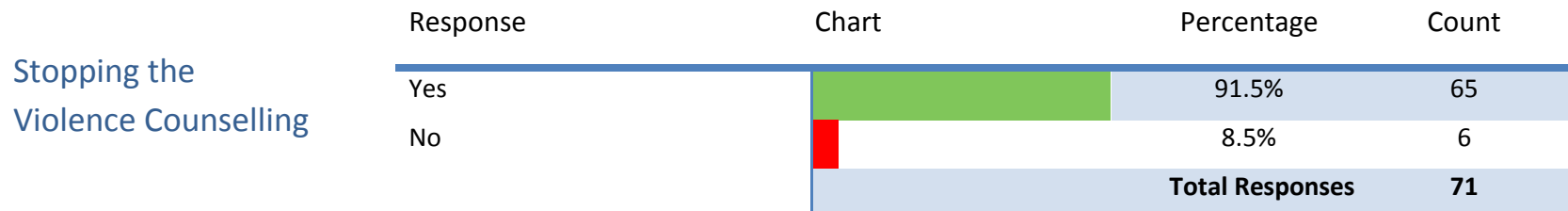
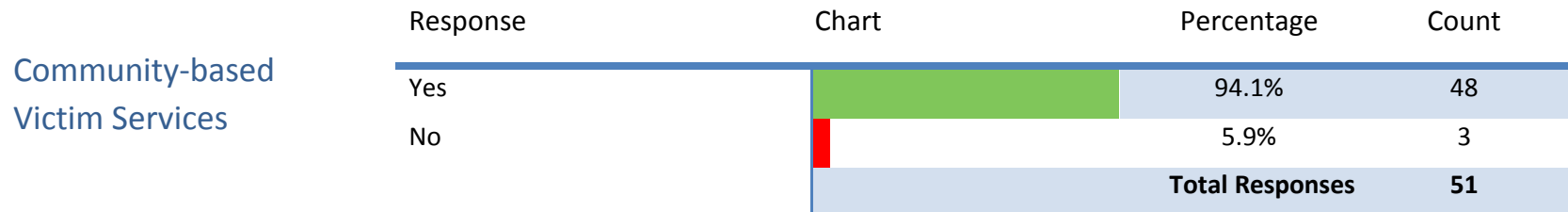
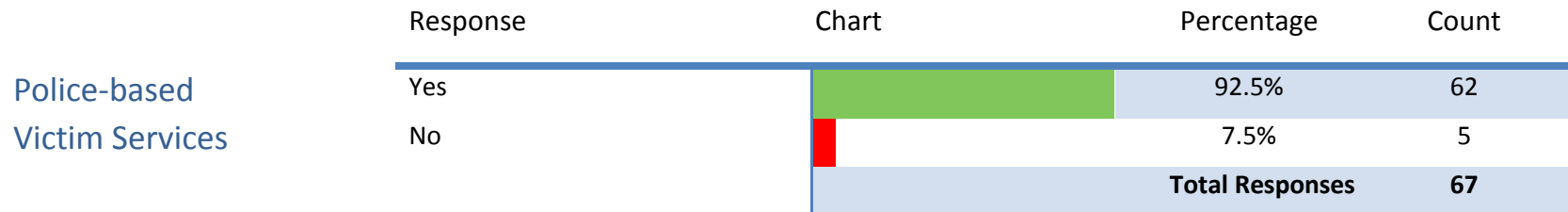
# **SURVEY RESULTS**

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## **Program Design and Service Delivery**



# Contract Schedules



Do the services described in the Schedule A (services to be provided) of your contract accurately reflect the work your agency is delivering?



Do the services described in the Schedule A (services to be provided) of your contract accurately reflect the work your agency is delivering?

|                                     | Response               | Chart                                                                              | Percentage | Count     |
|-------------------------------------|------------------------|------------------------------------------------------------------------------------|------------|-----------|
| Children Who Witness Abuse Programs | Yes                    |  | 98.4%      | 63        |
|                                     | No                     |   | 1.6%       | 1         |
|                                     | <b>Total Responses</b> |                                                                                    |            | <b>64</b> |

|                   | Response               | Chart                                                                              | Percentage | Count     |
|-------------------|------------------------|------------------------------------------------------------------------------------|------------|-----------|
| Outreach Services | Yes                    |  | 86.0%      | 43        |
|                   | No                     |  | 14.0%      | 7         |
|                   | <b>Total Responses</b> |                                                                                    |            | <b>50</b> |



|                                 | Response               | Chart                                                                               | Percentage | Count     |
|---------------------------------|------------------------|-------------------------------------------------------------------------------------|------------|-----------|
| Multicultural Outreach Services | Yes                    |   | 90.0%      | 9         |
|                                 | No                     |  | 10.0%      | 1         |
|                                 | <b>Total Responses</b> |                                                                                     |            | <b>10</b> |

