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**THE PROJECT TO END
DOMESTIC VIOLENCE**

SERVING CALGARY MEN ACROSS THE PREVENTION CONTINUUM: INTERVIEW RESULTS

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1.0 Introduction

Highly visible movements such as #MeToo and #TimesUp has led to increased public awareness of violence against women and increased attention on the role men can play in violence prevention. A multi-pronged approach that includes the engagement of men as role models, leaders, allies, and violence disrupters with other men through the promotion of healthy and positive constructs of masculinity is warranted.[i,ii] Underlying this perspective is the notion that it is critical to support and equip men to act as leaders and engaged bystanders to address and prevent violence within their own environments.[iii,iv] More recently, a report from MenEngage contends that men are actually stakeholders and co-beneficiaries in gender equality and ending violence against women.[v]

Over the past year, various leaders throughout the violence prevention sector[i] have told Shift that more men are trying to access local domestic and sexual violence supports and services. Representatives from several agencies and institutions also said that they are experiencing challenges with:

- How to design and offer programs and supports for men,
- How to create strategies within their organizations to engage and work with men, and
- How to curate organizational cultures to integrate men into workplaces traditionally dominated by women.

In response to this feedback, Shift launched this research project to collect information to help identify high-priority and emergent service/capacity gaps related to men's violence prevention needs with the hope of mobilizing government and community partners to more effectively address these gaps.

More specifically, the goal of the research project is to better understand who is seeking services, what are these men asking for, and how can the human service sector develop or enhance services to better support their needs while furthering the goal of violence prevention.

From June to July 2018, Shift undertook a series of interviews with key individuals working in the Calgary domestic and sexual violence sector to better understand these challenges and to identify possible solutions to more effectively support men across the violence prevention continuum (men as victims, perpetrators, allies, leaders and violence disrupters). These interviews were designed to gather responses to the following questions:

1. What is the agency-reported proportion and associated increases/decreases in clients who are men accessing services?
2. What are the primary challenges experienced by service providers in designing strategies and programs for men?
3. What are the primary challenges experienced by service providers responding to men as

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[i] Violence prevention sector will be used throughout this report to reflect both agencies that focus on domestic and sexual violence and implement either primary, secondary or tertiary prevention services.

clients?

4. What are examples of promising practices, emergent approaches, or identified successes in responding to men as clients?
5. What future initiatives are planned that target survivors, perpetrators, or violence disrupters who are men?

2.0 Methods

In June 2018, an e-mail invitation was sent out to the engaging men and boys structural violence sub-committee of the Calgary Domestic Violence Collective – a local voluntary initiative that has over seventy partners from multiple sectors. Two weeks later, the e-mail invitation was sent out to the entire collective. In total, 16 individuals from 13 organizations responded to the invitation to participate. For a list of the agencies, please see Appendix 1. Interested individuals were invited to contact the principal investigator, Lana Wells to schedule the interview. Interview participants were provided with an informed consent form which was signed and returned prior to participation. Participants were also provided with the interview questionnaire (see Appendix 2) in advance so that they could consider the questions in greater detail and retrieve any relevant agency data in advance of the interview.

This study has been approved by the University of Calgary Conjoint Faculties Research Board.

2.1 Data Collection

Thirteen interviews took place, and all but three interviews were conducted one-on-one, with those three each including two participants. The interviews were conducted by phone and followed the semi-structured questionnaire found in Appendix 2. Interviews were audio-recorded, transcribed verbatim, and subsequently analyzed using NVivo11.[ii]

2.2 Sample

The 13 organizations who participated all serve men who occupy at least one of the roles along the violence prevention continuum by working with clients who are perpetrators, victims, allies, leaders, and/or violence disrupters. Out of 16 participants who participated in the interviews, half were directors (n=8 including, seven Directors of Programs/Services and one Executive Director), 25% were coordinators or managers (n=4, including three Coordinators and one Manager), and another 25% were frontline staff (n=4, including two counsellors, one specialist, and one practitioner).

