Violence Against Woman (VAW) Forum Evaluation

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Agenda

- **VAW Forum**
- **Interview Results**
  - Key common themes
- **Forum Evaluation**
  - Knowledge mobilization
  - Tri-sector partnership
  - Social return on investment
- **Report Card**
- **Recommendations**
  - Knowledge mobilization
  - Tri-sector partnership
  - Governance
  - Accountability
  - Communication
- **Resources**
- **Implementation**

About the VAW Forum

- Established in 2007 by MCSS and Central West Region
- Service categories:
  - VAW counseling services
  - Child witness program
  - Transitional and housing support program
  - VAW emergency women's shelters

Strategic directions

- Enhancing service system capacity
- Fostering collaboration and accountability
- Promoting service system excellence

Accomplishments

- University partnerships
  - Social Innovation Research Group (SIRG) with WLU
  - Qualitative research
- Unified voice and funding utilization
  - Influence on policy makers
- Partnership with Children's Aid Society (CAS)
  - Umbrella agreement for best practices in the areas of child safety and woman abuse

Interviews

- **Stakeholder interviews**
  - 26 contacted
  - 13 participated

- **Main areas of focus**
  1. Forum's strategic direction
  2. Tri-sector partnership
  3. Training / knowledge mobilization
  4. Forum's governance

Key common themes:

- **Keeping objectives top of mind**
  - Forum's strategic directions/objectives should be more visible/reinforced
- **Credibility**
  - VAW sector profile needs to be raised
  - Funding requests should to be supported by data/research
- **Value of networking**
  - Value in networking opportunities
  - Leverage sharing experiences and best practices

Interview Results

Key common themes:

- **Accessibility to resources**
  - Scope and quality of training
  - Targeted topics
- **Implementing Solutions**
  - Success in identifying the gaps and opportunities for improvement
  - Limited action taken to deliver on those ideas
- **Focus on Co-operation**
  - Addressing various viewpoints/values at the Forum
  - Culture of collaboration is needed
  - Focus on creating continuous and seamless access to services

Interview Results

Key common themes:

- **Defining Service Capacity**
  - Each member of the Forum has different agendas and definition of what ‘enhancing capacity’ means
- **Leadership**
  - Current leadership is a critical success factor for the Forum
- **Communication**
  - Limited sharing/status updates between committees
  - Lack of understanding what other committees are doing/progress made
  - Need of clear deliverables and the status of action items

Interview Results

Key common themes:

- **Feedback**
  - Need for a feedback mechanism for the committee work
  - Need to set agendas and keep focused on it