## *Discussion*



Overwhelmingly, service providers indicate that the services described in their Schedule A (services to be provided) accurately reflect the work their agencies are delivering.

# Police-based Victim Services



Is your agency aware of the “Police-based Victim Assistance Program Service Principles, Standards and Performance Indicators” document (dated July 1999)?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 77.2%                  | 44        |
| No       |  | 22.8%                  | 13        |
|          |                                                                                   | <b>Total Responses</b> | <b>57</b> |



Does your agency currently use the “Police-based Victim Assistance Program Service Principles, Standards and Performance Indicators” document?

| Response | Chart                                                                               | Percentage             | Count     |
|----------|-------------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 56.1%                  | 32        |
| No       |  | 43.9%                  | 25        |
|          |                                                                                     | <b>Total Responses</b> | <b>57</b> |

## Would updated program standards be helpful to your agency?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 77.2%                  | 44        |
| No       |  | 22.8%                  | 13        |
|          |                                                                                   | <b>Total Responses</b> | <b>57</b> |

## Would your Police-based Victim Service Program benefit from a “Best Practices” document?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 87.7%                  | 50        |
| No       |  | 12.3%                  | 7         |
|          |                                                                                   | <b>Total Responses</b> | <b>57</b> |



### *Discussion*

A large majority of service providers with police-based victim service program contracts indicate that updated program standards and a best practices document would both be of assistance to their programs.



Specific suggestions for a best practices document include information on safety, worker care, crisis work and working with complex cases. Several respondents commented that any best practices should be relevant to both rural and urban communities.

# Community-based Victim Services



Is your agency aware of the “Specialized Victim Assistance Program Standards” document (dated August 1999)?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 73.5%                  | 36        |
| No       |  | 26.5%                  | 13        |
|          |                                                                                   | <b>Total Responses</b> | <b>49</b> |



Does your agency currently use the “Specialized Victim Assistance Program Standards” document?

| Response | Chart                                                                               | Percentage             | Count     |
|----------|-------------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 65.3%                  | 32        |
| No       |  | 34.7%                  | 17        |
|          |                                                                                     | <b>Total Responses</b> | <b>49</b> |

## Would updated program standards be helpful to your agency?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 83.3%                  | 40        |
| No       |  | 16.7%                  | 8         |
|          |                                                                                   | <b>Total Responses</b> | <b>48</b> |

## Would your Community-based Victim Service Program benefit from a “Best Practices” document?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 91.8%                  | 45        |
| No       |  | 8.2%                   | 4         |
|          |                                                                                   | <b>Total Responses</b> | <b>49</b> |



### *Discussion*

A large majority of service providers with community-based victim service program contracts indicate that updated program standards and a best practices document would both be of assistance to their programs.



Specific suggestions for a best practices document include information on how to respond to different forms of violence as well as components dealing with cultural sensitivity.

# Stopping the Violence (STV) Counselling



Is your agency aware of the “Best Practices Manual for Stopping the Violence Counselling Programs in British Columbia” developed by EVA BC?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 98.5%                  | 65        |
| No       |  | 1.5%                   | 1         |
|          |                                                                                   | <b>Total Responses</b> | <b>66</b> |

Does your agency currently use the manual?



| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 97.0%                  | 64        |
| No       |  | 3.0%                   | 2         |
|          |                                                                                   | <b>Total Responses</b> | <b>66</b> |

Is the manual helpful?



| Response | Chart                                                                               | Percentage             | Count     |
|----------|-------------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 97.0%                  | 64        |
| No       |  | 3.0%                   | 2         |
|          |                                                                                     | <b>Total Responses</b> | <b>66</b> |



## Would an updated manual be helpful to your agency?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 75.8%                  | 50        |
| No       |  | 24.2%                  | 16        |
|          |                                                                                   | <b>Total Responses</b> | <b>66</b> |