2.3 Data Analysis

Thematic analysis was utilized to make sense of and interpret the data. Thematic analysis is a flexible analytic method that operates independent of theory yet provides rich and detailed accounts of

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[ii] The digital audio files for two interviews were unable to be transcribed due to audio quality issues. Analysis for these interviews instead relied on the interviewer's field notes.

data.[vi] For this project, the data were reviewed several times by one analyst to generate a general understanding of the scope and contexts of the data and how they relate to the study questions.[vii] Following this, an initial structural coding frame was established. Structural coding applies a content-based code that relates to one of the study questions; this may be a short conceptual word or phrase that represents a segment of data, such as a line of text.[viii] Structural coding is a first cycle coding method that follows the layout of the interview questionnaire, designating question-based codes that allow data to be analyzed in relation to the question from which they were collected.[ix] Once all of the data were sufficiently coded in this manner, the analyst conducted a second cycle of coding that focused on developing descriptive codes that summarized the primary topic of the data excerpts.[x] In some instances, this involved applying more than one code to a segment of data and reconfiguring codes where necessary. This resulted in a final coding frame being applied to the full dataset.

The coded dataset was analyzed for semantic themes. Semantic thematic analysis looks at the "explicit or surface meanings of the data"[xi] and aims to move beyond pure description of the data into interpretation. Themes were determined based on their richness and relevance to the data and the project purposes, as well as their applicability to the dataset as a whole. The remainder of this document summarizes these themes.

3.0 Findings

3.1. What is the agency-reported proportion and associated increases/decreases in clients who are men accessing services?

It is difficult to ascertain whether there has been a change in the number of men accessing services in the violence prevention sector. Of those agencies who participated, nine indicated that they are experiencing higher volumes of men accessing services, while four reported stable numbers of men. No agencies reported a decrease. In some cases, however, the increase in men was marginal (for example, from two men to four men) and in most cases the reported increases were anecdotal and therefore insufficient to confirm whether more men are actually accessing services. In those instances where agencies reported increases, the increases were attributed to several factors, including: new program offerings, increased capacity of existing programs to serve additional clients, and increased efforts to actively target and engage men. This further complicates our ability to draw conclusions about whether there are more men requiring services or whether men who would have otherwise accessed services are responding to increases in capacity/programming/recruitment.

A lack of methodical data collection on clients seeking services was a general trend amongst the agencies who participated in interviews, and there is substantial disparity both within and between agencies with regards to data collection. Data collection is not standardized within many human service agencies. For example, some agencies gather demographic information upon intake for one-on-one counselling programs but not for group programs or couple's counselling. There is also inconsistent information gathered between those agencies that collect data. In the most rigorous examples, agencies are collecting demographic information, such as gender and age, as well as the client's presenting need. In other cases, data collection is limited to qualitative "session notes" recorded by the service provider working with the client. In the least rigorous examples, agency data

collection is limited to head counts (i.e., the number of people accessing services). This poses multiple challenges as a lack of data limits agencies' abilities to understand who is accessing services and the needs of those clients. This makes accurate resource allocation and future/current program planning difficult.

Many of the participants also made comments that few staff members within agencies have access to data or the skillset to utilize data. While limiting access is beneficial for protecting data security, restricted access and limited capacity to work with data limits data utility, creates delays, or can potentially result in lost data if the individual(s) holding that knowledge exit an agency. This was the case with two of the agencies who participated in interviews.

3.2. What are the primary challenges experienced by service providers in designing strategies and programs for men?

Designing strategies for men presents several challenges that agencies in the violence prevention sector are experiencing. Overall, most organizations feel like they are doing a good job at meeting the needs of their clients, including those clients who are men, however there was a general sentiment amongst the interview participants that there are opportunities for growth and improvement. As one individual said, their agency is focusing on "*not bigger, not broader, but better*," highlighting how they intend to take the solid foundation of their service offerings and enhance them to better serve all genders. The participants did, however, highlight some of their agencies' needs that would help serve this purpose.

