



MOSAIC's journey of delivering programs of care and growth for men

By:

Pooja Tuli, Manager

Dilyadav Singh, Coordinator

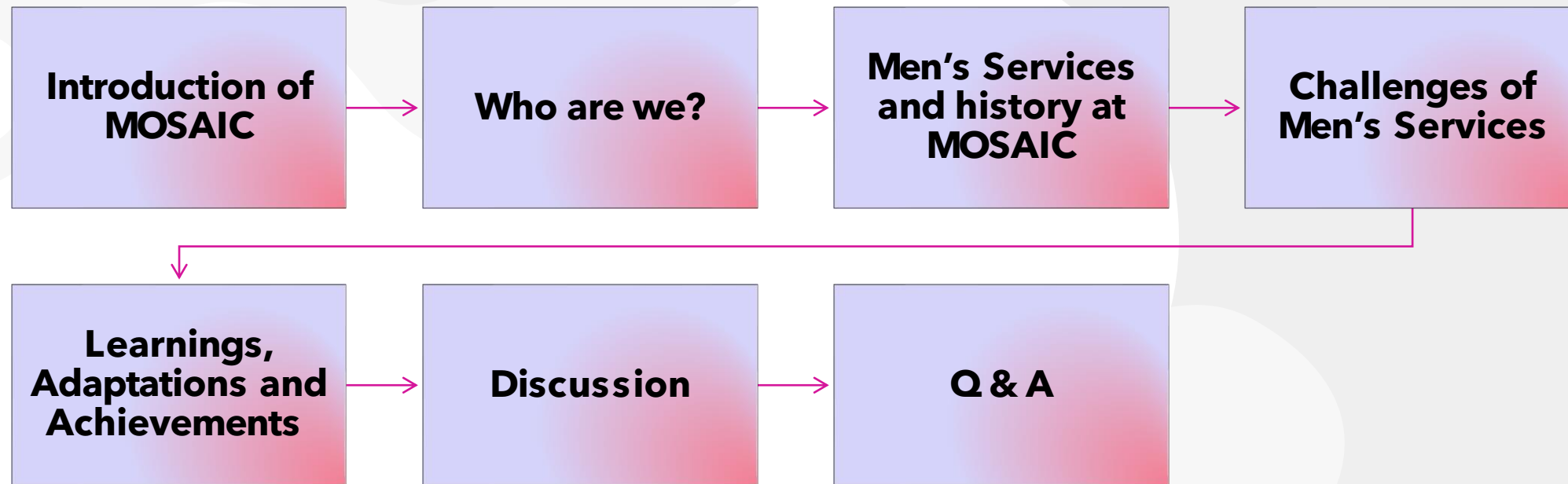
We respectfully acknowledge that the land on which we gather is the traditional and unceded territory of the Kanien'kehá:ka Nation, a place which has long served as a site of meeting and exchange amongst Indigenous peoples, including the Haudenosaunee Confederacy, the Huron-Wendat, and the Abenaki peoples. We recognize and honor the enduring presence of Indigenous peoples on this land, and express our gratitude for their stewardship and continued contributions to this territory.



Has anyone here ever heard of MOSAIC?



Outline for today



Introduction of MOSAIC



- M.O.S.A.I.C - Multi-lingual Orientation Service Association for Immigrant Communities
- One of Canada's largest settlement non-profit organizations
- 47 years of supporting the community
- CARF Accredited



Values of MOSAIC



Excellence

We value the delivery of the best person-centred services informed by the people served.



Innovation

We value relevant, responsive, and systematic services, embracing creativity and adaptability.



Inclusion

We value and advocate for inclusiveness in shaping our communities and workplaces.



Commitment

We value the passion and contributions of our staff, contractors, volunteers, partners and people served in fulfilling our mission.



Integrity

We value accountability, transparency, justice, and ethical and thoughtful decision-making.

Local impact



93%

OF CLIENTS
RECOMMEND MOSAIC



47

CLIENT PROGRAMS



26,000

Clients served



4,300⁺

People connected
through events



1,200⁺

Employers
partnering in our
programs



92%

Client satisfaction
rate



26,000

CLIENTS SERVED
YEARLY



32

LANGUAGES TO HELP
CLIENTS

So, who are we?

