Building the Capacity for Informal Supports: An Informal Supports Framework Version 1.0

**To be reviewed annually by CDVC and the
Informal Supports Working Group**

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Calgary Domestic Violence Collective

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History of the Framework

In 2012, in partnership with Homefront and Shift, the project to end domestic violence conducted research on effective societal responses to domestic violence and informal supporters were identified as a potential prevention strategy. This initial research was followed by a subsequent issue brief on how friends and family members can prevent domestic violence (Esina, Wells & Koziey, 2013). In 2014, Shift in partnership with Calgary Domestic Violence Collective (CDVC) applied for, and were granted, a Developmental Evaluation Grant from Innoweave to support the development of a supporting the supporters strategy.

In 2015, an online survey and interviews were conducted with relevant agencies in Calgary exploring the role of informal supporters and a summary report with recommendations for further action was presented to local funders and domestic violence organizations for their consideration. In 2016, the Calgary Domestic Violence Collective identified '*Supporting the Supporters*' as a priority area and hired a consultant to facilitate the development of an *Informal Supports Framework* that would support the CDVC to strategically explore how to build capacity for engaging and supporting informal supports in the intervention and prevention of domestic violence.

An advisory group was formed in the Fall of 2016, and has been meeting on a regular basis to:
- Share information regarding the need for, and benefits of informal supports in the intervention and prevention of domestic violence
- Develop a Theory of Change for an informal supports strategy
- Inform the development of the framework and the strategies required to bring the framework to life

The following Individuals have participated in the current Advisory Committee responsible for overseeing and providing insight into the development of the framework:

Individuals	Agency/Initiative/Institution Represented
Kim Ruse	Calgary Womens Emergency Shelter
Andrea Silverstone	Sagesse
Carrie McManus	Sagesse
Elena Esina	Shift: The Project to End Domestic Violence
Maggie Mackillop	Homefront Calgary
Laura DuCharme	Homefront Calgary
Sharon Blackwell	Alberta Human Services: Housing and Homeless Supports
Vic Lantion	Ethno Cultural Council of Calgary
Phyllis Luk	Chinese Community Response to Family Violence
Hadeel Qazazz	Family & Community Support Services

Meghan MacLeod	Jewish Family Services
Ravi Natt	Punjabi Community Health Services
Lalita Singh	United Way of Calgary and Area
Amy Alexander	United Way of Calgary and Area

Purpose of an Informal Supports Framework

The purpose of the informal supports framework is to identify strategies, and supporting information, that will inform the work of CDVC moving forward on its strategic priority regarding informal supports. ==The informal supports Working Group will utilize the framework to identify areas of opportunity and collaboratively with community develop an annual action plan. The framework along with action plan will be reviewed annually in light of progress and the strategic direction of the CDVC.==

Strategic Focus Areas

Based on the research conducted by the previous working group, supporting research from the field, and feedback and discussion with the current advisory group, the following two areas have been identified as having the potential to generate information that will support the further development of a collaborative and coordinated response to domestic violence:

- Build the capacity of organizations to integrate informal supports into their service delivery protocol and provide effective supports to those who provide ongoing supports to victims of DV outside of the service delivery context
- Build the capacity of the community to effectively prevent and respond to domestic violence in whichever context (i.e., the work place, home, community settings etc.) before, during and after domestic violence incidents.

Rationale

While formal services and supports are critical, research shows that *informal* networks can play a pivotal role in preventing and addressing domestic violence. Although the importance of the role of informal networks in domestic violence response and benefits of appropriate informal support is compelling (Esina et al., 2013), it remains an untapped resource in the arsenal of potential strategies that can be used to effectively address and prevent domestic violence (Budde & Schene, 2004) and most domestic violence programs in Alberta do not offer services that explicitly support

members of informal networks or invite them to use their services (Esina, Wells, & Koziey, 2013).

