



March 19, 2019

MEMORANDUM TO: Service Managers

FROM: Cindy Perry
Acting Director, Policy Research and Analysis Branch

SUBJECT: 2017 Violence Against Women Service Provider Survey Report

In August 2017, the former Ministry of Community and Social Services and former Ministry of Housing fielded the first ever Violence Against Women (VAW) Service Provider Survey.

Development of the survey was informed by representatives from VAW-funded agencies and by an inter-ministerial working group involving ministries that fund or provide services/supports to survivors and families who have experienced violence. This survey was distributed to agencies that received VAW funding through the former Ministry of Community and Social Services and to service managers administering the Special Priority Policy. In future rounds, to provide a more complete picture of the sector and to streamline reporting efforts of agencies, the intention is to expand the survey's reach to all government-funded agencies that provide services to women and children experiencing violence. The next round of the survey will be released in the first half of 2019.

I am pleased to share the following report and fact sheet that summarizes the results of the survey. Overall, the findings provide both the government and delivery partners with valuable insight into service provision in the VAW sector. Key findings from the report include:

- Service providers¹ frequently serve a number of vulnerable and at-risk populations including people with mental health issues, people with disabilities, children, youth, and older adults.

¹ In this report both VAW agencies and service managers are jointly referred to as "service providers."

- Service providers maintain effective partnerships with services in the community, such as shelters and victim services, to provide survivors with a continuum of supports. However, some respondents felt that partnerships could be strengthened, especially with housing, child and youth, employment, and justice sectors.
- The majority of service providers from VAW agencies feel they are able to provide trauma-informed intersectional services to support survivors of human trafficking.
- Domestic Violence Coordinating Committees (DV3Cs) contribute to strengthening partnerships, increasing community capacity to meet the needs of survivors, identifying gaps in services, and assisting in coordinating responses to address gaps in services.
- The top three reported gaps in services are affordable housing, insufficient mental health and addictions services and supports, and a justice system that is difficult to navigate and is currently not responsive to the needs of survivors.
- Challenges faced by service providers in delivering effective services include having to serve large geographic areas, limited financial and staff resources, and system-wide problems such as lack of available housing.

With a strong response rate of more than 50%, we would like to pass along sincere thanks to those who took the time to complete the survey.

If you have questions about the survey or the report, please contact Brittany MacDonald at the Ministry of Children, Community and Social Services at Brittany.MacDonald@ontario.ca.

Thank you.

Cindy Perry

C: Carol Latimer, Director, Housing Policy Branch
Ian Kerr, Regional Director, Municipal Services Division