

**APPENDIX – OVERVIEW OF THE 2010/11 AND 2011/12 ANNUAL REPORTS
OF THE CAS/VAW COLLABORATION AGREEMENT COMMITTEES**

Region	Concrete Achievements and Ongoing Best Practices (Questions 1 and 3 in 2010/11 Report Question 1 in 2011/12 Report)	Current or Future Improvements (Question 2 in 2010/11 Report Question 3 in 2011/12 Report)	Challenges (Question 4 in 2010/11 Report Question 2 in 2011/12 Report)	The New Template (Question 5 in 2010/11 Report)
Central East	<ul style="list-style-type: none"> • Joint training and curriculum development. • Working groups that explore how to provide services for francophone women and how to teach parents or caregivers safe sleeping practices for infants. • Staff touring the premises or attending meetings in the other sector's agencies. • Sharing staff who have particular skills, such as bilingualism or American Sign Language • Including francophone and Aboriginal VAW agencies in the collaboration agreement. • CAS participation in community committees/tables, including a Domestic Violence Community Coordinating Committee (DV3C) or Durham Region's Intimate-relationship Violence Empowerment Network (D.R.I.V.E.N.). • Opening a CAS file in the perpetrator's name instead of the victim's. • Public outreach events that keep the community and agencies informed of domestic violence and available services. • Ongoing regular meetings of the CAS/VAW committee. 	<ul style="list-style-type: none"> • Commitments to joint training and curriculum development. • Reviewing and updating the collaboration agreements and information sharing protocols. • Development of a high risk committee. • Staff from one sector's agency designated to the other. • Possible CAS/VAW co-facilitation of the Child Witness Program. • Development of a decision tree for the points of intersection, including how protocols can be tailored to Aboriginal needs. 	<ul style="list-style-type: none"> • Need to involve Aboriginal agencies in reviewing protocols. • Meeting the needs of men (perpetrators, male victims, same-sex victims). • Need for family courts to better understand child safety needs in determining perpetrators' access to children or in custody disputes. • The need for training on the collaborative agreement for new staff. • Limited staff and funding resources. • Additional resources needed for francophone and Aboriginal services. • CAS amalgamation has taken some focus away from community initiatives, but overall relationship between sectors has not suffered. • No formal mechanism for reviewing high risk cases with police unless charges have been laid. • Some Aboriginal women have concerns that members of their small communities will find out that they have sought services. 	<ul style="list-style-type: none"> • Template is more user friendly. • Ability to provide a narrative response is welcome. • Would like to see a section to record what we would do if additional support/funding become available. • Template is much easier to complete.
Central West	<ul style="list-style-type: none"> • Joint training and curriculum development. • Regular joint meetings to explore best practices, address collaboration issues, foster information sharing. • Development of a quick reference guide on the collaborative agreement for VAW and CAS staff. 	<ul style="list-style-type: none"> • Commitment to joint training and curriculum development. • Exploring opening files in the perpetrator's name instead of the victim's. 	<ul style="list-style-type: none"> • Funding and staff resources, including staff turnover. • VAW sector misunderstanding the mandate and role of CAS. • The current collaboration agreement 	<ul style="list-style-type: none"> • Template allows for more information. • Template facilitated a richer

