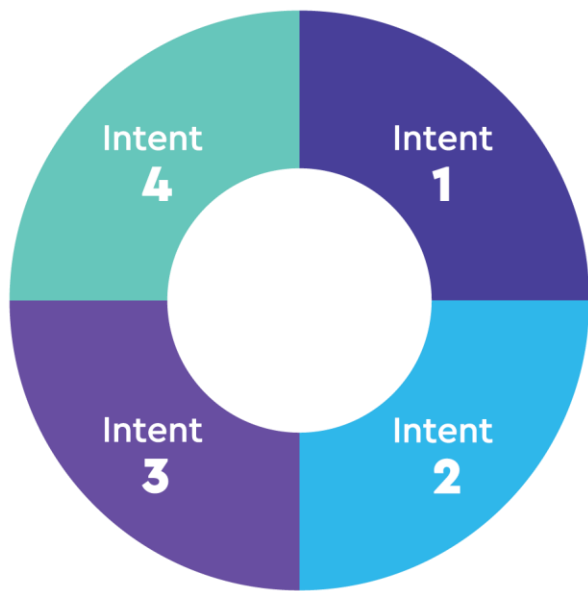


COMPLIANCE DETERMINATION

IPV – Recommendation 3

Recommendation Summary: Evaluation of DVSS pilot project.

Primary Public Body: Manitoba Justice



Intent 1.

Conduct an independent outcome evaluation of the Domestic Violence Support Service (DVSS).

Intent 2.

The evaluation should elicit feedback from stakeholders such as Indigenous-led community agencies, mental health services, child welfare, and families and young people impacted by the program.

Intent 3.

Consider expanding the DVSS program and other culturally-safe integrated responses to outside Winnipeg.

Intent 4.

The evaluation is made publicly available.

COMPLIANCE DETERMINATION

25%

Limitedly Compliant

Recommendation Compliance Summary



This form details the assessment of compliance with recommendations made under Section 27 and Section 31 of *The Advocate for Children and Youth Act*. MACY assesses recommendations for compliance once a year but receives updates from the public bodies every six months.

1. Recommendation Information	
Report Name:	Every Two Hours: A Special Report on Children and Youth Exposed to Intimate Partner Violence in Manitoba
Date Released:	6/22/2022
Full Recommendation: (including details)	<p>Recommendation Three: The Manitoba Advocate for Children and Youth recommends that the Minister of Justice conduct an independent outcome evaluation of the Winnipeg Police Service and Manitoba Justice's Domestic Violence Support Service (DVSS) Pilot program that provides an integrated response to incidents of intimate partner violence (IPV).</p> <p>DETAILS:</p> <ul style="list-style-type: none"> Elicit feedback from relevant stakeholders including Indigenous-led community agencies, mental health services, child welfare, and the families and young people impacted by the program. Include a formative evaluation that considers expansion of the program or other culturally-safe integrated responses to jurisdictions outside of Winnipeg, following consultations with Indigenous governments. Make the results of the evaluation publicly available.
Intent(s) of Recommendation:	<ol style="list-style-type: none"> Conduct an independent outcome evaluation of the Domestic Violence Support Service (DVSS). The evaluation should elicit feedback from stakeholders such as Indigenous-led community agencies, mental health services, child welfare, and families and young people impacted by the program. Consider expanding the DVSS program and other culturally-safe integrated responses to outside Winnipeg. The evaluation is made publicly available.
Issue:	IPV
Public Body	Manitoba Justice
Dates of Previous Official Updates from Public Body:	May 31, 2023
2. Compliance Determination	
Limitedly Compliant 0.25	Actions taken only implement a small part of the recommendation, requirements are only fulfilled to a limited degree by actions taken, resulting in significant deficiency in

	implementation.
Self-Assessment	Alternate Solution
3. Rationale for Determination	
<i>(How did you reach this compliance determination)</i>	
Intent 1: Conduct an independent outcome evaluation of the Domestic Violence Support Service (DVSS).	
2023	
<ul style="list-style-type: none"> • A public announcement was made May 25, 2023 that the DVSS pilot project was proven effective and will be implemented permanently, because the partnership with Victim Services and Winnipeg Police Service (WPS) was shown to permit a compassionate and timely response to calls for service. • The release reported the DVSS program, through its two-year operation, demonstrated success by way of reduced delays for callers requesting support (on average, callers received responses within a few hours of contact), serving to support individuals, and preventing future domestic incidents. The pilot involved the co-location of three Manitoba Justice Victim Services staff at the WPS headquarters, permitting better integration between officers and Victim Services to collaboratively determine the most appropriate outreach requirements for families making police calls for non-criminal domestic incidents. Approximately 12,000 annual calls were noted in the release. Information indicated this streamlined process reduced Victim Services referrals requiring follow-up, which previously, were often provided days after an incident occurred. Noted benefits of the program include quicker response times, improved support, increased access to resources, and enhanced collaboration among service providers. Victim Services reported this resulted in better utilization of staff, reduced siloed responses, and the Department assessed this is an improved means to streamline their efforts. The release information indicated the program increased capacity to provide a trauma-informed approach to families in need. • The Department's response did not, however, offer clarity on whether the project was formally evaluated. Information publicly reported upon reasonably suggests the overall assessment of program effectiveness occurred internally. Specific data or more detailed findings relied upon to assess effectiveness were not provided in this assessment period. 	
Intent 2: The evaluation should elicit feedback from stakeholders such as Indigenous-led community agencies, mental health services, child welfare, and families and young people impacted by the program.	
2023	
<ul style="list-style-type: none"> • As with intent 1, no information was provided to indicate an evaluation was conducted, or what specific data/findings were relied upon to assess the success which warranted the permanency of the program. Manitoba Justice reported 	