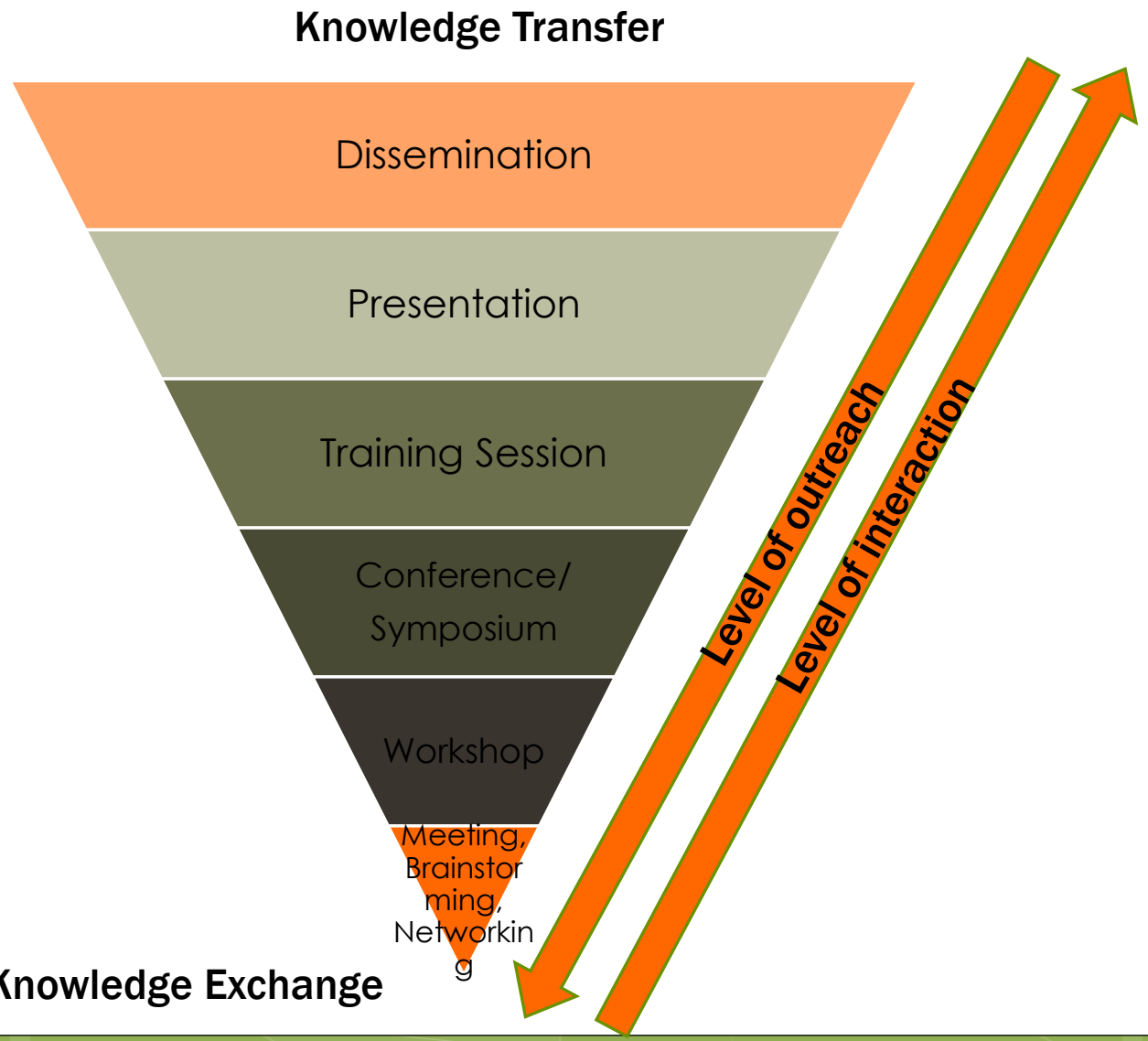
- **Academic Research**
  - University partnership is extremely valuable: provides credibility to the work being done in the agencies and in the sector as a whole
  - Participants were receptive of forming more academic collaborations

- **Quality of Training**
  - Positive feedback on the quality of training
  - Training expanded knowledge and enhanced service delivery

- **Use of Technology**
  - Open to use of technology (video-conferencing, pre-recorded training, enhancing website etc.)

Knowledge Mobilization

- Knowledge Transfer is most effective when using multiple delivery methods:
  - Fact sheets
  - Themed reports
  - Workshops
  - Communities of practice



Knowledge Mobilization

Areas of Achievement

- Good start to modeling service system excellence
- Symposiums enable diverse professionals to share best practices/experiences
  - participants feel part of a wide community
  - sharing workplace challenges
  - realizing common values

Areas for Improvement

- Improve the formal feedback and response mechanism
  - Symposium survey results are not shared
  - Action items not communicated
  - Feedback on the Forum operations is not collected

Tri-Sector Partnership

Formation

- Resource utilization
- Lack of expertise in research
- General agreement of the problem among partners

Implementation

- Formal agreements with University is lacking
- Participatory formal leadership
- Self governing structure where decision making is informal.
- Lack of succession plan and conflict management

Outcomes & Accountabilities

- Increased public value due to collaboration
- Lack of measurement framework to track progress
- Accountability framework is needed

- Overall this new and unique tri-sector partnership is performing well
- Formal communication/assignment of roles/responsibilities may be beneficial.