3.2.1. Capacity Building

Many of the agencies identified an ongoing need for training, saying that the violence prevention sector has typically focused on women; men are a relatively recent target for programs and services in this field. As such, there was a sense that new research, strategies, and tools are emerging often and there was a desire to stay on top of these new, promising, and best practices. One participant commented:

> *I think just everybody should be in ongoing training so it is continuous, and especially in this kind of work where you are talking about violence, every year we should be updating our practices. So if five years from now I am still doing the same thing I did five years ago I am in trouble, I haven't evolved.*

This was affirmed by other participants, one of whom said that their staff need "*specific education or tools around working with men,*" while another from a different agency commented that, "*I think that moving forwards, we are needing and wanting some more of those specific, in-depth tools to deal with some of these things.*" It was not always clear from the interviews what this education or these tools may target, and one program coordinator commented that she would be curious "*what the sort of breadth or sort of option menu is of how we can start to meet [men's] needs.*"

3.2.2. Access to Knowledge

In line with the need for capacity building and many of the comments made to that effect, some of the participants highlighted their lack of access to knowledge, particularly contemporary research related to the best practices in supporting men, as a challenge to designing services for men. Most organizations hire staff whose skills are tailored to working with clients in front line roles and not necessarily to reviewing, interpreting, synthesizing, and incorporating research into programs. As one program manager said, "*It is tough because I think we do the best we can and when we have male clients we try and keep up to date on the literature and the resources, and there are more programs popping up….*" Another program manager commented that:

> *a product coming out of this [research] that we could benefit greatly from is a vetted resource list. A resource list of places we can send people where we know those people have met some kind of criteria, and the development of what that criteria should be. Like what do people have to have in order to support people who need support?*

A similar request was made for "*any information or resources or research we can get around other places who are doing similar work.*" Many of the organizations made comments about engaging with contemporary literature, or desires to engage with literature, but it is evident that there is a need for support around synthesizing, disseminating and integrating new knowledge into practices as it becomes available.

3.2.3. Engaging Men in Violence Prevention Activities

Many of the participants highlighted the challenge of engaging men in violence prevention work. There are conflicting and uncertain views amongst service providers about the best approach to engage men as clients and whether agencies need to have materials targeted directly to men. In some instances, service providers said that men need specific programming, messaging, materials, and

approaches that have been designed to cater to men. For example, there were some service providers who expressed that men may respond better to services delivered by men. In more than one instance, the interview participants highlighted this as a specific question they would like answered: "*That is one of the questions, you know, do you really have a female running that [program] or does it need to be a man?*" In other instances, service providers stated that presenting gender-neutral messages and materials is sufficient to engage men: "*I think we target men. When you look at our website it doesn't have women on it.*"

This uncertainty around targeting men was highlighted by one program coordinator, who stated:

> *We recognize – and maybe we are wrong in this, so part of what we need to know is if our assumptions are wrong – our assumption right now is that men aren't going to access programming in the same way our female-identified clients are. What we need to know is, we need to be able to test that assumption to say, is that in fact true? Will male-identified clients access programming differently, and if so, how? What does that different look like?*"

The desire to test these assumptions is one that was echoed by other participants. A number of agencies are taking purposeful action to engage men but most are unsure about the effectiveness of those actions beyond anecdotes. One participant mentioned that they are interested in better understanding:

> *some of the longer term engagement stuff – like how [men] come in; what keeps them there; how to know that, because of what [services] they are engaged in, they are doing better. Like, some of those things are things that, at this point, are so unclear to me because it is kind of new.*

Beyond finding useful mechanisms to disseminate information about engaging men, it would be helpful to support agencies to better evaluate and collect data about the effectiveness of their efforts so that those efforts can be enhanced or adjusted if necessary.

3.2.4. Recruiting Men/Male-Identified Staff

Engaging men in violence prevention work is about more than just the clients; effectively staffing is also critical. A number of participants reported that their agency is struggling to hire and retain male staff. The notion of a sector dominated by females was often mentioned, and this poses problems when, as discussed above, some service providers believe that clients who are men should be served by staff who are men. One participant stated, "*Can we find a man with the right qualifications because there are fewer of them in the field… and then the assumption, whether it is true or not, that men should be working with men.*" Similarly, another participant said,

> *If we were to get into programming [for men], one of the first steps that we would need to look at is bringing on a coordinator that is male-identified for any direct service work that we are doing. Just the same as we have the rule that, [for] any direct service work for female-identified individuals, we have a female-identified coordinator, and I would want to have the same thing when we start to do men's programming.*

The difficulty in recruiting men was further affirmed by other participants: "*Our shortage of male staff is not a principle-based thing, it is a circumstantial thing. A high percentage of social workers are not men.*" Thus for agencies who seek to match the gender of their staff to the gender of their clients, finding qualified and appropriately gendered service providers can be difficult.

