



Progress Update on the Child and Family Services System (May 2018 – May 2019)

Between May 2018 and May 2019, the Department and three Authorities have made progress towards improving the Child and Family Services System. The following provides a summary of the key accomplishments:



Quality Assurance

- ✓ Established a quality reviews process for closed investigations (Monthly)
- ✓ Established a quality reviews process for foster care files (Quarterly)
- ✓ Established a quality reviews process for minimum contacts for children and youth in Out of Territory placements (Quarterly)
- ✓ Updated Interprovincial Placement Agreements for Out of Territory placements (Ongoing)
- ✓ Finalized the Accountability Framework for the Child and Family Services System, which includes clarity around the appointed roles and responsibilities (November 2018)
- ✓ Clarified roles and responsibilities for the Out of Territory Specialized Services Program (November 2018)
- ✓ Issued a directive to clarify expectations of all Child and Family Services staff on Investigations (September 2018)
- ✓ Issued a directive to all Child and Family Services staff to clarify roles and responsibilities for Foster Care Assessment Documentation Requirements (Oct 2018)
- ✓ Issued a directive to all Child and Family Services staff to clarify expectations Minimum Contact Guidelines for Out of Territory placements (September 2018)
- ✓ Completed a review of the 22 cases identified by the Office of the Auditor General (October 2018)
- ✓ Established a guardianship standard, tool and checklist (November 2018)
- ✓ Implemented a revised accountability framework to clarify accountability, roles, and responsibilities (January 2019)
- ✓ Clarify roles and responsibilities of practice support within the TCSA, HRHSSA, NTHSSA and DHSS, and in relation to each other (January 2019)
- ✓ Developed a written protocol for quality assurance checks of the Structured Decision Making® tools, with feedback mechanism (February 2019)



Quality Assurance (Continued)

- ✓ Formalized the review process for ongoing updates to the Child and Family Services Standards and Procedures Manual (February 2019)
- ✓ Developed a permanency and cultural planning standard, tool and form (March 2019)
- ✓ Developed a monitoring plan for the Out of Territory Specialized Services Program (March 2019)
- ✓ Revised key Out of Territory Specialized Services Standards to reflect the program redesign (March 2019)
- ✓ Reviewed the Out of Territory Specialized Services Program to determine opportunities to better support children and youth in the NWT (April 2019)
- ✓ Created an oversight mechanism for the practice of transferring guardianship (April 2019)
- ✓ Sent a directive to all Child and Family Services staff to clarify the requirement of sending contact information of foster caregivers to the Foster Family Coalition of the NWT (April 2019)



Training

- ✓ Established a Child and Family Services Training Team (September 2018)
- ✓ Completed training on the clinical supervision model, which includes accompanying forms and a resource guide (October-December 2018)
- ✓ Delivered three Child Protection Worker Statutory Core Trainings, which included participation from the Assistant Directors in the November-December 2019 offering
- ✓ Held specialized training for Assistant Directors (November 2018)
- ✓ Managers and Supervisors, and some frontline staff participated in the Health and Social Services System cultural competency pilot training (January 2019)
- ✓ Provided refresher training on the four established Structured Decision Making® Tools to supervisors and managers, and frontline staff in the Sahtu and Beaufort-Delta (February and April 2019)
- ✓ Piloted enhanced investigation skills training (April 2019)
- ✓ Developed an enhanced Child and Protection Worker Statutory Core Training (May 2019)



Human Resources

- ✓ Initiated territorial wide recruitment for frontline staff (November 2018)
- ✓ Completed an initial caseload analysis (May 2018)
- ✓ Validated the caseload analysis with Assistant Directors and regional Managers (November 2018)
- ✓ Added 21 new positions to the Child and Family Services System (April 2019)
- ✓ In collaboration with the Foster Family Coalition of the NWT, launched a foster care recruitment campaign with a video, posters, and an all NWT mail out (March – April 2019)
- ✓ Initiated a supervisory on-call model (April 2019)
- ✓ Developed a comprehensive human resources recruitment and retention plan (May 2019)



Staff Engagement

- ✓ Re-established the Statutory Director's Forum (May 2018)
- ✓ Established Quality Committee and Working Groups (January 2018)
- ✓ Implemented monthly all Child and Family Services staff Teleconferences (July 2018)
- ✓ Implemented a Child and Family Services Staff Suggestion Box (September 2018)
- ✓ Distributed an Structured Decision Making® Survey to all Child and Family Services Staff (September - October 2018)
- ✓ Included a person with lived experience on the Foster Care Quality Working Group (March 2019)
- ✓ Developed a Child and Family Services communication plan (April 2019)
- ✓ Held a teleconference and in-person meeting with Indigenous Government Leaders, specifically to discuss Child and Family Services (March 2019 and May 2019)
- ✓ Held engagement sessions with staff and key stakeholders to inform the development of the Child and Family Services Training Framework (Ongoing)
- ✓ Partnered with the Arctic Indigenous Wellness Foundation to deliver a full day of on-the-land learning experiences as part of the enhanced Child and Protection Worker Statutory Core Training (May 2019)

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