Social Return on Investment

Financial Benefits: Economies of scale

- **Attendees' perspective:** Workshop on trauma ROI example
  - Cost $3,500 for 75 attendees (Cost/person=$47)
  - Average cost of treating 1domestic violence trauma case in Canadian Healthcare System= $8,611
  - If 75 professionals can prevent just 1 trauma case = more than double ROI

- **Agencies Perspective:** Dufferin Example:
  - MCSS funding: $1 Million
  - Child Witness Program: $40,000
  - Cost of Training: $3,500 ~ 10% budget
  - Shared practices reduces cost

Social Return on Investment

Non-Quantifiable Benefits

- Improved quality of speakers
- Impact of budget cuts is lessened
- Benefits of collaboration with different agencies
- Standardization and sharing of best practices = improved service delivery

Report Card

Key Strategic Goals	Result (Based on interviews)
Fostering Collaboration	
Enhancing Service System Capacity	
Promoting Service System Excellence	
Accountability	

Key Research Area	Result (Based on Literature Review)
Knowledge Mobilization	
Tri-Sector Partnership	
Governance	
Social Return On Investment	

Recommendations

Knowledge Mobilization

- More events targeted to specific needs
  - Symposium split into different rooms for specific audiences
- Broadcast all or part of the events on Webex
- Make symposium videos/presentations available on the Forum's website
- Have more break-out sessions, interactive exercises and other engagement initiatives

Tri-sector Partnership

- More collaborations with universities (research, technology/media support etc.)
- Establish an 'Enhancing Service System Capacity' sub-committee
  - investigate additional funding options for all the Forum's member agencies

Recommendations

Governance

- Create succession plan for all key leadership positions within the Forum
- Continued to build Forum website as a central source of information
- Transparency

Accountability

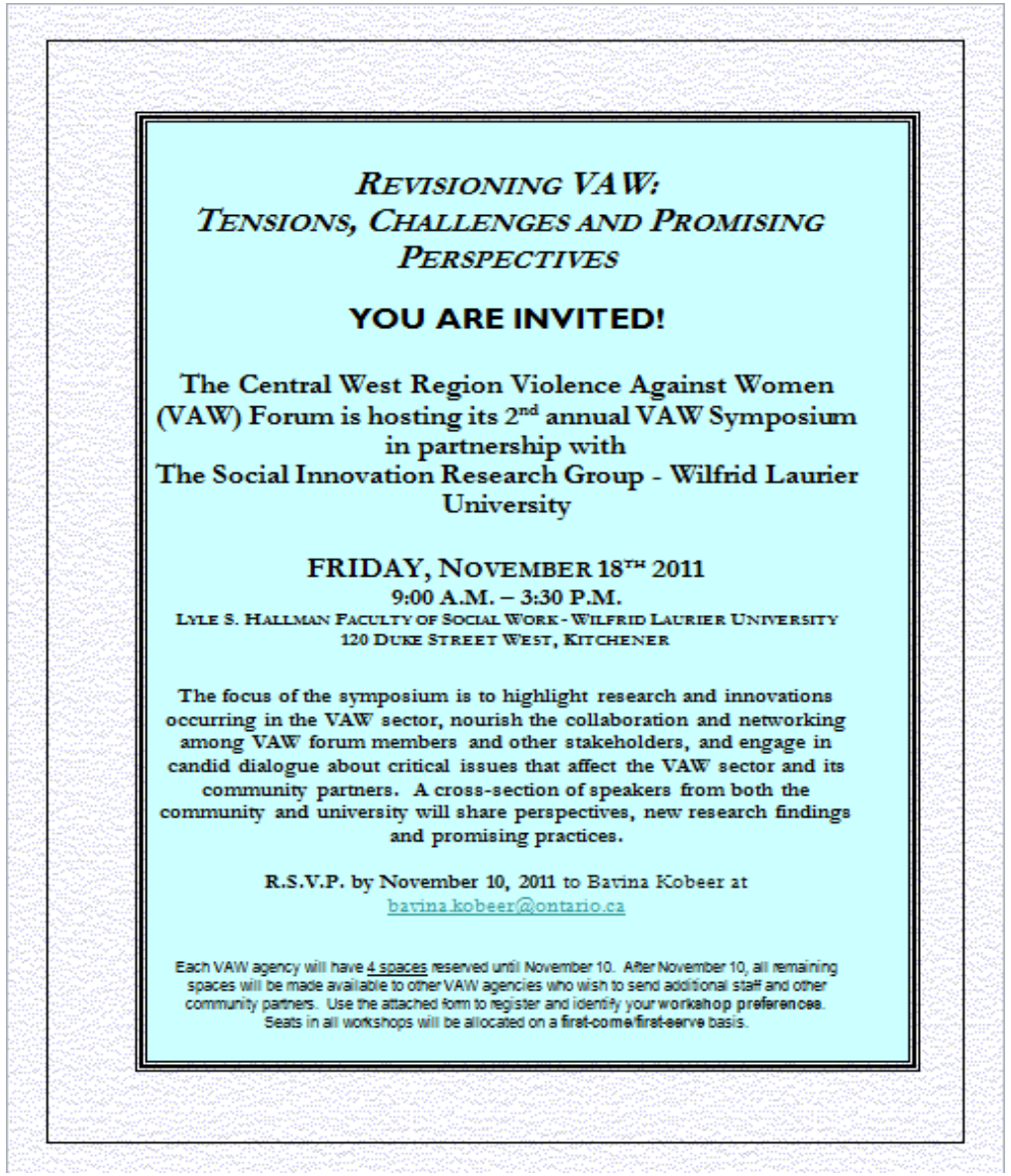
- Implement accountability framework
  - Establish measurable and meaningful expectations
  - Periodically evaluate service outcomes
  - Identify the type of operating and financial information required
  - Critically assess the Forum's delivery costs
  - Define and communicate expectations
- Design a strategy for integrated service model