Schedule A of your contract provides guidance on the scope of services offered to clients as part of your program. In addition, EVA BC previously developed a set of program standards for STV Counselling programs. Would your STV Counselling Program benefit from more formalized, or updated, program standards?

| Response | Chart                                                                              | Percentage             | Count     |
|----------|------------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |   | 59.1%                  | 39        |
| No       |  | 40.9%                  | 27        |
|          |                                                                                    | <b>Total Responses</b> | <b>66</b> |

### *Discussion*

Virtually all service providers indicate that they use the Best Practices manual, find it very helpful and roughly three-quarters would be interested in an update. A smaller majority believe that their STV counselling program would benefit from more formalized or updated program standards.

# Children Who Witness Abuse (CWWA)

Is your agency aware of the “Best Practices for the Children Who Witness Abuse Program” document, developed by the BC Society of Transition Houses?

Response                      Chart                      Percentage                      Count

|     |                                                                                   |                        |           |
|-----|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes |  | 98.3%                  | 57        |
| No  |  | 1.7%                   | 1         |
|     |                                                                                   | <b>Total Responses</b> | <b>58</b> |

Does your agency currently use the Best Practices document?

Response                      Chart                      Percentage                      Count



|     |                                                                                   |                        |           |
|-----|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes |  | 96.6%                  | 56        |
| No  |  | 3.4%                   | 2         |
|     |                                                                                   | <b>Total Responses</b> | <b>58</b> |

Is the document helpful?



Response                      Chart                      Percentage                      Count

|     |                                                                                     |                        |           |
|-----|-------------------------------------------------------------------------------------|------------------------|-----------|
| Yes |  | 98.3%                  | 57        |
| No  |  | 1.7%                   | 1         |
|     |                                                                                     | <b>Total Responses</b> | <b>58</b> |

## Would an updated Best Practices document be helpful to your agency?

| Response               | Chart                                                                             | Percentage | Count     |
|------------------------|-----------------------------------------------------------------------------------|------------|-----------|
| Yes                    |  | 75.9%      | 44        |
| No                     |  | 24.1%      | 14        |
| <b>Total Responses</b> |                                                                                   |            | <b>58</b> |

Schedule A of your contract provides guidance on the scope of services offered to clients as part of your program. Would your CWWA Program benefit from more formalized program standards beyond what is included in your current Schedule A?


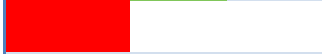
| Response               | Chart                                                                             | Percentage | Count     |
|------------------------|-----------------------------------------------------------------------------------|------------|-----------|
| Yes                    |  | 46.6%      | 27        |
| No                     |  | 53.4%      | 31        |
| <b>Total Responses</b> |                                                                                   |            | <b>58</b> |

### *Discussion*



Virtually all service providers indicate that they use the Best Practices document, find it very helpful and roughly three-quarters would be interested in an update. The majority of CWWA service providers feel that more formalized program standards are not needed.

# Outreach Services

Would your Outreach Services Program benefit from more formalized program standards beyond what is included in the current Schedule A?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 63.8%                  | 30        |
| No       |  | 36.2%                  | 17        |
|          |                                                                                   | <b>Total Responses</b> | <b>47</b> |

Would your program benefit from a 'Best Practices' document?

| Response | Chart                                                                             | Percentage             | Count     |
|----------|-----------------------------------------------------------------------------------|------------------------|-----------|
| Yes      |  | 89.4%                  | 42        |
| No       |  | 10.6%                  | 5         |
|          |                                                                                   | <b>Total Responses</b> | <b>47</b> |



## Discussion

Nearly two-thirds of outreach service providers believe their program would benefit from more formalized program standards in order to increase the structure and standardization of program activities. Those answering that program standards were not required suggested that communities are all very different and there needs to be flexibility in the types of services outreach programs can offer.


Nearly 90% of outreach programs indicated that a best practices document would be helpful. Commonly suggested topics for inclusion in a best practices document included information related to safety planning, worker safety, and working with a diverse range of clients in a culturally sensitive manner.