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	<ul style="list-style-type: none"> • Newly created Family Justice Centre (Safe Centre of Peel – SCOP), which links legal, health, CAS, VAW sectors in service provision. • Participation in High Risk Committees. • The best practices guidelines of the Safer Families Program, a joint service response focusing both on immediate safety and intervention, is based on the collaboration agreement. • Organizing regional conferences and speaker events that address concerns relevant to both sectors. • Job shadowing; staff attend other agencies' staff meetings. • Having a designated VAW contact at CAS to assist with information sharing and case management. • Development of conflict resolution guidelines to address concerns that emerge between the two sectors. 	<ul style="list-style-type: none"> • Improved services for men. • Informal meetings with CAS, VAW staff and families to discuss the families' needs. • A VAW front-line staff person on CAS teams. 	<p>needs to set clearer outcomes for how collaboration impacts families.</p> <ul style="list-style-type: none"> • One High Risk Committee includes only justice partners. VAW sector is not represented and CAS is only invited for some cases. • Currently Partner Abuse Response (PAR) program requires participants to be criminally charged, limiting access to men who could benefit. • Demographic and regional diversity present challenges to staff. 	<p>discussion for the Collaborative Committee.</p> <ul style="list-style-type: none"> • The format is clear and concise.
Eastern	<ul style="list-style-type: none"> • Joint training and curriculum development. • Joint case conferencing and safety planning. • Ongoing joint meetings. • Joint participation in public outreach events that raise local community awareness of domestic violence. • Designated workers in each other's agencies. • A francophone case coordinator links between VAW community services to women and children connected to CAS. • Co-facilitation of Child Witness, Caring Dads and PAR programs. • Tours of each others' agencies. • Critical Connections handbook is part of new staff orientation and ongoing learning in both sectors. 	<ul style="list-style-type: none"> • Regular discussions of the collaboration agreements and stakeholder consultation report. • Presentations by the VAW sector could be offered to the CAS staff. • Potentially opening files under perpetrator's name rather than victim's. • Commitment to hold further joint meetings of CAS/VAW staff focused on learning about mutual roles and responsibilities. • Examining an Aboriginal approach to alternative dispute resolution and service delivery in First Nations. 	<ul style="list-style-type: none"> • Need more training on how to work with male abusers. • Need for services for male abusers and to address mental health services. • Staff turnover. • Some lack of consistent approaches to shared clients. • Currently PAR program requires participants to be criminally charged, limiting access to men who could benefit. • Lack of coordination between family court and criminal court systems. • Staff resources and turnover. • Suggestion for a province-wide 	<ul style="list-style-type: none"> • Easier to understand and complete. • Suggestion for MCSS to require interim reports that draw attention to innovative practices.

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		<ul style="list-style-type: none"> • Commitment to hold more case conferences. • A focus group with the CAS and VAW agencies was held to identify problems; suggestions for improving relations to be implemented in the coming months. 	<ul style="list-style-type: none"> • collaborative agreement to manage cases that involve CAS clients from outside the region or in dealing with organizations that are not part of the local agreement. • Limited staff capacity in rural areas to handle clients across a region. 	
Hamilton/ Niagara	<ul style="list-style-type: none"> • Joint case conferencing and safety planning. • Joint training and curriculum development. • Protocols/amendments to the collaboration agreements that reference collaboration with Aboriginal and francophone communities. • A checklist for staff which highlights critical aspects of the agreement and designated contacts at each agency. • Having a designated domestic violence advocate and Aboriginal advocate within the CAS to assist with case management and providing culturally-appropriate services. 	<ul style="list-style-type: none"> • CAS participation in community committees, including DV3Cs. • Adding more intersection points to the agreement. • Strategizing how to connect Aboriginal community providers with child welfare services. • Collaboration agreement to be modified to an executive summary that is more user friendly. • Adding service descriptions to collaboration agreement to ensure staff of both sectors know of the available services. 	<ul style="list-style-type: none"> • Collaboration needed earlier for women who are incarcerated and released to help them stay in contact with their children. • Lack of clarity about the processes for sharing information about cases. • There are discrepancies in how the sectors relate once a case is closed. • Need for greater knowledge of how to address the needs of Aboriginal communities, mental health, newcomer, francophone, Lesbian, Gay, Bisexual and Transsexual (LGBT) women. • Staff turn-over. • High caseloads. • Need better coordination between Family Court and Criminal Court systems. 	<ul style="list-style-type: none"> • Format is more focused and helps capture the successes and challenges more succinctly.
Northern	<ul style="list-style-type: none"> • Joint training and curriculum development. • Joint case conferencing and safety planning. • CAS encourages family members using its services to 	<ul style="list-style-type: none"> • Developing domestic violence public awareness campaigns in each sectors' communities. 	<ul style="list-style-type: none"> • Suggestion for CAS to be accountable for a "duty to refer" individuals to VAW agency when domestic violence is 	<ul style="list-style-type: none"> • Ability to provide anecdotal information rather