3.2.5. Responding to Ethno-cultural Diversity Amongst Men

One of the recurring challenges experienced by many agencies is their ability to respond to men who come from diverse backgrounds. This was emphasized, in particular, by those agencies who primarily serve ethno-cultural communities, but also by agencies who serve a more general population as well. For example, one participant said: "…*we are all primarily English speakers so that rules out a whole bunch of people right there as patients and clients*." Beyond language, there are cultural nuances related to the constructions of masculinity (and masculinities) in non-Canadian cultures that may present challenges for service providers who lack familiarity. In one interview, for example, the participant recounted cases of a client whose experiences of victimization were linked with their role reversal when immigrating to Canada, whereby the man's wife had greater autonomy and access to financial resources. In this instance, the wife used financial control as a form of violence against the man, who experienced vulnerability from his inability to find employment upon resettlement. For organizations that do not have the language skills, cultural knowledge, or understanding of the struggles related to immigration, the ability to support ethno-culturally diverse men may be diminished.

3.3. What are the primary challenges experienced by service providers responding to men as clients?

Work in the violence prevention sector is complex and often involves supporting clients in crisis who have experienced, or are experiencing, trauma. The work, by nature, also places tension between individuals, evidenced in the oppositional labeling of persons as "victims" or "offenders." Service providers work with these persons as they occupy these roles, responding to their client as a victim of another, or as someone who has offended against another. In this work, service providers experience a number of challenges responding to male clients who are victims, perpetrators, allies and violence disrupters.

3.3.1. Acknowledging Individual and Inherited Trauma and the Impact on Practice

Many frontline service providers and their supervisors acknowledged that the violence prevention sector has traditionally employed women to serve clients who are women and whose need for services have often been precipitated by experiences of victimization by men. As a result, some service providers may experience challenges working with men on subjects related to violence because of the inherited trauma from working with their clients who are women or, in some instances, from trauma related to their own experiences of violence. One program coordinator stated,

> *As a woman engaged in this work, you know, most women have been impacted by violence, on some scale or another. Some are further away from it than others, and being able to kind of recognize your ability to wade into this work with that and knowing what you need to do to protect yourself is huge, right?*

This comment is affirmed by other participants, who shared that, "*It can be triggering for people working with men who are - quote unquote - 'violent' as we are a female dominated field*" and "*… you often have to have worked through your own stuff a little bit otherwise you get triggered and perhaps*

bring stuff into the room that isn't about the patient." Thus people working in the violence prevention sector, and particularly those who are women, acknowledge the role that trauma plays in their own lives as service providers, thereby underpinning both the need for self-care, but also the need for reflexive practice so as to prevent that trauma from impacting the support provided to clients who are men.

3.3.2. Need for Greater Examination of Individual Biases

Most of the interviews touched on the importance of recognizing, reflecting upon, and unpacking individual biases related to working with men. These biases are intimately connected to individual and inherited trauma and may present challenges for service providers who work with men as clients. A number of participants, however, highlighted how they have engaged in the personal reflexive work to unpack these biases and, in at least one instance, the participant highlighted how being given the space and support to do this reflexive work was a strength of her organization that enabled her to better support her clients. One front line provider said, "*I had to work on my own bias and think about, 'What bias do I have about men?' in case I need to work with this. I identified a couple of things you know? I am very good at connecting with women, single women, because part of my own history of domestic violence.*" Another program manager highlighted how critical it is that service providers undertake reflexive practice, noting that:

> *if you have not done your unlearning work around what it takes to be a man or a woman in this work you are going to do harm, so don't do it. People don't like hearing that, but I think it actually requires a ton of emotional labor and work for [service providers] to do this without possibly screwing shit up worse than it already is.*

One thing that is evident from the interviews is that many organizations support their employees in working through their biases.