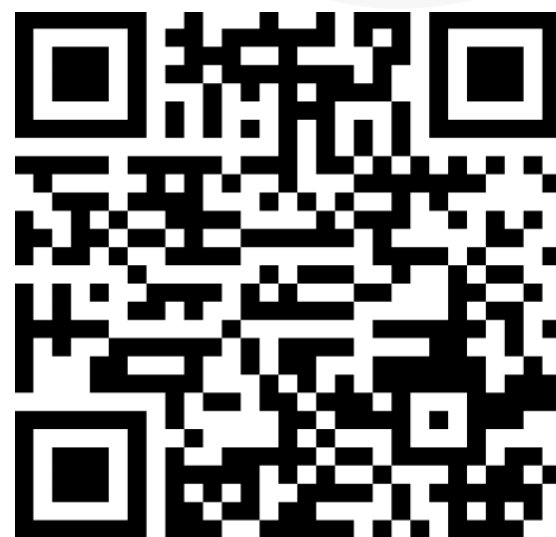
- Pooja Tuli, Manager (Men in Change Program)
-7 years in MOSAIC

- Dilyadav Singh, Coordinator (Men in Change Program)
-1.5 years in MOSAIC



1. Use 1 word to describe what Men's services means to you?

2. What challenges have you encountered when working with or supporting Men?



Men's Services at MOSAIC



Men in Change
Program (MICP)

Relationship
Violence Prevention
Program - Cultural
Edition (RVPP-CE)

Anger
Management Care
Program (AMCP)

Enhancing Healthy
Relationships
Program (EHRP)



History of Men's Services at MOSAIC

Men in Change Programs (MICP)

History

- 30+ years of program delivery
- One of the well-recognized Men's service in British Columbia
- Funded by the Ministry of Children and Family Development (MCFD)

Services offered

- Counselling and Psychoeducational groups
- Men who have used, or are at risk of using violence in intimate relationships
- Various language offerings

Clientele

- Be an immigrant, refugee, or visible minority
- Low-risk client
- Self-referred
- Referred by various stakeholders such as BC Corrections, MCFD, police, lawyers, family and friends





Clientele served

-50+ clients served per year



Challenges

- Lack of interest and motivation
- Change in socioeconomic status, employment
- Homelessness
- Denial of the need of service
- Scheduling of the program

Relationship Violence Prevention Program – Cultural Edition (RVPP-CE)

History

- 7 years of service delivery
- Court-mandated program
- Funded by BC Ministry of Public Safety and Solicitor General

Services offered

- Counselling and Psychoeducational groups for men
- Men who have used violence in intimate relationships
- Victim Contact, Relapse Prevention Report
- Services in: Punjabi, Farsi, Mandarin, Vietnamese, Spanish

Clientele

- Medium to high-risk court mandated offenders
- Strictly referred by BC Corrections





Clientele served

-70+ clients served per year



Challenges

- Court-mandated program
- Change of socioeconomic status
- Denial of the need of service
- Scheduling of the program
- Shame of attending the program

Anger Management Care Program (AMCP)

History

- 3rd year of service delivery
- Privately funded by the Cedrus Foundation
- Launched the program in 2022 due to ongoing client needs for additional support services

Service offered

- Wellness Workshops for men and their support person
- Men who are eager to learn more about anger management
- Service in: English, Punjabi, Farsi, Mandarin, Tagalog, Spanish, etc.

Clientele

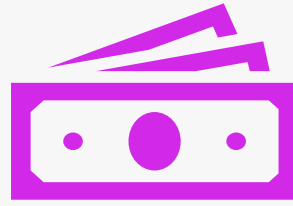
- Self-referral
- By lawyers
- By Ministry of Children and Family
- By other community agencies





Clientele served

-150 clients served since 2022



Challenges

- Lack of interest as not a Court-mandated program
- Financial and Housing crisis
- Clients with limited technological knowledge
- Difficult to attend the in-person service



Enhancing Healthy Relationships Program (EHRP)

History

- 4 years of service delivery
- Program supports newcomer couples facing unhealthy relationship due to migration stressors, who aim to reconcile

Services offered

- Couple Wellness Workshops and Psychoeducational groups
- Couples who are eager to learn more about maintaining healthy relationships
- Services in: English, Punjabi, Farsi, Mandarin, Tagalog, Spanish, etc.