commitments from its own department (i.e., Victim Services) regarding ongoing engagement with other relevant organizations to best meet victim needs.

- Manitoba Justice provided further information on collaborative initiatives in the Victim Services space, such as its work with Toba Centre, specifically as related to the enhancement of supports for victims of child abuse, and families impacted by violence.
- Additionally, Manitoba Justice reported ongoing engagement with Regional Indigenous organizations to enhance capacity for services in regions of the province.

Intent 3: Consider expanding the DVSS program and other culturally-safe integrated responses to outside Winnipeg.

2023

- Manitoba Justice reported piloting the program in Winnipeg was in response to the large volume of referrals in Winnipeg, adding the same program may not meet the unique needs of other communities. The Department suggested a fraction of the number of referrals that come to communities may be best supported by engagement with existing resources to meet the needs of children and youth exposed to IPV.
- Manitoba Justice reports the DVSS program is still early in its roll out and was specifically designed with the WPS and, therefore, may not be possible to expand to other policing agencies in the same way without their partnership and agreement.
- The Department advised engagement with policing agencies would need to take place to determine if this is a model that can work in other policing platforms. They further shared that engagement with Regional Indigenous Organizations would need to transpire prior to any expansion into regional or First Nations communities. Again, in consideration of expanding, Manitoba Justice noted regional service areas do not have the same volume of intakes.
- Further information was provided by Manitoba Justice on the funding provided to Victim Services programs operating through Brandon Police and Pembina Valley (Winkler, Morden, Altona). The programs are reported to work collaboratively with the Victim Services Branch to provide appropriate referrals, and fill service gaps in jurisdictions.

Intent 4: The evaluation is made publicly available.

2023

- Manitoba Justice indicated an informal and early review of the program demonstrates the pilot phase has shown success in providing early intervention through tandem response with Victim Services and WPS, as well as streamlining services and reducing the wait time to connect to a Victim Services worker.

- As noted in other intents, a public announcement was made on May 25, 2023, whereby it was stated the pilot was proven effective and would be implemented permanently.
- Manitoba Justice identified that the Winnipeg Police Service publishes business plans and quarterly reports that highlight the Domestic Violence Intervention Unit's progress. These publicly available reports identify measures such as number of low risk events closed by the team, number of child custody dispute calls addressed, and number of callers who spoke with a Victim Services Worker.

Analysis Summary: The responses from Manitoba Justice and reference to the noted news release announcing the DVSS pilot project's permanency indicate an independent evaluation has not occurred; however, internal successes were reported by those tasked with responding to public requests for supports. Victim Services' assessment of effectiveness was relayed, which included increased collaboration, a reduction in wait times, and more targeted responses. The reported permanency of the program is presented as an alternative solution to formal evaluation. Increased clarity on the numbers, data, and documented outcomes/findings relied upon to justify success would be helpful to warrant an alternate solution to a formal evaluation. Manitoba Justice reported Victim Services is in ongoing engagement with other relevant organizations to best meet victim needs. Information was provided regarding collaboration with Toba Centre and other regional Victim Services units attached to police services in Manitoba. This collaboration is related to intent 2, but falls outside of its purpose, as there is no evidence of community consultation or voice in the permanency decision for the pilot program. For intent 3, as noted, in May of 2023 the program was announced as going to be made permanent in Winnipeg. No information was provided, however, referring to established plans/intentions to engage in discussions to potentially expand outside of the city. Consideration, or evidence of conversations to explore similar models to communities outside of Winnipeg would be beneficial to fulfil this intent. As for intent 4, provided there is no evidence a formal evaluation occurred, MACY does not anticipate this intent to be met as was originally written; however, the public announcement speaking to DVSS success is an optimistic stride, as is the publicly available information on the program/unit metrics. In order the fulfil this recommendation as an alternative solution, more detailed evidence regarding the decision to make the pilot project a permanent unit is sought. In addition, evidence of feedback from stakeholders impacted by the pilot project/unit would be a meaningful contribution to the alternative solution sought through this response. Due to the limited information available at this time, this recommendation is considered Limitedly Compliant.