There is strong evidence showing that victims of DV turn to their informal networks first. A 2011 Canadian population based study found that 80% of female domestic violence victims used their informal networks for support (Barret & Pierre, 2011). Also, informal supporters are often present before, during and after the incident but in many cases, they do not feel adequately equipped to intervene and provide appropriate support. Research shows that negative reactions to a disclosure of domestic violence can multiply a victim's stress, increase shame and sense of isolation, while positive support can diminish the traumatic effects of abuse and create an openness to engage with formal services (Goodkind et al., 2003). Other benefits that victims receive as a result of positive and appropriate responses from members of their informal networks include improved mental and physical health, fewer suicide attempts, decreased social isolation, a heightened willingness to contact formal supports and reduced risk of further violence (Trotter & Allen, 2009).

As Budde and Schene (2004) point out, Informal Social Support interventions (ISS) clearly offer potential that should be tapped, but most ISS interventions are not widely used and we know little about the relative advantages of different ISS interventions. There are critical gaps in our understanding of how to design, implement, sustain, and expand effective ISS interventions; whether we can consistently approximate the benefits of naturally occurring social support and control the outcomes through ISS interventions, especially for families and individuals at highest risk for violence. Research on informal supporters' experiences in supporting victims and perpetrators of domestic violence and their needs during that process is also scarce (Latta & Goodman, 2011). As a result, we are in the early stages of learning how to engage, support and integrate informal supporters in domestic violence response and how ISS interventions can contribute to preventing and addressing DV.

By developing this framework, the working group aims to generate knowledge and understanding on the '*how*' of doing this work, and why it is critical component of furthering a collaborative and coordinated response to domestic violence. We recognize that this area is still in its infancy and we have a lot to learn but we believe that developing a comprehensive and multifaceted informal supports framework is a first step forward in making informal supporters part of the equation.

In addition to the background research conducted by the previous working group, the informal supports working group developed a rationale for an informal supports framework in the context of exploring the theory of change for informal supports. The group identified the following five reasons for advancing work in this area:

1. There is a readiness and willingness in target organizations to further develop and articulate *how* to integrate and support informal supporters in addressing and preventing domestic violence.

2. There is a readiness in community to further explore, develop and implement strategies identified as part of an informal supports framework that will effectively address DV in the community

3. While the recognition of the potential role that informal supports can provide exists, the potential of informal supports to positively address intervention/prevention and practices in the Calgary community is currently under realized.

4. Because the barriers that stand in the way of involving informal supports shines a light on the socio-cultural biases and current practices with regards to domestic violence.

In addition to working out a rationale for the development of an informal supports framework at an organizational and community level, the advisory group also developed a theory of change to help articulate why undertaking this work is important and what could be achieved. The following Theory of Change statements were developed to help guide the development of strategies for the framework:

- **If** service providers build their capacity to involve and support informal supporters in their work, **then** families of DV will receive supports that are timely and effective in helping them deal with DV.
- **If** communities build their capacity to educate, engage, and support informal supporters so that they can be effective, **then** families of DV will receive supports that are timely and effective in helping them deal with DV, and communities will be better able to prevent and stop DV

Definitions

The following key terms and definitions are key to understanding the context of an informal supports framework.

Informal supports can include immediate family members, relatives, close friends, casual acquaintances, neighbours, co-workers, and/or members of a faith community (Sylaska & Edwards, 2014) that provide instrumental and emotional assistance to victims and/or perpetrators of domestic violence, as opposed to formal support, that is provided through agencies or larger systems (Goodman & Smyth 2011).

Informal support networks consist of, and include, a victim/survivor, a perpetrator and the family, friends, neighbors, co-workers, or class mates that could potentially provide instrumental and emotional assistance to victims and/or perpetrators of domestic violence.

We understand **Formal Support** to be the services and supports victims or perpetrators of domestic violence and abuse receive from organizations that have programs and services designed to effectively address the presenting issues of the victim, perpetrator or informal supporter.

We understand **Formal Systems** to include governmental ministries such as Health, Education, Human Services, Justice, etc., and at a community level Churches, self-help groups, clubs, community associations, agencies that either fund or provide programs or services designed to effectively address the presenting issues of the victim, perpetrator or informal supporter.

We recognize a **Community, or communities,** to be any group of individuals who have come together, or self-organize around an issue, and hold each other accountable for dealing with the issue in question.