Clienteles

- Self-referral
- By lawyers
- By Ministry of Children and Family
- By other community agencies





Clientele served

-50 clients served every year



Challenges

- Clients prefer one-on-one service before conducting counseling in group setting, which sometimes is not possible due to program funding constraints
- Clients are less comfortable in a group setting
- Lack of motivation to commit



Discussion



1. How do societal expectations of masculinity influence men's help-seeking behaviors and attitudes toward seeking support?
2. What are the key challenges that men face in accessing and utilizing social services, and how can these barriers be addressed?
3. What strategies can be implemented to increase awareness and reduce stigma surrounding men's mental health and help-seeking behaviors?





Challenges of Men's Services

Financial challenge - Limited Funding



- **Limited funds to sustain a long-term service**

- E.g., RVPP-CE is a 7-years contract, in 7 years time, cost of living and expenses increased significantly

- **Staffing and Expertise**

- Struggle to retain qualified staff members and Contractors due to funding constraints

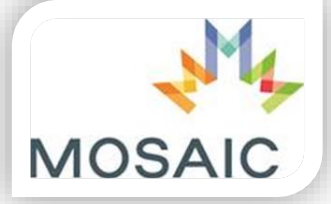
- **Capacity Building**

- Unable to develop additional capacity of needed services due to lack of available funding opportunities

- **Insufficient funding opportunity for Men's Services**

- Lack of awareness within the community and government bodies leads to limited funding which focuses on Men's services

Client's change in employment & economic status



- **Irregular working hours**

- Limited services for Men who employed in long working hours industries (Trucking, Store owners, etc.)

- **Change in employment status**

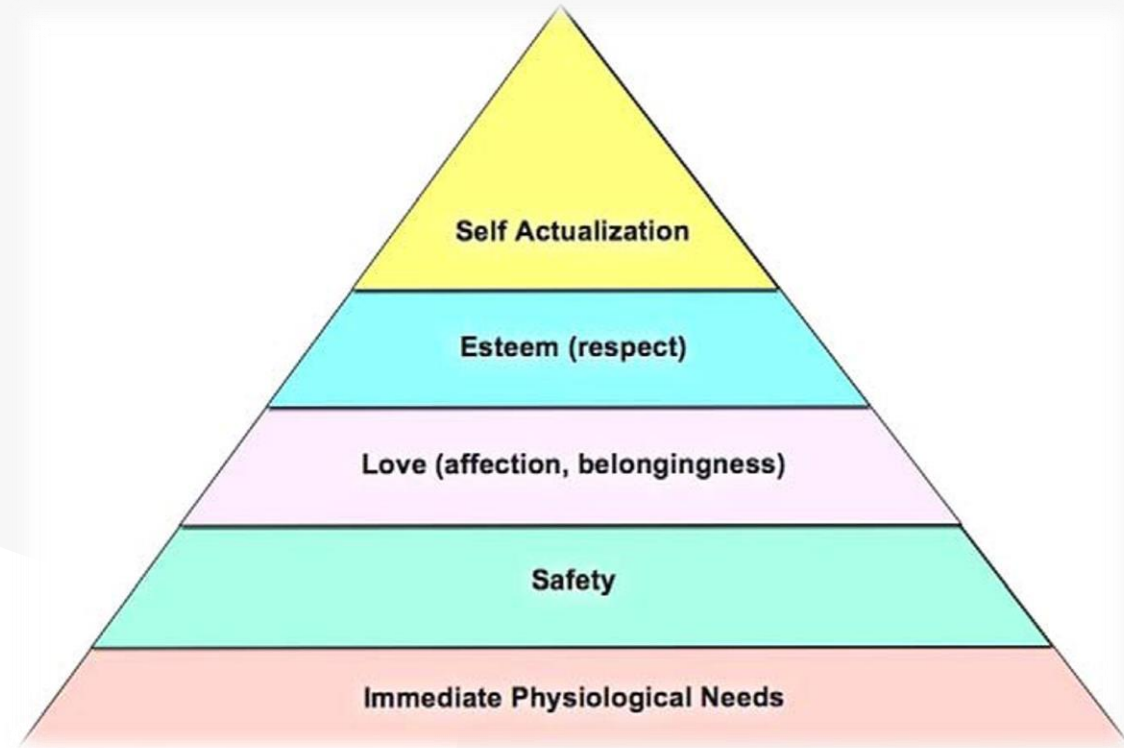
- Employment status significantly impacts the priority of the need of services