# Multicultural Outreach Services

Would your Multicultural Outreach Service Program benefit from more formalized program standards beyond what is included in the current Schedule A?

| Response               | Chart                                                                             | Percentage | Count    |
|------------------------|-----------------------------------------------------------------------------------|------------|----------|
| Yes                    |  | 62.5%      | 5        |
| No                     |  | 37.5%      | 3        |
| <b>Total Responses</b> |                                                                                   |            | <b>8</b> |

Would your program benefit from a 'Best Practices' document?

| Response               | Chart                                                                             | Percentage | Count    |
|------------------------|-----------------------------------------------------------------------------------|------------|----------|
| Yes                    |  | 100.0%     | 8        |
| No                     |                                                                                   | 0.0%       | 0        |
| <b>Total Responses</b> |                                                                                   |            | <b>8</b> |

## *Discussion*

Multicultural outreach service providers are roughly divided on whether or not more formalized program standards would be of assistance to their programs.

However, all service providers indicated that a best practices document would be useful, noting the need for best practices pertaining to working with multicultural clients.



# **SURVEY RESULTS**

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## **Records Management Guidelines**

# Records Management Guidelines



The Ending Violence Association of BC and BC Society of Transition Houses previously collaborated to develop a set of records management guidelines for Community-based Victim Service Programs, Stopping the Violence Counselling Programs, Children Who Witness Abuse Programs, Outreach and Multicultural Outreach Services and Transition House Programs (Third Edition, dated April 2006). Does your agency currently use these guidelines?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 65.0%                  | 93         |
| No       |  | 35.0%                  | 50         |
|          |                                                                                   | <b>Total Responses</b> | <b>143</b> |

## Would your agency benefit from updated records management guidelines?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 67.1%                  | 96         |
| No       |  | 32.9%                  | 47         |
|          |                                                                                   | <b>Total Responses</b> | <b>143</b> |

## Does your agency have an in-house records management policy or protocol?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 93.7%                  | 134        |
| No       |  | 6.3%                   | 9          |
|          |                                                                                   | <b>Total Responses</b> | <b>143</b> |

### *Discussion*

Over two-thirds of service providers (67.1%) indicate that they would benefit from updated records management guidelines, many noting that technology has changed how they manage their records. Other respondents noted that updates to the document are required to make sure the information is current in light of legislative changes. A sizable minority of respondents indicated that they have their own agency guidelines or policies or believe the existing guidelines are sufficient.