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	<p>participate in VAW services.</p> <ul style="list-style-type: none"> • Doing presentations on relevant issues at each others' agencies. • Ongoing formal and informal meetings between CAS/VAW staff, including meetings focused on high risk cases; reviewing the agreement; or best practices. • Sharing workers across agencies; offering tours of each agency to new staff. • Some staff work in one sector and volunteer in the other. • Creation of a high risk committee. • CAS/VAW Committee co-chairs travel within the region and facilitate face-to-face meetings between the two sectors. 	<ul style="list-style-type: none"> • Business cards with inspirational sayings on one side and shelter phone number embedded in a bar code on the other side. • Commitment from both agencies to provide on-going in-service training to each agency on the roles and responsibilities. 	<p>identified in CAS file.</p> <ul style="list-style-type: none"> • Need for family court system to better understand child safety needs in determining perpetrators' access to children or in custody disputes. • Lack of funding resources. • Lack of common understanding of terms such as "service plan" or on counselling goals for women hinders collaboration on the actual service plan. • Need to involve Ministry of Attorney General as a government lead. • Limited information sharing. 	<p>than just numeric data.</p> <ul style="list-style-type: none"> • Being able to tell a story improves accuracy of what is happening in communities.
North East	<ul style="list-style-type: none"> • Joint training and curriculum development. • Participation in D.A.R.T. meetings. • Joint case conferencing. • Consultations by phone to make action plans. • Staff attending other agencies' staff meetings. • A staff member at each agency acts as liaison who can address difficulties around collaboration. • A common form setting out roles of each organization and the expectations placed on the client. The three parties sign the form. • Formation of a "front-line" subcommittee to improve communication between the agencies. • Development of service protocols that outline agencies' mutual responsibilities and aims at improving collaboration with sectors outside CAS and VAW. • Sharing documents that reflect each agency's organizational 	<ul style="list-style-type: none"> • On-going training on roles/responsibilities, Aboriginal service, and building collaboration. • Commitment for agencies to collaborate on developing service plans. • Development of protocols that include agencies/sectors outside of CAS/VAW. • CAS to consider opening file in abuser's name. • CAS director sits on the board of VAW agency. • Development of a joint staff committee to meet quarterly and discuss/address issues around 	<ul style="list-style-type: none"> • Other ministries should place expectations of collaboration on their agencies, given the need to involve all sectors in supporting women and children. • Training for new staff on agreement. • Legal personnel (judges, lawyers) lack understanding of violence against women issues. • High staff turnover. • Costs and difficulty of visiting rural communities (accessible only by air 10 months a year). • Suggest broader agreement to include organizations that are not part of the local agreement or who are not CAS 	<ul style="list-style-type: none"> • Allows for clearer explanations of specific situations. • Supports accountability by having us cite examples. • Supports greater reflection. • It increased our analysis of the system, not limited to CAS/VAW organizations.

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	<p>structure, staff, services.</p> <ul style="list-style-type: none"> • Creation of a joint safety plan committee. • Co-facilitation of the Child Witness Program 	<p>collaboration.</p> <ul style="list-style-type: none"> • Staff job shadowing across agencies; new staff tours of each other's agency. 	<p>or VAW.</p> <ul style="list-style-type: none"> • CAS does not refer to Aboriginal programs when needed. • Some CAS agencies not responsive to calls/information requests from VAW agencies. 	
South East	<ul style="list-style-type: none"> • Joint training and curriculum development. • Domestic violence protocol that supports collaboration and provides a framework for learning opportunities. • Standardized questions asked with any call that comes through the CAS intake line with staff trained to identify woman abuse. • Co-facilitating the Child Witness Program. • Joint case conferencing, safety planning and VAW agency attending CAS investigations that may involve domestic violence. • New CAS staff touring the VAW agency. • Alternatives for Women has included a question on their intake form for women to self identify a preference for services in a language other than English. • CAS participation in DV3Cs. 	<ul style="list-style-type: none"> • Reviewing the current collaborative agreement. • Developing a formal plan of action to improve collaboration, with accountability mechanisms. • Pursuing further discussion on abuser accountability. • Regular meetings between the two committee co-chairs. • Sitting on the boards of each others' agencies. • Reviewing collaboration agreement. 	<ul style="list-style-type: none"> • Staff turnover. • Concerns over CAS amalgamation, particularly its effect on staffing. • Need for joint training on the agreement. • Other systems such as the legal system (lead by MAG) should be at the table. • Challenges related to the process of infants' placement. • Funding resources. • Need a designated liaison worker from both CAS/VAW. • Need for staff-exchanges/activities like tours of each others' agencies; job shadowing. • Limited information sharing when clients are shared. 	<ul style="list-style-type: none"> • The template starts from a premise that an issue exists when there is not. • Easier to report progress and problems. • Questions are clearer and promoted dialogue among agencies in both sectors. • Format is easier to follow.
South West	<ul style="list-style-type: none"> • Joint training and curriculum development. • Joint staff meetings/retreat to discuss challenges and identify ways of improving collaboration. • Ongoing or annual joint reviews of the collaboration agreement and protocols. • Creation of high risk committees. 	<ul style="list-style-type: none"> • Developing a Memorandum of Understanding (MOU) between the agencies to address high risk child protection and challenges around information sharing. • Possibly attending each other's 	<ul style="list-style-type: none"> • Limited information sharing with shared clients. • CAS misunderstanding of the roles of VAW agencies. • Concerns over CAS amalgamation. • Funding resources for training, 	<ul style="list-style-type: none"> • Easier to expand on successes and challenges. • The questions are appropriate but the formatting is