3.3.3. Stigma Related to Masculine Gender Norms

One of the challenges service providers face in supporting men across the violence prevention spectrum is addressing the stigma men experience related to their masculinities. Many of the participants commented on this notion of masculine gender norms. In particular, participants discussed how men do not necessarily access services presenting with "violence" as their primary need. In some instances, men may present with other concerns or emotions, which one service provider referred to as an "*iceberg*" – giving the sense that what is easily apparent with men may conceal the larger, underlying body of needs. Other participants discussed how men who access services may face stigma associated with exposing vulnerabilities or with failing to provide for their families, both of which may be considered traditionally emasculating. This may be connected to the shame and embarrassment that participants cited as common emotions displayed amongst clients who are men. One participant commented that,

> [*men] are not unaware that violence is part of the package, but that is not necessarily their primary concern. I wonder if that is because it is so stigmatized to talk about violence? You know, even the men who are forced to come talk about it, they will say they are very embarrassed about this.*

Another participant said that, "*You know, my experience is that the men are far more ashamed of*

their own behaviour than people ever give them credit for," thus acknowledging the centrality of shame in men's experiences of violence. Service providers connected this stigma, or stigmas, to men who have offended and men who have been victimized. As another participant shared,

> *I think, definitely, there is a lot of stigma around men; how are men victims of domestic violence? A lot of people still view domestic violence as something that is physical and the way the domestic violence has been portrayed in the past is as battered women, and I don't think people really fully recognize yet that domestic violence can come in the form of financial abuse, using the kids against them, it can be emotional abuse, it can be withholding sex, there are so many different aspects that affect men that are not necessarily physical, and then yes, of course, there are physical instances as well.*

For service providers working with men, understanding and having the tools to navigate this stigma and attendant feelings of shame and embarrassment can be challenging.

3.3.4. Understanding How Men Seek Services

Part of engaging men in violence prevention is understanding the nuances in how men seek out and access services and the coded language men use to articulate the struggles they are experiencing. There was disagreement in the interviews, however, on the extent to which men exhibit help-seeking attitudes and behaviours related to violence. Some participants mentioned that men are more inclined to ask for help, generally, than they are to ask for a specific service or type of help, as one participant said: "*They are not that specific, they really just say – the most common thing that somebody will ask me is 'Can you help me figure out why I did this?'… That is their primary question and that is what they are asking for.*" Another participant similarly commented, "*[men] won't state what it is they want initially… they don't state that from the get-go.*" On the other hand, one participant stated that, "*[men] ask really, from their understanding, they ask for help to not do it again.*" Similarly, another participant commented that "*even the men who are forced to come [for services] will say they are very embarrassed about this, and they will say it quickly.*" This comment connects to those made by a number of others about men's motivations for seeking services.

According to the majority of participants, men present for services because of a number of motivating factors, ranging from personal motivations, to being requested (with varying degrees of consequence) by partners, to being mandated by courts or social systems (e.g., Child and Family Services). From the perspective of the interview participants, men who seek services are generally already at a place of crisis, either having offended or, as one participant said, being at a point in their relationship "*where things are really tough… they want to fix a situation that has been a concern for many years or for a long period of time.*" As another participant said, "*often this is their last opportunity to kind of change and save their relationship.*" There are men, however, who seek services preventively, or who access services to become a better ally or bystander. Some participants shared accounts of men who, in seeking to become a better ally, recognize they are on the spectrum of violence as an offender or victim and thus undergo a role shift. For some service providers, this can prove challenging as the support required by clients shifts; the services accessed may no longer be appropriate and, in some cases, the agency may no longer be suitable (for example, agencies that do not take men on as clients if they have been convicted of perpetrating violence).

3.4. What are examples of promising practices, emergent approaches, or identified successes in responding to men as clients?