- **Access to service only becomes a priority after all other needs are satisfied**

Maslow's hierarchy of need



- Physiological needs are met, individuals seek safety and security
 - This includes physical safety, **financial security, health**, and protection from harm or danger
 - Safety needs encompass stability, predictability, and **a sense of order in one's environment**

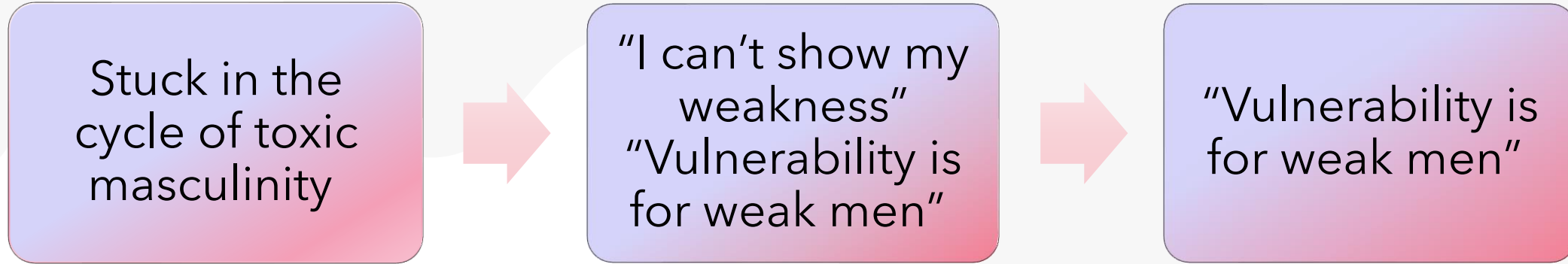


Maslow (1970)

