

# *Outreach Services*

*January 1, 2009 - March 31, 2010*

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*January 1<sup>st</sup> 2009 - December 31<sup>st</sup>, 2009*

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## Violence Prevention Outreach Program

The Province of New Brunswick's action plan on violence against women, *A Better World for Women: Moving Forward 2005-2010*, identified outreach programs as a priority issue. The goal of outreach as defined in the action plan was to ensure women living in or leaving abusive relationships have access to someone who can respond to their crisis and support them.

The program improves women's access to community services and service providers, provides help and information to women in need as well as increase awareness of the issue of domestic violence in the community. The program is an important resource for family violence services, and guides victims to the services they need.

Outreach workers have a variety of tasks in their everyday job. They:

- create awareness and prevention including presentations on family violence and outreach program for government departments, community organizations, schools and groups in community;
- plan public awareness activities such as articles for local paper, radio interviews, brochure or flyer to promote services or public events on family violence issues; and ensure other service providers are aware of outreach services
- offer crisis intervention and support for those affected by domestic violence.
- ensure they have safe meeting places in the community.
- facilitate and collaborate on the development of community- based sexual assault services.
- assist their local family violence committee in coordination with the stakeholders in their area.

The Women's Issues Branch has provisions for funding fourteen (14) Outreach Programs serving Kent County, the Chaleur region, the Beauséjour region, the Miramichi area, the Acadian Peninsula, Moncton, Saint John, the Kennebecasis Valley, Sussex, Charlotte County, Woodstock, North-West, Campbellton, and the Fredericton area.

### Statistics

In 2009, the outreach workers had over 4000 separate contacts with individuals. The contacts consisted of telephone, face-to-face meetings (either at the outreach office, satellite location, a client's home or other community location) email and support groups. It is important that the outreach workers are flexible in their approach as to meet the needs of their clientele and how they wish to receive service. Some examples of the support services offered include: safety planning, referrals, accompaniment, information, individual support and follow-up.

The statistics for each month represent the total number of clients receiving service in that month and those that attended group sessions. Generally, clients make contacts multiple times per month due to the nature of the service being requested. This accounts for the difference in the number of clients and the number of contacts reported. Some clients may receive service in more than one month. The 14 programs were not all fully operational during the reporting period.

Telephone (support) contact is a common means to access the outreach worker. The initial contact by phone allows a client to access information and support with some anonymity as they may be reluctant to discuss their personal situations. The rural nature of the province and limited resources may make it difficult for clients to travel to a service regularly, therefore, the telephone support decreases the sense of isolation for people. Further, the opportunity to develop rapport over the phone may ease an individual into a face-to-face contact which may strengthen the helping relationship.

### Observations

- The outreach services were accessed primarily by women aged 16 to 55 and from a diverse population which includes Anglophones, Francophones and Aboriginals; visible minorities and immigrants; individuals with physical and mental disabilities; and individuals from same sex relationships.

- Intimate partner violence is a significant problem for the majority of clients who are accessing the outreach service.
- Children are living in families where violence is a problem.

Services:

- Many clients are accessing outreach workers as they require individual support.
- Outreach workers are doing safety planning with clients on a regular basis.
- There are a considerable number of requests for information which indicates the importance for clients to access information from a person who is able to talk with them.
- The number of e-mail contacts speaks to how technology has changed the way clients seek to communicate and access information.