Recommendations

Communication

- Monthly committee / sub-committee meetings
- In person meetings for the entire Forum
  - schedules set well in advance
- Regular project/initiative status updates from each committee
- Detailed meeting minutes/take a-ways
- Annual strategy planning amongst the ED's and agency leaders
  - facilitated by an outside 3rd party

Resources



Revisioning VAW:
Tensions, Challenges and Promising Perspectives

YOU ARE INVITED!

The Central West Region Violence Against Women (VAW) Forum is hosting its 2nd annual VAW Symposium in partnership with
The Social Innovation Research Group - Wilfrid Laurier University

FRIDAY, November 18TH 2011
9:00 A.M. – 3:30 P.M.
Lyle S. Hallman Faculty of Social Work - Wilfrid Laurier University
120 Duke Street West, Kitchener

The focus of the symposium is to highlight research and innovations occurring in the VAW sector, nourish the collaboration and networking among VAW forum members and other stakeholders, and engage in candid dialogue about critical issues that affect the VAW sector and its community partners. A cross-section of speakers from both the community and university will share perspectives, new research findings and promising practices.

R.S.V.P. by November 10, 2011 to Bavina Kobeer at
bavina.kobeer@ontario.ca

Each VAW agency will have 4 spaces reserved until November 10. After November 10, all remaining spaces will be made available to other VAW agencies who wish to send additional staff and other community partners. Use the attached form to register and identify your workshop preferences. Seats in all workshops will be allocated on a first-come/first-serve basis.

Current symposium invitations format

Resources

Violence Against Women Forum
CENTRAL WEST REGION

2nd Annual VAW Symposium

Revisioning VAW:
Tensions, Challenges and Promising Perspectives

When: Friday, November 18th, 2011
9 a.m. to 3:30 p.m.

The Central West Region Violence Against Women (VAW) Forum is hosting the VAW Symposium in partnership with the Social Innovation Research Group (WLU).

The focus of the symposium is to:

- **highlight research and innovations in the VAW sector,**
- **nourish collaboration and networking among members and stakeholders, and**
- **discuss critical issues affecting the VAW sector and its community partners.**

A cross-section of speakers from both the community and university will share perspectives, new research findings and promising practices.

4 spaces reserved for each VAW agency until November 10. All remaining spaces will be made available to other VAW agencies. Use the attached form to register and identify your workshop preferences.

R.S.V.P.
by **November 10th**, 2011

to Bavina Kobeer
Bavina.kobeer@ontario.ca

Where:

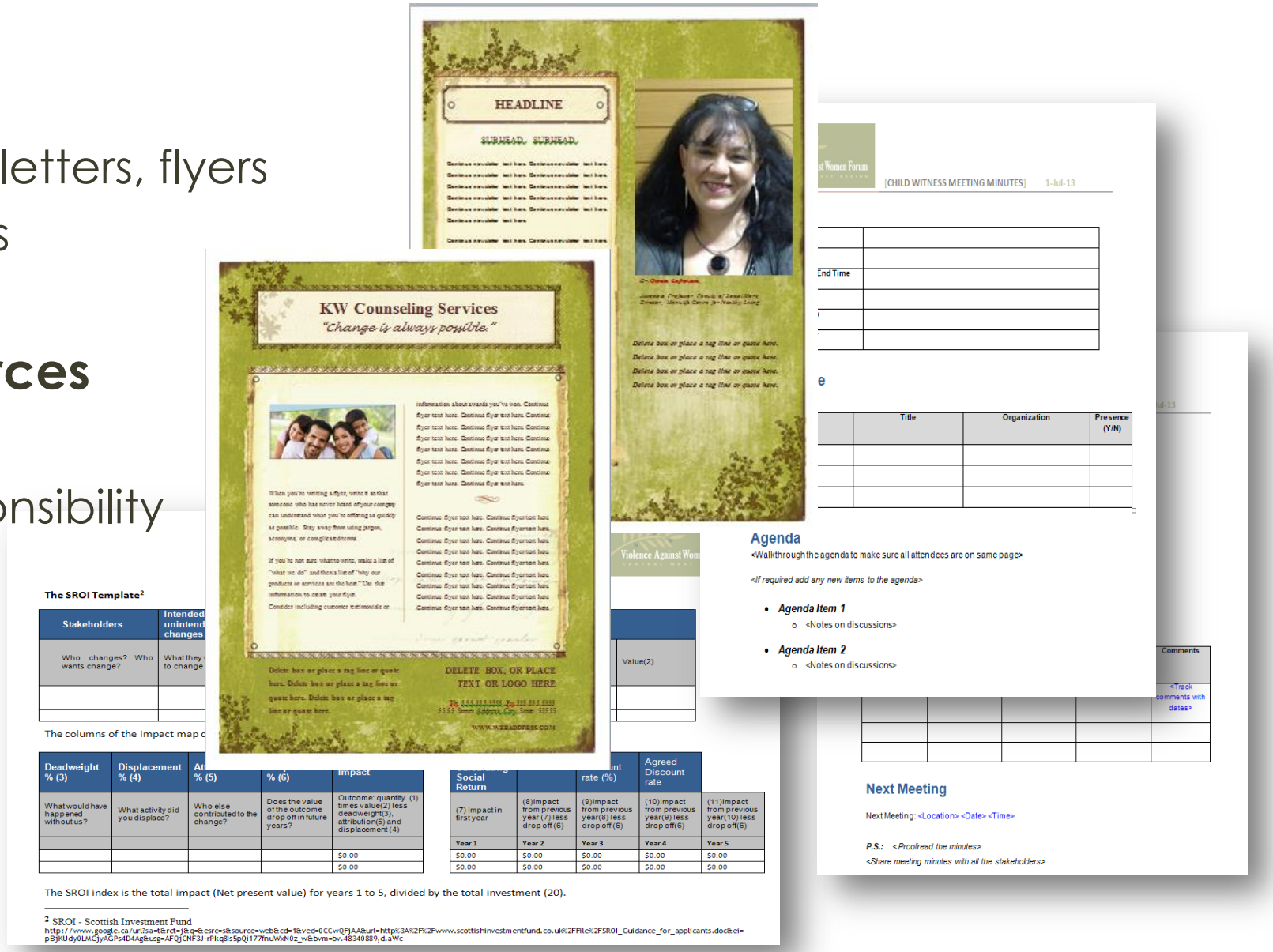
Lyle S. Hallman Faculty of Social Work,
Wilfrid Laurier University

120 Duke Street West,
Kitchener, Ontario

Recommended symposium invitations format

Resources

- **Templates**
  - SROI/ROI
  - Invitations, newsletters, flyers
  - Meeting minutes
  - Status updates
- **Additional resources**
  - WLU
  - Corporate responsibility



Implementation

- Short Term (0 to 12 months)
  - Events - address specific needs and include more break-out session and interactive exercises
  - Meetings – regular Forum meetings, monthly committee and sub-committee meetings
- Medium Term (1 to 3 years)
  - Use of Digital Tools - broadcast select events, use website as central source of information
  - Establishing ‘Enhancing Service System Capacity’ sub-committee, assessment of operational/financial information required and delivery costs
  - Annual strategic planning amongst all of the ED’s and agency leaders
  - Succession plan for all key leadership positions within the Forum
  - Re-evaluate the Forum periodically
- Long Term (3 years and beyond)
  - Collaboration with additional Universities
  - Set and define expectations in terms of accountability

Questions?