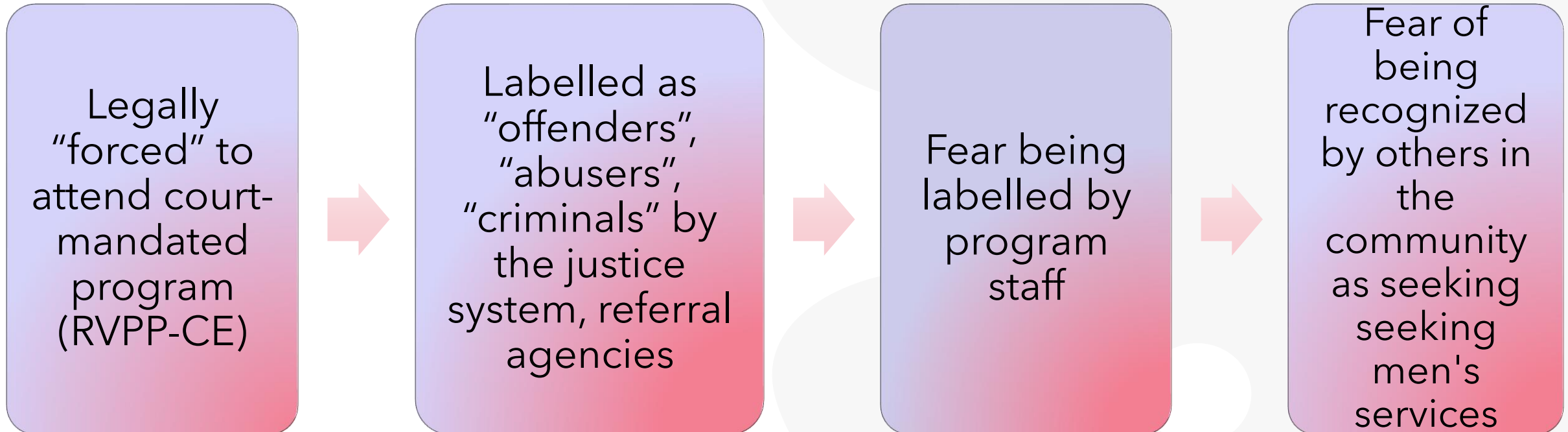
Social integration and belonging



- **Self-label and internalized stigma of being helped**



- **Labelling**



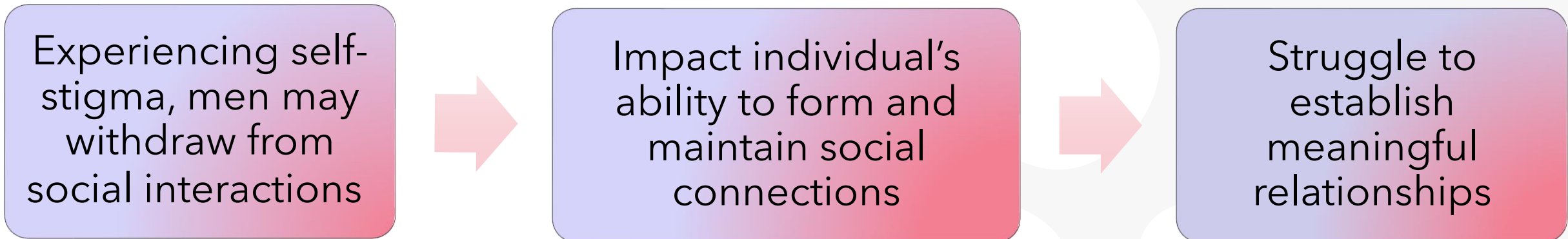
Social integration and belonging



- **Reduced Self-esteem**



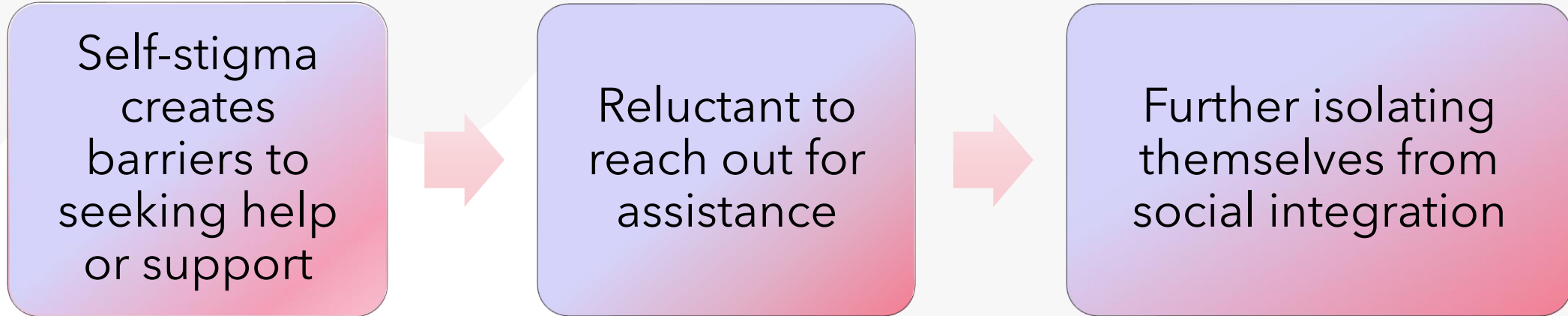
- **Social Withdrawal**



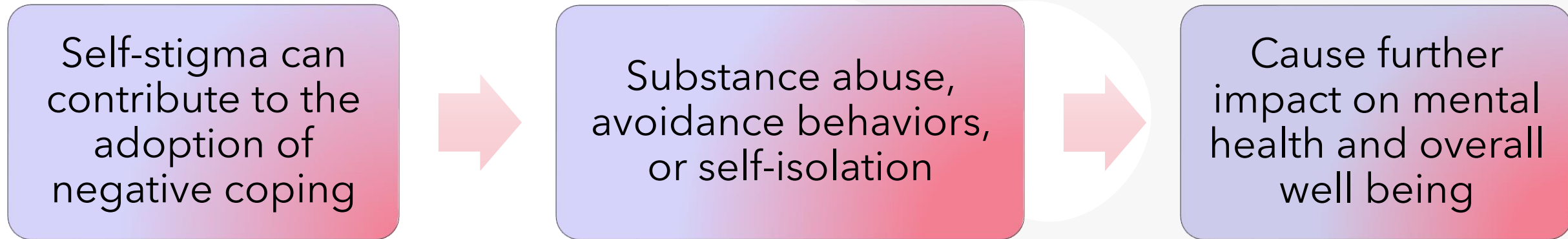
Social integration and belonging



- **Barriers to seeking help**



- **Negative Coping Strategies**



Language & Technology adaptation barrier



- **Language barrier**

- Limited funding to hire Translation and Interpretation services for accessing the multi-lingue services

- **Technological barrier**

- Have limited knowledge on accessing online platforms

- e.g., During COVID 2019, all services were delivery remotely through online platforms

- Have limited knowledge on accessing online resources

- e.g., Service-related E-resources available on program page

- Lack of motivation when the service is hard to access

Men as "victims" and as "abusers"



- **Unresolved childhood trauma**

- Men once were a victim of violence/abuse in the childhood or past by parents or partner

- Men, as children, witnessed abuse at home

- Men use of violence as a coping mechanism (modeling behavior)

- **Assist Men to understand the journey of being a victim to an abuser**

- Help Men to realized they may have been a victim at some point in their life

- Debunk the myths and misconceptions of men can't be victim

Cultural lens



- **Gender stereotypes**

-Cultural background shapes the understanding of gender roles -e.g., Men are breadwinners; Women are housewives

- **Cultural difference-Violence is acceptable in some cultures**

-Violence is regard as a taboo subject

- **Judaical systems difference**

-Violence may not be considered a serious offence in some cultures

BREAK (10 MINS)





Learnings, Adaptations and Achievements

Destigmatization

-what is MIC programs doing in destigmatizing men's services?



- Creating awareness for higher need of men's services in our communities
- Writing creative and need based proposals and introducing new services tailored for men
- Providing men a safe space to be open, sensitive and vulnerable
- Not labelling men as "offenders" but seeing them from a human lens