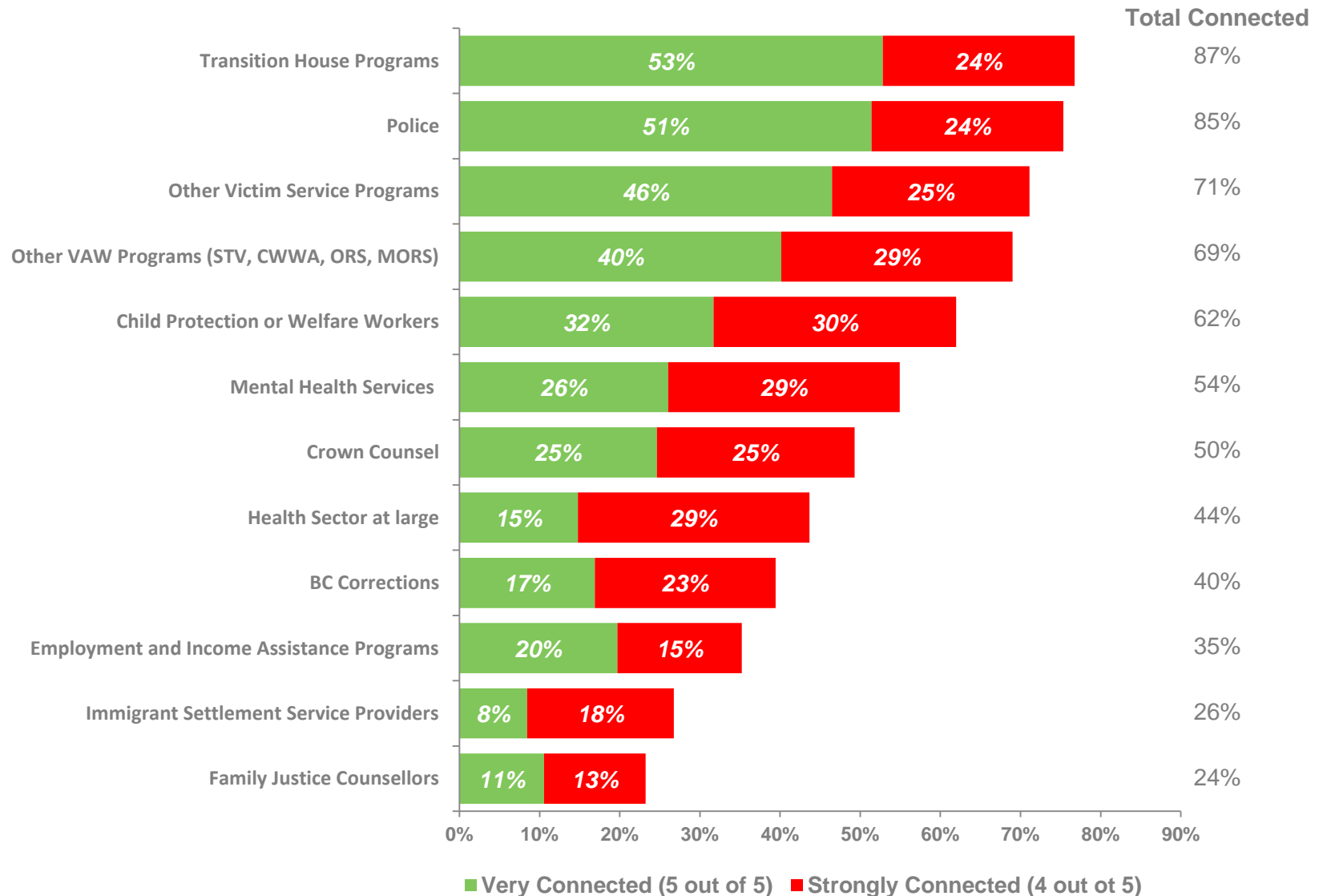


# **SURVEY RESULTS**

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## **Connections with Other Service Providers**

On a scale from 1 to 5 where 1 is 'not connected ' and 5 is 'very connected', how connected do you feel your agency is with the following stakeholders:



# Connections with Other Service Providers

## *Discussion*

Service providers indicate that they feel most strongly connected with transition house programs as well as the police, closely followed by other victim service programs and violence against women counselling and outreach programs.

The results also indicate that service providers feel less connected to family justice counsellors, immigrant settlement service providers and employment and income assistance programs. These results suggests that it may be appropriate to prioritize these areas for any future work on enhancing linkages between Branch contracted programs and other service providers.

When asked to comment on their relationship with any of the service providers listed, a large number of respondents noted the positive and close working relationships they have with stakeholders in their community. Several respondents in smaller communities noted the difficulty of engaging with services that were not physically located in their community, such as employment and income assistance resources.






# **SURVEY RESULTS**

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## **Working with Aboriginal Clients**

# Working with Aboriginal Clients


Approximately what percentage of your clients are Aboriginal?

| Response         | Chart                                                                             | Percentage             | Count      |
|------------------|-----------------------------------------------------------------------------------|------------------------|------------|
| Under 10%        |  | 31.2%                  | 44         |
| 10% to 20%       |  | 25.5%                  | 36         |
| 21% to 30%       |  | 15.6%                  | 22         |
| 31% to 50%       |  | 12.8%                  | 18         |
| Greater than 50% |  | 14.9%                  | 21         |
|                  |                                                                                   | <b>Total Responses</b> | <b>141</b> |


Does your agency have the cultural competency to effectively respond to the needs of Aboriginal victims of crime?

| Response | Chart                                                                               | Percentage             | Count      |
|----------|-------------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 87.9%                  | 124        |
| No       |  | 12.1%                  | 17         |
|          |                                                                                     | <b>Total Responses</b> | <b>141</b> |


Does your agency take any steps to ensure your services are open and inclusive to Aboriginal victims of crime?

| Response               | Chart                                                                             | Percentage | Count      |
|------------------------|-----------------------------------------------------------------------------------|------------|------------|
| Yes                    |  | 92.2%      | 130        |
| No                     |                                                                                   | 7.8%       | 11         |
| <b>Total Responses</b> |                                                                                   |            | <b>141</b> |

Does your agency work with, or have partnerships with, other Aboriginal agencies, service providers, or governments in your community?

| Response               | Chart                                                                             | Percentage | Count      |
|------------------------|-----------------------------------------------------------------------------------|------------|------------|
| Yes                    |  | 83.0%      | 117        |
| No                     |                                                                                   | 17.0%      | 24         |
| <b>Total Responses</b> |                                                                                   |            | <b>141</b> |