3.4.1. Leveraging Informal Supports

The concept of informal or natural supports was mentioned numerous times by participants as an emergent area in which they are focusing their resources and attention. Many said that their programming encourages men to look at their informal supports (friends, families, colleagues, neighbours, etc.) for further support, both while participating in services and after exiting them. For example, one provider stated that, "*We often refer [clients] after individual counselling to look for their natural supports if they need further support.*" Some service providers are actively working to enhance informal supports by working with those supporters and building their capacity to respond to disclosures of violence, while a few agencies identified this as an area of growth that they would like to move into.

3.4.2. Creating Cultures of Learning

Many participants made comments about cultures of learning within their agencies, whether explicitly acknowledging ongoing training and education, or subtly commenting on the desire for enhanced trainings and development. In most cases, participants are hungry for new information so that they can improve their own practice. One participant commented, "*If you are an organization that believes that you actually don't know everything and if there is space to be able to understand that, and to be able to recognize that, it will have impact.*" By recognizing existing cultures of learning and working with this momentum there may be greater potential to embed best and promising practices within organizations that have expressed an interest to grow in this area.

3.4.3. Learning from Local Programs

Locally, there are several best practice programs operating throughout the Calgary area. For example, the Rocky Mountain Program, which is a provincially funded sex offender program through Alberta Health Services focuses on in-custody men who have committed sexual offences, was developed using an evidence-informed approach and by incorporating relevant research to inform the program's framework and activities. Evaluation work is ongoing, however the program aims to have a positive impact on recidivism rates, and is already demonstrating a reduction in the number of violent incidents that occur in corrections units where the intervention is offered compared to those where it is not. Another example, the Male Domestic Abuse Outreach Program offered by Calgary Counselling Centre, is the only counselling resource that markets specifically to men who have experienced violence. The program utilizes multiple counselling modalities and theoretical approaches which are then tailored to the individual client. To date, the program has seen a substantial demand over the last few years and was the most frequently cited service to which other organizations and service providers would refer their clients.

3.5. What future initiatives are planned that target victims/survivors, perpetrators, or violence disrupters who are men?

Overall, relatively few of the interviewees said that their agency intends to add additional services at this time. Of those who intend to add further services, the most frequently mentioned service was a group program that either operated independently, or that one-on-one counselling participants could transition into. For example, one participant stated: "*We only provide individual, one to one counselling and we don't have a group format at this point, but we are actually revamping our group format which we hope will be reinstated in the fall;*" another said, "*We are looking at potentially offering some more groups and having men almost come directly into the group;*," and a third said, "*So we could have them transition out of one to one into a group, work in a group format and then transition back for a period of time into individual, right? That is why we are strategizing how we are providing service.*" The majority of planned services seem to be focused on adding further services for existing clients with fewer planning services to draw in new clients.

4.0 Recommendations

Based on the information gathered, Shift is suggesting the following recommendations to researchers, service providers and policy makers.

1. Develop a male engagement strategy for the sector that incorporates accessible resources, principles, and practices that have proven to be effective at engaging men and meeting their needs across the prevention continuum. Support agencies to implement the strategy into their own contexts to ensure all programs and services are accessible to men.

2. Develop and implement training resources for front-line workers on:
   - Integrating reflective practice,
   - Unpacking internalized biases,
   - Men and masculinity,
   - Stigma, and
   - How to engage men in the beginning stages of support.

3. Support violence prevention agencies to:
   - Investigate their role in enhancing informal supports,
   - Identify the work that is currently being done in the sector that is specific to activating informal supports for men,
   - Identify partnerships or other opportunities that could be developed for shared learning in this area.

4. Fund and hire a knowledge broker to synthesize and disseminate information, facilitate connections between agencies and researchers, and foster future partnerships and collaborations amongst agencies doing similar work.

5. Create a learning collaborative to build organizations' and practitioners' capacity to better serve men across the prevention continuum by developing knowledge translation tools and opportunities to translate current research and information.

6. Support agencies working in the violence prevention sector to enhance their current data collection and management processes. Work with agencies to develop a common set of indicators and data collection tools to standardize and harmonize data collection across the sector, thereby enabling improved data availability, data quality, comparability, and security.

7. Work with post-secondary institutions to increase the number of men enrolling in, and graduating from, programs that produce graduates with the skills desirable for employment in the human service sector.