- Staff have professional trainings and clinical supervision with team members and supervisors to further develop their skills and how to deliver better services from a non-judgmental lens

Building trusting relationship



Building trusting rapport in the initial stage is challenging

RVPP-CE is a court-mandated program, clients are obligated to attend

Clients stepping into the services, feeling forced, hesitant, fearful, lack of trust

Clients self-labelled as "offenders", use of defense mechanism to deal with the emotions

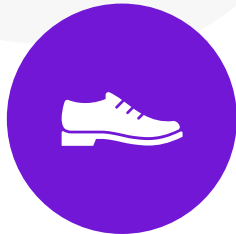
Building trusting relationship



Non-judgmental



Acknowledge the emotions



Put yourself into client's shoes



**Show empathy
(Kindness is the best medicine)**



Debunk the negative self-talk



Rebuild client's own self-image



Flexible adaptation in service delivery

- Pandemic in 2019 hugely impacted the in-person service delivery
- RVPP-CE designed to be delivered in-person
- Coordination between all the stake holders
- The team mindfully crafted an innovative remote service delivery plan
- Extremely aware of the risk assessment and safe-guard ethnical and confidentiality
- Surprisingly, first time in 7 years history of the program, the program started to deliver 100% successful graduation rate per group
- Flexibility is the key component in service delivery

Family Reunification



Family reunification is one of the key motivations for clients to complete the service

Witness successful family reunification during and post service delivery

84% of clients who graduate from the RVPP-CE program do not re-offend

Positive shifts



- Government is gradually being open to funding Men's services, especially post the pandemic.
- Men's Advocacy (community getting more aware of Men's mental health and well-being)
- Social media is bringing much needed awareness of Men's needs and mental health
- Internal M.O.S.A.I.C event: Men's Health Awareness Month in November: **Movember Moustache Photo Activity**





Staff Wellness

- Regular Supervision
 - Explore how client's experiences/journey impacts staffs
- Wellness & Self Care Day
- Professional Trainings
- Office installed Panic button to ensure staff's safety



Q&A





THANK YOU SO MUCH!