Do you see any gaps in meeting the needs of Aboriginal clients?

| Response               | Chart                                                                               | Percentage | Count      |
|------------------------|-------------------------------------------------------------------------------------|------------|------------|
| Yes                    |  | 70.2%      | 99         |
| No                     |                                                                                     | 29.8%      | 42         |
| <b>Total Responses</b> |                                                                                     |            | <b>141</b> |

# Working with Aboriginal Clients

## *Discussion*

Feedback from respondents confirms that Aboriginal clients make up a disproportionate number of clients served by programs. Nearly 70% of respondents indicate that Aboriginal clients make up more than 10% of their program clients, with over 40% of respondents indicating that Aboriginal clients make up more than 20% of their clients. Aboriginal people make up approximately 5.4% of the total population of BC.

Nearly 90% of respondents indicate that their agency has the cultural competency to effectively respond to the needs of Aboriginal victims of crime, with the majority of these agencies identifying training in cultural competency/awareness and professional linkages/partnerships with Aboriginal agencies as key factors in their response. A minority of programs spoke to having Aboriginal-specific programming, employing Aboriginal staff or consulting with Aboriginal service providers for specific advice when needed.

Over 90% of service providers indicate that they take steps to ensure their services are open and inclusive to Aboriginal victims of crime but a majority did not provide information about what kinds of things the agency did to ensure this. A minority of agencies noted that they offered programs in locations accessible for Aboriginal clients or created tailored information specifically for Aboriginal clients.

Over 80% of service providers indicate that their agency works with or has partnerships with other Aboriginal agencies, services or governments in their community. Frequently mentioned partnerships include working with local bands on reserve, liaising with Aboriginal service agencies and attending regular interagency meetings. Other common connections included partnerships with Aboriginal service providers for the delivery of programs as well as working with a local Aboriginal Friendship centre.

Just over 70% of service providers identified gaps in meeting the needs of Aboriginal clients. Common gaps identified include a lack of cultural competency, a lack of funding and resources to offer appropriate services for Aboriginal victims of crime, and a lack of Aboriginal specific services.

# **SURVEY RESULTS**






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## **Working with Immigrant, Refugee, and Non-Status Clients**





# Working with Immigrant, Refugee and Non-Status Clients


Approximately, what percentage of your clients are immigrant, refugee, or non-status?

| Response         | Chart                                                                             | Percentage             | Count      |
|------------------|-----------------------------------------------------------------------------------|------------------------|------------|
| Under 10%        |  | 61.7%                  | 87         |
| 10% to 20%       |  | 19.9%                  | 28         |
| 21% to 30%       |  | 6.4%                   | 9          |
| 31% to 50%       |  | 7.8%                   | 11         |
| Greater than 50% |  | 4.3%                   | 6          |
|                  |                                                                                   | <b>Total Responses</b> | <b>141</b> |


Does your agency have the cultural competency to effectively respond to the needs of immigrant, refugee, or non-status victims of crime or to the needs of victims from a diverse range of cultural communities?

| Response | Chart                                                                               | Percentage             | Count      |
|----------|-------------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 71.6%                  | 101        |
| No       |  | 28.4%                  | 40         |
|          |                                                                                     | <b>Total Responses</b> | <b>141</b> |


Does your agency take steps to ensure your services are open and inclusive to immigrant, refugee and non-status victims of crime and to victims from a diverse range of cultural communities?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 95.0%                  | 134        |
| No       |                                                                                   | 5.0%                   | 7          |
|          |                                                                                   | <b>Total Responses</b> | <b>141</b> |

Does your agency work with or have partnerships with other immigrant/ refugee, multicultural agencies/service providers in your community?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 62.4%                  | 88         |
| No       |                                                                                   | 37.6%                  | 53         |
|          |                                                                                   | <b>Total Responses</b> | <b>141</b> |

Do you see any gaps in meeting the needs of immigrant and non status clients and clients from a diverse range of cultural communities?

| Response | Chart                                                                               | Percentage             | Count      |
|----------|-------------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 68.1%                  | 96         |
| No       |                                                                                     | 31.9%                  | 45         |
|          |                                                                                     | <b>Total Responses</b> | <b>141</b> |

# Working with Immigrant, Refugee and Non-Status Clients

## *Discussion*

In contrast to the information provided on Aboriginal clients, over 60% of service providers indicate that immigrant, refugee or non-status clients make up less than 10% of their total clientele.