8. Create a 'Healing the Healers' strategy that provides training and support to women in the sector on how to be safe and work with men.

Appendix 1: Agencies that Participated in the Interviews

1. Calgary Catholic Immigration Society
2. Calgary Communities Against Sexual Abuse
3. Calgary Counselling Centre
4. Calgary Immigrant Women's Association
5. Calgary Women's Emergency Shelter
6. Catholic Family Services
7. Centre for Newcomers
8. Centre for Sexuality
9. Distress Centre
10. Jewish Family Service Calgary
11. Rocky Mountain Program at the Calgary Correctional Centre
12. Sagesse
13. Sonshine Community Services

Appendix 2: Interview Guide

1. Are you seeing an increase in men seeking services related to violence prevention over the past year between May 2017 -2018?
    a. Yes or No
    b. If yes, how many men have come forward this year compared to last year?
        i. Number
        ii. Percentage
    b. How was your estimate developed?
        i. Your impressions?
        ii. Agency data?
        iii. Is there proof? (would you be willing to share these numbers? Yes/no)
        iv. Is it anecdotal
        v. Other?
2. How would you characterize or describe the men that are seeking services?
    a. Age
    b. Race/Ethnicity/Cultural group
    c. Socio-economic status
    d. Relationship status
    e. Immigrant status
    f. Gender
    g. Sexual orientation
    h. Other?
3. What needs are men presenting with
    a. Victims of physical violence
        i. Yes/No, if yes, what proportion in the past year?
    b. Victims of sexual violence
        i. Yes/No, if yes, what proportion in the past year?
    c. Victims of emotional violence
        i. Yes/No, if yes, what proportion in the past year?
    d. Victims of financial violence
        i. Yes/No, if yes, what proportion in the past year?
    e. Perpetrators of physical violence
        i. Yes/No, if yes, what proportion in the past year?
    f. Perpetrators of sexual violence
        i. Yes/No, if yes, what proportion in the past year?
    g. Perpetrators of emotional violence
        i. Yes/No, if yes, what proportion in the past year?
    h. Perpetrators of financial violence
        i. Yes/No, if yes, what proportion in the past year?,
    i. Parent of a victim
        i. Yes/No, if yes, what proportion in the past year?
    j. Parent of a perpetrator
        i. Yes/No, if yes, what proportion in the past year?

    k. Presenting as an ally (meaning they want to help victims)? Help perpetrators? Other?

    l. Wanting to become a bystander?

        i. Yes/No, if yes, what proportion in the past year?

    m. Others?

4. What language does your organization use? Victim/Perpetrator, or something else?
5. What are men asking for? Are they asking for specific services such as….?
6. Do you feel you are able to meet their service needs?

    a. Yes or No (Again, it would be helpful to understand what are you drawing on to answer this question - e.g., your own memory? Agency data? Consultation your colleagues? Evaluation data? Other? Can you share this?)

    b. If yes, what types of services or supports are you providing? Provide a list here)

    c. Can you be specific with some examples of your interventions?

    d. If you are providing more than one service, have you found that some services are more successful than others? (be specific)

    a. If no, why not?

        a. Services do not fit their needs?

        b. Don't know how to meet their needs?

        c. Lack of funding?

        d. Lack of organizational capacity?

        e. Other

    b. If you can't meet their needs, are you referring them?

        a. Yes or No

        b. If yes, to where? (LIST)

        c. If not, what steps are being taken to best address the client's needs?

    c. Do you find that your agency receives referrals from other agencies?

        a. Yes or No

        b. If yes, from where? (LIST)

7. Overall, how do you feel your agency is grappling with men requesting supports and services

    a. Poor/fair/good/excellent

8. What is your agency doing well? What could it do better?
9. What issues are you grappling within internally? What opportunities are you seeing?
10. What would you need to learn to more effectively meet the needs of men who are seeking assistance?

    a. As an individual/professional

    b. As an organization?

11. What resources or supports do you, as an individual, need to better support men?
12. What resources does your organization need?
13. Thank you so much for taking the time to be interviewed. Is there anything you would like to share before we end the interview?

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