Monthly Statistics for Outreach Program (January 1, 2009 - December 31, 2009)

		Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	
*Clients	Women	71	121	92	127	122	166	110	82	126	137	166	76	
	Men	3	2	3	3	9	10	7	1	2	3	0	6	
	<b>Total</b>	<b>74</b>	<b>123</b>	<b>102</b>	<b>130</b>	<b>140</b>	<b>176</b>	<b>127</b>	<b>99</b>	<b>128</b>	<b>140</b>	<b>166</b>	<b>87</b>	
Ages	16-26	5	10	9	23	30	31	11	4	23	8	17	9	
	26-35	22	22	28	26	19	28	28	16	22	27	34	14	
	36-55	27	51	39	48	58	61	63	40	58	70	80	53	
	55+	3	5	7	13	11	18	6	8	15	10	18	6	
	Unknown	17	35	19	21	23	37	18	31	10	23	15	5	
Contact Type	Telephone	118	177	150	133	147	205	135	143	175	127	156	99	1765
	Face-to-face (location not specified)	7	30	0	2	9	0	3	2	0	5	0	0	58
	Main Location	37	53	41	64	62	91	72	36	86	166	108	80	896
	Satellite Location	1	2	4	9	3	29	9	5	9	1	8	13	93
	Client's home	14	18	18	42	25	23	21	12	21	28	30	10	262
	Other community location	3	40	32	24	46	64	16	17	26	32	57	37	394
	E-mail	50	67	64	30	50	46	36	30	51	45	124	68	661
	Support Groups	6	6	0	2	8	21	0	0	0	32	31	5	111
	Other	2		1	0	0	0	0	0	0	0	0	0	3
	<b>Total Contacts</b>	<b>238</b>	<b>393</b>	<b>308</b>	<b>306</b>	<b>350</b>	<b>457</b>	<b>297</b>	<b>242</b>	<b>368</b>	<b>436</b>	<b>364</b>	<b>312</b>	<b>4071</b>
Dependent Children	No	15	36	23	28	48	69	36	31	32	47	69	32	
	Yes	41	68	67	69	64	72	38	44	75	76	75	52	
	Unknown	18	19	7	12	18	26	21	24	16	13	16	3	
Primary Presenting Problem	Intimate Partner Violence	43	78	71	76	74	105	77	68	69	68	84	42	855
	Sexual Assault	8	9	10	12	4	9	7	8	16	14	11	4	112
	Information		5	1	0	0	0	0	0	3	2	4	1	16
	Other		12	0	0	0	0	2	14	20	34	27	22	131

Secondary Presenting Problem	Intimate Partner Violence		3	0	0	1	1	0	12	21	19	20	11	88
	Sexual Assault		3	1	0	7	0	2	0	0	3	1	0	17
	Information	21	24	25	28	30	42	17	23	14	12	24	5	265
	Other	22	31	41	50	51	57	49	10	26	28	41	17	423
Services Provided	Safety Planning	9	24	20	17	24	21	73	12	22	7	18	19	266
	Referrals	5	38	14	16	25	13	11	21	15	10	12	2	182
	Accompaniment		23	14	13	11	24	7	13	15	18	23	19	180
	Information	49	89	76	95	66	101	57	62	90	59	74	33	851
	Individual support	95	95	86	127	124	144	54	110	109	140	129	97	1310
	Follow-up/Maintenance	14	88	80	51	46	82	64	33	47	58	39	47	649
	Other	20	66	22	12	39	46	20	13	30	47	64	40	419
Other Information	Aboriginal	4		1	15	2	2	3	1	0	2	2	1	33
	Same-sex couple		1	2	2	2	0	0	1	0	1	2	0	11
	Immigrant		2	0	1	3	2	0	1	3	6	8	3	29
	Francophone	22	26	12	26	38	37	27	35	19	21	42	30	335
	Anglophone	32	43	33	34	10	65	22	34	53	50	60	5	441
	Visible minority		2	2	2	14	1	1	0	2	1	0	0	25
	Physically disabled			0	1	1	1	0	0	0	11	0	0	14
	Mentally challenged			1	1	1	1	0	1	0	0	0	0	5
	Learning disability			0	0	1	0	0	0	0	9	0	0	10
	Other	6	9	3	2	7	0	0	9	8	3	2	2	51
	Unknown			2	0	0	0	0	0	1	2	1	1	7

\*Clients - # of individuals receiving services during that month.

Note: these clients may also be counted in others months if they received services in those months