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	<ul style="list-style-type: none"> • Development of policies and joint protocols to serve francophone and non-English speaking individuals. • Sharing student interns; new CAS staff tours of VAW agency; designated VAW worker at CAS to help women accessing CAS services. • CAS participation in community committees, including DV3Cs. • An Aboriginal representative is involved in service planning at both agencies on all Aboriginal cases. • VAW and CAS representatives continue to discuss their working relationship, practices around information sharing; providing services to abusers while protecting women/children safety. • Joint case conferencing. 	<p>staff meetings and visit each others' communities.</p> <ul style="list-style-type: none"> • Regular joint staff meetings. • Development of future joint training. • Commitment to implement case consultations and broader collaboration through a High Risk committee. • Commitment to revise collaborative agreement and related protocols. • One CAS agency undergoing an organizational change that will address challenges of information sharing with VAW. 	<p>particularly around rural needs; mental health and addictions; and cultural competency.</p> <ul style="list-style-type: none"> • Need resources to provide specialized services to rural/farm women or to women with developmental disabilities. • Need process for working with women with no children in high risk situations. • Training for CAS on domestic abuse; legal/custody issues. • Knowledge of what culturally appropriate services are available. • High staff turnover. • Different philosophy and mandates of each sector. • Some CAS agencies not responsive to calls/information requests from VAW agencies. 	<p>presenting some problems.</p> <ul style="list-style-type: none"> • This template allows for more concrete and specific information.
Toronto	<ul style="list-style-type: none"> • Joint training and curriculum development. • Staff making presentations at other sector's agencies. • Attending each others' staff meetings; job shadowing. • Joint case consultations. • Communication protocol to facilitate joint case consultation. • VAW staff accompanies CAS worker to the initial investigation interview if family violence is reported. • Each sector participates in court advisory committee, high risk committee and the police family violence unit for information sharing and networking. • Forum held in 2011 to discuss concerns and strategies for 	<ul style="list-style-type: none"> • Re-establishment of CAS/VAW Collaboration Advisory Committee that includes representation from Aboriginal and francophone agencies. • Suggestion that a consult with the on-call woman abuse worker be done in Toronto CAS investigations involving women abuse. • Joint training. 	<ul style="list-style-type: none"> • Collaboration initiatives appear to lack buy-in from CAS. • Demographic diversity. • Limited information on CAS staff roles available to VAW sector. • Need training for CAS staff on collaborative agreement. • Funding for collaboration activities. • Workers in both sectors find it challenging to fully understand each others' roles, philosophies and 	<ul style="list-style-type: none"> • Simple to complete and straight forward.

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	<p>working more collaboratively.</p> <ul style="list-style-type: none"> • CAS presenting and attending meetings of the VAW Shelter Network Committee. • One agency that has both CAS and VAW workers developed “mixed practice teams” operating under a multidisciplinary framework. • CAS Toronto developed a second domestic violence intake team. 	<ul style="list-style-type: none"> • A CAS-VAW Coordinator to be hired to assist in implementing a work plan to strengthen collaboration. • Another full day event where all signatories to the agreement can network, discuss progress, and identify next steps for collaboration. • Possible creation of an online resource. • Pilot project of VAW staff being housed in local child welfare agency. 	<p>protocols. This is partially due to the size and complexity of both the Toronto CAS and the VAW sector.</p>	