

# 2017

# VIOLENCE AGAINST WOMEN SERVICE PROVIDER SURVEY

## Findings at a glance

This document highlights results from an online survey of VAW service providers conducted between August 8 and October 4, 2017.

Respondents were representatives from:

- ➔ 98 of 203 VAW agencies funded by the former Ministry of Community and Social Services
- ➔ 28 of 47 service managers administering the former Ministry of Housing's Special Priority Policy

## Coordination and collaboration



Respondents were asked to outline the elements of successful coordination. The most common were:

- ➔ Case conferences
- ➔ Coordinating committees/tables
- ➔ Referral protocols and agreements

Top three challenges to coordination:

1. Working at capacity
2. Different mandates and philosophies
3. Wait lists

Importance of partnerships in supporting survivors of violence:

- 87%** felt that partnerships with emergency shelters were 'largely' or 'moderately' effective
- 82%** felt partnerships with victim services were 'largely' or 'moderately' effective
- 78%** felt partnerships with social assistance were 'largely' or 'moderately' effective
- 73%** felt partnerships with housing were 'largely' or 'moderately' effective

Importance of coordinating activities to meet survivor needs:

- 78%** felt Domestic Violence Coordinating Committees made a 'large' or 'moderate' contribution to increasing their community's capacity to meet the needs of survivors
- 77%** agreed that participating in community hubs has increased their capacity to meet the needs of survivors
- 66%** felt service planning tables made a 'large' or 'moderate' contribution to increasing the community's capacity to meet the needs of survivors

Referral networks:

- 83%** of service providers feel they have the right networks in place to refer survivors to the right services at the right time

## Service gaps



Top three gaps in services for survivors:

- 1.** Lack of available affordable and supportive housing
- 2.** Insufficient mental health and addiction services and supports
- 3.** A justice system that is difficult to navigate and unresponsive to survivor needs

## Service pressures



Percentage of service providers who said they 'always' experience the following service pressures:

- 52%** Large geographic catchment areas
- 45%** Insufficient staffing levels
- 39%** Addressing emerging areas of need that are difficult to address (e.g., affordable housing)

# Human trafficking

Providing trauma-informed, intersectional services:

**78%** of service providers from VAW agencies feel they are able to provide trauma-informed, intersectional services for survivors of human trafficking

Referral networks:

**65%** of service providers feel they have the right networks in place to refer survivors of human trafficking to appropriate services

Identifying survivors:

**44%** of service providers can confidently identify survivors of human trafficking

Percentage of service providers who feel community partners work effectively with them to meet the needs of survivors of human trafficking:

**56%** Justice (e.g., police, legal aid)

**49%** Health (e.g., Local Health Integration Networks)

**47%** Child and youth services

**44%** Housing

**40%** Indigenous partners

**36%** Immigration services