

**United Way Family Conflict Program Logic Model: 2015-2017**

INPUTS/RESOURCES	ACTIVITIES*	OUTPUTS Numbers & Amounts	Indicators/Tools to measure outcomes	OUTCOMES		
	<b>All activities offer first language support and childcare for clients</b>			Initial	Intermediate	Long Term
<p><b>Program staff</b> Program Coordinator Counsellors Manager Director of Programs Executive Director Accounting Evaluation support Human Resources support Data Entry/Program Assistant Childcare workers from SMILES childcare</p> <ul style="list-style-type: none"> <li>• <b>Office &amp; workshop space</b></li> <li>• <b>Community venues</b> North of McKnight – Genesis Centre of Community Wellness, Heart of Northeast – Village Square Leisure Centre, South West Community Resource Center, Calgary Chinese Cultural Center</li> </ul>	<p><b>Outreach</b></p> <ul style="list-style-type: none"> <li>• Distribute promotional materials (inserts, posters, flyers)</li> <li>• Advertise the program online (CIWA’s website, social media sites, etc.)</li> <li>• Deliver presentations about the program</li> <li>• Reach out to service providers, ethno cultural groups, places of worship, etc.</li> <li>• Attend community events</li> </ul> <p><b>Prevention Support</b></p> <ul style="list-style-type: none"> <li>• Deliver educational workshops on various topics such as (stress management, violence, communication, etc.) to the community</li> <li>• Deliver presentation to organizations about ways to support immigrant families dealing with family conflict and related issues</li> </ul> <p><b>Counselling Support</b></p> <ul style="list-style-type: none"> <li>• Conduct needs assessment</li> <li>• Provide individual, couple, and family counselling to immigrant women and family members</li> <li>• Develop safety plans</li> <li>• Provide parenting support</li> <li>• Provide in home support</li> </ul>	<ul style="list-style-type: none"> <li>• 200 promotional materials distributed</li> <li>• Quarterly online advertisements</li> <li>• 15 partnerships</li> <li>• 10 presentations in the community</li> <li>• 4 community events attended</li> </ul> <ul style="list-style-type: none"> <li>• 10 educational workshops</li> <li>• 3 presentations</li> <li>• 150 attendees</li> </ul> <ul style="list-style-type: none"> <li>• 300-350 needs assessments completed</li> <li>• 3-10 counselling sessions per client</li> <li>• 100 safety plans developed</li> <li>• 50 parents receive parenting support</li> <li>• 100 contacts</li> </ul>	<ul style="list-style-type: none"> <li>• # of new clients accessing the program</li> <li>• # community members inquiring about the program</li> <li>• Types of referral sources</li> <li>• # of new and ongoing partnerships</li> </ul> <ul style="list-style-type: none"> <li>• 80% report learning about issues relating to family conflict</li> <li>• 80% report learning ways to support immigrant women dealing with family conflict</li> </ul> <ul style="list-style-type: none"> <li>• 80% report increased understanding of their needs</li> <li>• 80% report learning new coping strategies to address needs</li> <li>• 80% report having a safety plan in place</li> <li>• 80% learn how to break away from abusive situations</li> <li>• 80% report being better able to protect their children from abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Immigrant women learn about the program and how to access support</li> <li>• Community members learn about services available for immigrant women</li> </ul> <ul style="list-style-type: none"> <li>• Community learns about factors that trigger family conflict among immigrant families</li> <li>• Community understands how physical and emotional abuse affects the lives of immigrants</li> <li>• Organizations learn ways to support immigrant women dealing with family conflict</li> </ul> <ul style="list-style-type: none"> <li>• Clients learn about their issues/barriers</li> <li>• Clients learn coping strategies to address their needs</li> <li>• Clients learn how to access emergency supports and plan for their safety</li> <li>• Clients learn how to break away from abusive situations</li> <li>• Clients learn how to support their children</li> </ul>	<ul style="list-style-type: none"> <li>• Immigrant women access support needed</li> <li>• Community members connect immigrant women to the program</li> <li>• Organizations partner with the program to address family violence</li> </ul> <ul style="list-style-type: none"> <li>• Community addresses family conflict risk factors</li> <li>• Community supports those affected by abuse</li> <li>• Organizations partner with CIWA to support immigrant families</li> </ul> <ul style="list-style-type: none"> <li>• Clients develop goals to address their needs</li> <li>• Clients use coping strategies to deal with the issues at home</li> <li>• Clients are able to use safety plans when needed</li> <li>• Clients are able to support their children in coping with family violence and related issues</li> </ul>	<ul style="list-style-type: none"> <li>• Immigrant women move from poverty to possibility</li> <li>• Immigrant families break the cycle of family violence</li> <li>• Clients leave abusive relationships and become self-supporting</li> </ul>