In the context of domestic violence and abuse, we understand **Prevention** to exist on a continuum from **primary**; the education of individuals and the community at large in the appropriate way to recognize, respond and refer; to **secondary**; providing services, shelter, safety and support, to those dealing with domestic violence and abuse; to **tertiary**, long term service and supports to those dealing with the impacts of domestic violence and abuse.

Building the **capacity of informal supporters** minimally involves educating individuals and communities to recognize domestic violence or abuse, respond in an appropriate manner, and have the knowledge to refer the person in question to appropriate resources and supports in the community.

Supporting supporters involves…building the capacity of individuals at psycho emotional level to be an effective support to the person in question on an ongoing basis. In the context of this informal supports framework we understand **promising practices** to be: An intervention, program/service, strategy, or policy that shows potential (or 'promise') for developing into a best practice. Promising practices may be in the earlier stages of implementation. Promising practices demonstrate: Medium to high impact; High potential for adaptability; Suitable quality of evidence.[1]

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[1] Accessed from the Canadian Best Practices Portal:
http://resources.cpha.ca/CPHA/Conf/Data/2015/A15-380e.pdf Feb 7, 2017.

Guiding Values of the Informal Supports Working Group

In order to ground the work of the informal supports, the advisory committee has adopted the following set of Guiding Values developed by the engaging Men and Boys working group. These values have been adapted to the work being explored by the informal supports working group and will serve as a compass to navigate the challenging terrain of this work and to guide their collaborative effort.

Trust and Cooperation	We believe that trusting one another, even when primary interests are different, is instrumental to achieving our common agenda. This is maintained through continuous communication, curiosity and respect for each other's knowledge and experience.
Empathy	We seek to understand each other's diverse efforts in engaging with and supporting those who step in to provide support to those dealing with domestic violence. We understand that people come from various positions and experiences on this topic, however, it is our mutual support for our differentiated ideas that unify and strengthen our common agenda.
Sound Practice and Adaptability	We believe in drawing from evidence-based approaches in the intervention and prevention of domestic violence, yet seek to balance this with emerging practical knowledge and insights from the field. Part of the way we will do this is through continuous rigorous evaluation and reflective practice.

Models and Research that Inform the Framework

While there has been relatively little research conducted on utilizing informal supports to effectively address and prevent domestic violence, several frameworks and approaches have been developed that have influenced the strategies identified in the present framework.

A Social network oriented approach to service provision for survivors of intimate partner violence Goodman & Smyth 2011

A network-oriented approach recognizes that change initially emerges from survivors themselves, their interactions with responsive formal networks, activated community members, and the collaborations that develop among them (p. 81).

Network-oriented practice entails a realignment of services such that staff members would understand their role as partnering with community members (with each member of the partnership bringing his or her best skills, whether professional training, experiential expertise, or both), to the task of supporting survivors (p. 85).

Such a shift in the way we support survivors would, in turn, require a reconceptualization of two dimensions of mainstream DV services: the role of the practitioner and the scope and nature of services (pp. 85-87).

Specifically, network oriented practice would enable survivors to:
1. Identify and engage potentially helpful friends, family, neighbors, and others;
2. support informal network members' own efforts to assist survivors; and,
3. Help survivors expand or build new support networks.

Model Protocol for working with friends and family of domestic violence victims (Washington State Coalition Against Domestic Violence, 2004)

Research conducted by Public Health in King County and Seattle in 2000, found that when survivors were asked what the felt they needed, they did not request more formal services. Instead they requested that, "their family members, clergy, teacher and other community members know about domestic violence and be prepared to act in thoughtful and helpful ways" (p. 1).

The research identifies three driving reasons to develop the strategies that would support survivor's connections with friends and family:
- Survivors turn to people they already know for support before they try to access service agencies.
- Survivors and their families require deeply rooted, varied and complex support networks that cannot be replaced by any service system; and,

- By including friends or family members as allies, they can help to change the culture that supports abuse

The research then goes on to outline the principles that guide working with friends and family, and then identifies strategies that can be implemented at an organizational and service level, as well as when working in community.

Spectrum of Prevention

The Spectrum of Prevention[2] framework was used to organize and contextualize the work that will need to be undertaken to develop a comprehensive informal supports framework. The *Spectrum of Prevention Framework* is widely used and documented for the prevention of sexual and domestic violence and is well suited for this work because of the overarching and interconnecting strategies. This framework makes explicit the link between the individual level and the policy level and provides the basis for a long-term vision for this work.