Just over 70% of respondents indicate that their agency has the cultural competency to effectively respond to the needs of immigrant, refugee or non-status victims of crime, with the majority of these agencies identifying partnerships with immigrant, refugee or non-status service providers as a key factor in their response. Other factors referenced include employing a multilingual workforce, providing relevant training to staff, and providing access to translation services or resources in multiple languages.

A significant 95% of service providers indicate that they take steps to ensure their services are open and inclusive to immigrant, refugee or non-status victims of crime. The most commonly cited measure was working in partnership with immigrant, refugee or non-status service providers followed by the provision of training to staff, the provision of resources in multiple languages, and conducting outreach by attending and/or hosting community sessions.

Over 60% of service providers indicate that their agency works with or has partnerships with other multicultural agencies in their community. Frequently mentioned partnerships include working with local immigrant/multicultural service providers as well as partnering with other mainstream community service agencies that may have appropriate services. A minority of programs noted that there were few or no services for immigrants, refugees or non-status clients in their community.




Just under 70% of service providers identified gaps in meeting the needs of multicultural clients. The most common gaps identified was language and cultural barriers for clients and staff. Other common gaps included a lack of services in the community specifically for immigrants as well as a limited knowledge of resources or services that might be available in the community.

# **SURVEY RESULTS**



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## **Information on Community Coordination Activities**

## In your community, what coordination activities is your organization currently participating in?

| Response                                           | Chart                                                                             | Percentage             | Count      |
|----------------------------------------------------|-----------------------------------------------------------------------------------|------------------------|------------|
| Local VAWIR Committee/ Domestic Violence Committee |  | 76.5%                  | 104        |
| Interagency Case Assessment Team (ICAT)            |  | 63.2%                  | 86         |
| Other, please specify...                           |  | 70.6%                  | 96         |
|                                                    |                                                                                   | <b>Total Responses</b> | <b>136</b> |

## Has your organization ever accessed the services of the Community Coordination for Women's Safety (CCWS) Program?

| Response | Chart                                                                             | Percentage             | Count      |
|----------|-----------------------------------------------------------------------------------|------------------------|------------|
| Yes      |  | 56.7%                  | 80         |
| No       |  | 43.3%                  | 61         |
|          |                                                                                   | <b>Total Responses</b> | <b>141</b> |

### *Discussion*

Over three-quarters of programs (76.5%) are involved in local VAWIR/domestic violence committees with over 60% of service providers involved in an ICAT.

Over 70% of service providers identified other community coordination activities, the most common of which related to children and youth (largely working with MCFD) as well as various service coordination and interagency committees. Other coordination activities mentioned included those focusing on elder abuse/seniors, housing, sexual assault, mental health/addictions and a variety of justice system processes.

Just over 55% of service providers indicated that their organization had accessed the services of CCWS.

# Community Coordination Activities

What role does your organization typically play in coordination activities?

## ***Discussion***

Service providers noted that staff regularly take on a leadership role in the community in terms of coordinating and hosting meetings with other partners as well as developing resources and event planning. Another common response was staff participation at such meetings.

In general, what is working well in your coordination activities?

## ***Discussion***

The most common answers to this question focused on the strong level of collaboration with other agencies to coordinate services. This was followed closely by the sharing of information and knowledge as well as building relationships with other service providers based on trust and mutual respect.

In general, what is not working well in your coordination activities?

## ***Discussion***

The number one response to this question was a lack of resources to support coordination activities. This was followed by difficulties finding staff able to volunteer their time to participate in coordination activities.

# **SURVEY RESULTS**

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## **End of Survey Feedback**

# End of Survey Feedback

## *Discussion*

At the end of the survey, service providers were invited to share any additional comments they had related to program design, service delivery or collaboration with other sectors and agencies.

The three most common themes of this end of survey feedback included concerns related to the open procurement process, an articulation that the current funding model did not meet the community's needs, and the identification of the unique challenges faced by rural communities in providing services to victims of crime.



# SERVICES TO VICTIMS OF CRIME CONSULTATION INITIATIVE

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For additional information visit:

[www.pssg.gov.bc.ca/victimservices/service-provider](http://www.pssg.gov.bc.ca/victimservices/service-provider)