<ul style="list-style-type: none"> <li><b>Community partners</b></li> </ul> <p>Stakeholders group with representation from Immigrant serving agencies, mainstream counselling agencies, shelters, ethnic communities, legal services, coalition bodies and funders</p>	<p><b><u>Advocacy and Referral</u></b></p> <ul style="list-style-type: none"> <li>Provide information about community resources</li> <li>Refer clients to appropriate resources in the community</li> <li>Provide emergency housing support when needed</li> <li>Advocate on behalf of the client with agencies like Calgary Police Services, emergency shelters, social services, etc.</li> </ul>	<ul style="list-style-type: none"> <li>175 referrals</li> <li>75 clients receive advocacy support</li> </ul>	<ul style="list-style-type: none"> <li>80% report increased ability to access community resources independently</li> <li>80% report connecting with other agencies for help</li> </ul>	<ul style="list-style-type: none"> <li>Clients learn about resources in the community</li> <li>Clients learn about alternative living arrangements as they deal with family violence issues</li> <li>Mainstream community learns about immigrant issues</li> </ul>	<ul style="list-style-type: none"> <li>Clients access community support services</li> <li>Clients are in a safe environment</li> <li>CIWA and other immigrant serving agencies facilitate effective communication between immigrant clients and legal/social institutions</li> </ul>
<ul style="list-style-type: none"> <li><b>Promotional materials</b></li> </ul> <p>Program inserts</p> <ul style="list-style-type: none"> <li><b>Program materials</b></li> </ul> <p>Handouts and informational materials</p>	<p><b><u>Group Intervention Support</u></b></p> <ul style="list-style-type: none"> <li>Offer women's and men's support groups</li> <li>Offer group Triple P parenting sessions</li> <li>Facilitate psycho-educational sessions within the support groups</li> </ul>	<ul style="list-style-type: none"> <li>3 women's groups (8-10 sessions per group)</li> <li>2 men's groups (8-10 sessions per group)</li> <li>12 group parenting sessions</li> </ul>	<ul style="list-style-type: none"> <li>80% report learning about domestic violence</li> <li>80% report gaining skills to help them deal with family conflict</li> <li>80% report developing support networks</li> <li>80% of men learn how to escape</li> </ul>	<ul style="list-style-type: none"> <li>Participants learn about issues related to domestic violence</li> <li>Participants learn about having supportive networks</li> <li>Participants learn skills that help them deal with family conflict issues</li> <li>Immigrant men learn how to escape violent behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Participants develop support networks</li> <li>Participants are able to stop they cycle of family violence in their homes</li> <li>Participants live in a peaceful environment</li> <li>Immigrant men are able to deal with problems without using violence</li> </ul>
<ul style="list-style-type: none"> <li><b>Workshop guest speakers</b></li> <li><b>Program volunteers</b></li> </ul>	<p><b><u>Partnerships and Collaborations</u></b></p> <ul style="list-style-type: none"> <li>Collaborate with other organizations focused on addressing family violence</li> <li>Partner with service providers to enhance client support</li> <li>Work with academic institutions to support research on immigrant women and family violence</li> <li>Provide cultural competence training for service providers</li> </ul>	<ul style="list-style-type: none"> <li># formal partnerships</li> <li># collaborative initiatives</li> </ul>	<ul style="list-style-type: none"> <li>80% report learning about the impact of family violence</li> <li>80% report benefiting from collaborating with the program</li> </ul>	<ul style="list-style-type: none"> <li>Partners learn how to improve access to support immigrant women</li> <li>Partners learn the about the benefits of taking a collaborative approach to supporting immigrant women</li> <li>Partners enhance awareness about the impact of family violence</li> </ul>	<ul style="list-style-type: none"> <li>Services to support immigrant women are streamlined</li> <li>Partners identify inequitable practices that affect marginalized populations</li> <li>Agencies are responsive to the needs of immigrant women in domestic violence situations</li> </ul>
	<p><b><u>Program Evaluation</u></b></p> <ul style="list-style-type: none"> <li>Conduct ongoing needs assessments with clients</li> <li>Report program outcomes to funders</li> <li>Identify areas for quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>300-350 needs assessments</li> <li>600-700 individual counselling surveys</li> <li>30 support group evaluations</li> </ul>	<ul style="list-style-type: none"> <li>Risk and Protective Factors assessment</li> <li>Client Outcome Rating Scale</li> <li>Workshop evaluations</li> <li>Support group evaluations</li> <li>Verbal feedback</li> </ul>	<ul style="list-style-type: none"> <li>CIWA learns constructive ways to improve programs</li> </ul>	<ul style="list-style-type: none"> <li>CIWA creates effective programs to meet the diverse needs of our clients</li> </ul>