Level	Definition of Level
8. Influencing Policy and Legislation	Enacting laws and policies that support healthy community norms and a violence-free society.
7. Changing Organizational Practices	Adopting regulations and shaping norms to prevent violence and improve safety.
6. Cross Sector Collaboration	Working collectively with law enforcement, education, health, religious institutions, social services and media to create a common agenda
5. Fostering Coalitions and Networks	Convening groups and individuals for broader goals and greater impact.
4. Mobilizing communities and neighborhoods	Creating opportunities for community members to become agents of change – to plan and take action to transform their community
3. Educating Providers	Informing providers who will transmit skills and knowledge to others and model positive norms.
2. Promoting Community Education	Reaching groups of people with information and resources to prevent violence and promote safety.
1. Strengthening Individual Knowledge and Skills	Enhancing an individuals' capacity of preventing violence and promoting safety.

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[2] Cohen, L. The Prevention Institute, California. http://www.preventioninstitute.org. Revised by Transforming Communities in 2010,
http://www.transformcommunities.org/sites/default/files/spectrum_of_faith_community_change_final.pdf.

Principles Guiding the Implementation of the Informal Supports Framework

Spectrum of prevention[3]: The Spectrum of Prevention suggests that in order to effectively address domestic violence, communities need to focus on the norms that support such behaviors because of their power in influencing behavior. If norms discourage safe behavior or do not support healthy, equitable, and safe relationships, then programs focused on individual change will not prevent sexual violence unless related norms are changed as well. Norm change is best accomplished through a community approach. Communities are vital in the development of violence prevention strategies. Local initiatives can better respond to the needs of a specific community and often receive high levels of support and participation. By involving multiple partners and interventions, comprehensive community approaches can reach more people than education alone. By developing interventions along the Spectrum of Prevention, communities can foster a more comprehensive domestic violence prevention strategy for a community solution.

Social emotional learning: Social emotional learning (SEL) is the process through which children, youth and adults learn and apply the knowledge, attitudes, and skills necessary: to understand and manage emotions, set and achieve positive goals, feel and show empathy for others, establish and maintain positive relationships, and make responsible decisions.

Safety: Safety for everyone involved is paramount. Safety planning may include identifying and limiting risks for people surviving abuse, friends, family, community members, advocates and people who abuse. As with all aspects of advocacy, advocates should never disclose confidential information regarding a program participant to anyone, including a friend or family member, without the express written permission of the program participant (Burk 2004, p.4).

Survivor self-determination: A key aspect of working with victims of domestic violence, and those who support them, is keeping survivor self-determination in the forefront. As Burk 2004 points out, "the primary focus should be on safety and empowerment of the client through reinforcing the client's autonomy and self-determination.) In other words, those working with survivors work to fortify people's self-determination so that those people may empower themselves and create safety for themselves (p.4).

Cultural competency: Working with friends or family challenges us to develop highly specific strategies and procedures that can adapt to meet needs that are specific to each survivor and her/his community and support network.   These procedures must be responsive to survivors as they exist in the full context of their lives—with an awareness

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[3]Accessed from: http://www.ncjrs.gov/App/publications/abstract.aspx?ID=236969 April 24, 2017

that a survivor is a person who is a member of a neighborhood, ethnic and cultural community, religious community, particular age group, etc. These strategies succeed when members of the groups that survivors, friends or family connect with are active participants in their development (Burk 2004, p.3).

Trauma Informed Practice[4]:

Elliot et al., (2005) suggest that there are 10 basic principles underlying trauma informed practice. The authors contend that when a service organization is trauma-informed, its services will be more accessible to and effective for survivors. Each of the principles reflects a component of creating a service setting that is respectful, welcoming, safe, and helpful to survivors, taking into account their unique needs and the obstacles they face as they seek services and aid.

Trauma informed practice emphasizes: recovery from trauma as a primary goal; it utilizes an empowerment approach; it maximizes survivor choice and control over recovery; service is based on relational collaboration with survivor; it emphasizes safety, respect and acceptance; emphasizes Women's strengths' highlighting 'adaptations' over symptoms, and 'resilience' over pathology; minimizes the possibility of re-traumatization; strives to be culturally competent and to understand each Woman in the context of her life experiences and cultural background; and finally, trauma informed practice involves survivors in the ongoing design and evaluation of services.

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[4] Elliot, D., Bjelajac, P., Fallot, R., Markhoff, L. Glover Reed, B. Trauma-informed or Trauma-denied: Principles and implementation of Trauma-informed services for Women Journal of Community Psychology, Vol. 33, No. 4, 461–477 July 2005

Mobilizing the Framework

This framework serves as the foundation for the work that is required to develop a comprehensive and collaborative approach to addressing domestic violence in our community. This work is about changing practice at the service delivery level, influencing the systems that are implicated in this work, and the social norms surrounding domestic violence. Building the capacity for a comprehensive informal supports framework is a long-term effort, because a true informal supports framework goes beyond the service provision context and strives to include a cross section of people from all walks of life, it recognizes that there is much to be learned and unlearned as the process unfolds, and that it will require time, resources, patience, and commitment to the vision laid out by CDVC.

Strategic Focus Areas	Potential strategies or focus areas
1. **Strengthening Individual Knowledge and Skills:** Enhancing an individuals' capacity for preventing violence and promoting safety.	Guiding principles: Needs to be anchored in a trauma informed approach; Family focused, ecological and wholisitic; need to be sensitive to entry points for having these discussions at the community level; Strategies and or activities: • Develop training, information and resources on the role of social emotional health • Map out existing curricula, information, and materials and the supporting evidence • Develop and implement public awareness campaign regarding the importance and relevance of informal supports • Develop and finalize content for core modules for capacity building • Develop and implement an education program for informal supports that individuals can access and pursue • Explore the scaling up of a peer support model at a community level • Create a source for information resources and supports that are culturally appropriate and accessible online • Explore the use of social media for creating networks and promoting the messaging around healthy relationships, social emotional health and informal supports • Build on the work being completed in the Engaging Men and Boys strategy and identify intersections and opportunities to explore the role of informal supports

2. **Promoting Community Education:** Reaching groups of people with information and resources to prevent violence and promote safety.	**Guiding Principles**: Use research based existing models; evaluate, learn and implement what works; Identify other relevant principles for working with community **Strategies and or activities**: • Develop cross cultural information, materials, and supports, that are directed at Men • Engage with willing communities (e.g., Faith groups, community associations, neighborhoods etc.,) to explore needs regarding informal supports • Leverage the work being done with existing community leaders and champions to promote community capacity for informal support work • Work with community to identify 'family based' ideas relevant to the prevention of domestic violence and building the capacity for informal supports • Develop an open access resource with the ability to translate information and materials on informal supports and the prevention of domestic violence • Support the creation of community forums where domestic violence and informal supports can be safely addressed • Develop the materials on the role of informal supports in community for a table that can be present at all community gatherings and ethnic fairs and celebrations
3. **Educating Providers:** Informing providers who will transmit skills and knowledge to others and model positive norms.	**Guiding principles**: Build on and leverage existing capacity in this area **Strategies and or activities**: • Develop professional training opportunities with access to research based materials on the value and roles of informal supports and how best to support informal supporters • Develop a strategy to provide peer support for providers dealing with difficult or complex cases • Develop learning opportunities for learning about cross cultural approaches regarding informal supports, and informal supports in the context of domestic violence • Develop a practice framework for including and supporting supporters • Educate providers on the inherent potential of developing the capacity for engaging in community development work in this area
4. **Mobilizing communities and neighborhoods:** Creating opportunities for community members to become agents of change – to plan and take action to transform their community	**Guiding principles**: Build on existing knowledge and practices; promote understanding and appreciation of diverse perspectives; learn, share and leverage information and capacity **Strategies and or activities**: • Develop a strategy to identify or map community needs regarding the intervention and prevention of domestic violence and the utilization of Informal Supports

	• Develop the materials and information required to provide training workshops and information sessions at a community level • Work with local education boards to bring healthy relationships presentations and information into the schools and classrooms • Work with local Community Associations, Faith Groups and Ethnic communities to deliver messaging, resources, and information on Informal supports • Build on and support the work taking place in North of McKnight • Build on and leverage the Community Development work undertaken by the City and United Way
5. **Fostering Coalitions and Networks:** Convening groups and individuals for broader goals and greater impact	**Strategies and or activities**: • Identify existing coalitions, networks and groups, currently working in community and identify learning opportunities for the dissemination and sharing of information on what is working in the North Of McKnight communities • Identify existing coalitions, networks and groups, currently working in community and identify learning opportunities for the dissemination and sharing of information on the role and value of informal supports in general • Develop a strategy to explore current gaps in the development of coalitions and networks in community and pilot strategies (e.g. mobilization coordinators) to address those gaps • Evaluate what is working in fostering coalitions and networks in community and disseminate this information to the public • Develop a strategy to disseminate information on the role that informal Supports can play in the intervention and prevention of domestic violence • Develop the materials on the role of informal supports in community for a table that can be present at all community gatherings and ethnic fairs and celebrations
6. **Cross Sector Collaboration:** Working collectively with law enforcement, education, health, religious institutions, social services and media to create effective education, prevention and intervention strategies	**Guiding principles**: Build on existing knowledge and practices; promote understanding and appreciation of diverse perspectives; learn, share and leverage information and capacity **Strategies and or activities**: • Identify where cross sector collaboration is needed in order to: • Effectively promote community education regarding DV and the role that informal supports can play;

	- Provide effective supports for informal supporters and build the capacity of communities to effectively provide informal supports - Develop a strategy to collaborate with other initiatives in community (e.g. Mental Health) - Clarify the terminology and language utilized in this area and promote the development of common key messages in this area - Develop and evaluate work place strategies - Develop dissemination strategy to educate and inform sector about informal supports form a community perspective - Support the development of partnerships and protocols within and between sectors and organizations - Explore the relevance of the Harvard Family Research Project[5] learnings on engaging family in community.
7. **Changing Organizational Practices:** Adopting regulations and shaping norms to prevent violence and improve safety.	**Guiding principles**: This work should be non-judgemental (non-prescriptive) and open in nature; emphasis should be on education; supportive, and understanding the diversity of approaches in doing this work. Work should explore the value of utilizing a gender lens. **Strategies and or activities**: - Ensure documentation of work currently underway in target organizations and that the learnings from this work are disseminated through CDVC networks - Develop a cohort of service providers to further implement learnings from pilot work - Promote and advocate for the inclusion of support services and resources for Informal Supporters on service provider websites and promotional materials - Develop a strategy to continually inform other service providers about the supports for informal supporters within community and across organizations - Develop strategies for leveraging existing community development approaches regarding the prevention of domestic violence - Develop strategy and resources required to provide in-service training and support for direct service providers and indirect service providers (e.g. community based orgs)

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[5] http://www.hfrp.org/hfrp-news/news-announcements/new-ways-to-think-about-your-work-with-families

8. **Influencing Policy and Legislation:** Enacting laws and policies that support healthy community norms and a violence-free society.	**Strategies and or activities**: • Develop a common message on the value and role that informal supports can play in the intervention and prevention of domestic violence • Leverage the momentum around existing frameworks (e.g. Provincial Framework on Domestic Violence; Natural Supports Framework) to advocate for informal supports as a viable approach to the intervention and prevention of domestic violence • Develop education and information strategy to continually inform the larger system implicated in the intervention and prevention of Domestic Violence (e.g. Justice, Police, Health, Education, local funders, etc.) • Advocate for the factors that can play a role in the prevention of domestic violence (e.g. Family Friendly Policy) • Develop the case for 'Pilot Projects' that include system players and lobby for Gov't involvement in terms of participation at the advisory level and funding for proejcts • Collaborate with System players and Gov't on Informal Supports messaging and advocacy

Evaluation of the Framework

The evaluation approach to this work is aligned with the overall evaluation approach developed for CDVC that emphasizes the developmental nature of the work undertaken, reflects the value of generating information that can be used to inform decision making, supports ongoing strategy development, and emphasizes the principles of Influencing, Leveraging and Learning.

The following evaluation questions have been identified for the work being undertaken by Sagesse and CWES:

- What needs are being identified by informal supporters as they interact with the organization?
- What is the intensity of service required for supporting informal supporters?
- What kind of services and supports are required?
- What impact does the service have on supporter skills and capacity?

- How can we connect supporters to a network of IS people in community? Could we link them to groups with existing capacity?

In addition to questions examining the specifics of integrating informal supporters into the service delivery context, and what is required to support supporters, it is also possible to identify evaluation questions that will support CDVC to monitor and evaluate the relative success and contribution of activities pursued in the strategic focus areas identified in the both the Theory of Change and the Spectrum of Prevention Framework. The following questions are based on

Strategic Focus Area	Evaluation Questions
Strengthening Individual Knowledge and skills	What is the level of individual knowledge and skills in the area of being an effective informal support? What works well in strengthening individual knowledge and skills in the area of informal supports? To what extent does strengthening individual knowledge and skills contribute to survivor's access to effective supports?
Promoting Community Education	What is the current level of public knowledge regarding domestic violence and its prevention? What needs are being identified by communities exploring informal supports? What works well in promoting community education regarding informal supports?
Educating providers	What do providers need to effectively support individuals, and community to prevent and intervene in domestic violence? To what extent are providers contributing to the effective prevention and intervention of domestic violence?
Mobilizing Communities and Neighborhoods	What works well in mobilizing communities and neighborhoods to build the capacity for informal supports work? To what extent are communities contributing to the prevention of domestic violence?

Fostering coalitions and networks	What works well in fostering coalitions and networks for informal supports? To what extent do coalitions and networks contribute to the presence and sustainability of effective informal supports within communities?
Cross Sector Collaboration	To what extent is CSC happening in the area of domestic violence? In which areas is CSC required? What factors are standing in the way of CSC in the area of domestic violence? To what extent does CSC contribute to building the capacity for effective informal supports strategy?
Changing Organizational Practices	What organizational practices stand in the way of integrating informal supporters into current service delivery models? What factors contribute to changing the organizational practices required to effectively support supporters? What are the benefits of What factors contribute to supporting organizations to collaborate with community in providing DV services and in supporting supporters?
Influencing Policy and Legislation	What policies currently stand in the way of utilizing informal supporters in the provision of domestic violence services? How is the funding environment currently structured around the provision of services and supports for domestic violence? What changes to policy and funding practices are having an impact on supporting the recognition and utilization of informal supports as prevention strategy for domestic violence?

INFROMAL SUPPORTS THEORY OF CHANGE (Organizations & Community)

If service providers build their capacity to involve and support informal supporters in their work, **then** families of DV will receive supports that are timely and effective in helping them deal with DV. **If** communities build their capacity to educate, engage, and support informal supporters so that they can be effective, **then** families of DV will receive supports that are timely and effective in helping them deal with DV, and communities will be better able to prevent and stop DV

Rationale → **Strategic Focus Areas** → **Anticipated Outcomes**

Why?

1. There is a readiness and willingness in target organizations to further develop and articulate *how* to integrate and support informal supporters in addressing and preventing domestic violence.

2. There are pockets of readiness in community to further explore, develop and implement an informal supports framework that will effectively address DV in the community

3. While the recognition of the potential role that informal supports can provide exists, the potential of informal supports to positively address intervention/prevention and practices in the Calgary community is currently under realized.

4. Because the barriers that stand in the way of involving informal supports shines a light on the socio-cultural biases and current practices with regards to domestic violence.

Influencing Policy and Legislation

Changing Organizational Practices

Fostering Coalitions and Networks

Mobilizing communities and neighborhoods

Educating Providers

Promoting Community Education

Strengthening Individual Knowledge and Skills

- Changes in organizational practices and policies

- Increase in number of organizations collaborating to support Informal Supporters

- Increase in number of informal supporters involved in addressing DV

- Informal supporters report increased capacity to recognize, respond and refer to DV

- Increase in points of support in community for victims of DV

- Families impacted by DV are better supported

Impact

Values: Trust and cooperation, empathy, sound practice and adaptability, commitment to gender equality.

Working Draft: Informal Supports TOC Mar, 2017