

## **Ministry of Children and Family Development**

### **Background to Provincial Audit Summary Rating Sheet For Child and Family Service Case Practice Audits Completed Between June 1, 2004 – December 31, 2004**

Between June 1 and December 31, 2004, 447 individual family service files in various offices across the province were audited to the revised Child and Family Service Standards. These were the first audits conducted in relation to the revised service standards. The audits were conducted by regional auditors in accordance with standardized methodologies, procedures and tools.

Recommendations were developed to address any practice issues identified in the audits. Recommendations are tracked and monitored for implementation by the Regional and Provincial Directors of Child Welfare.

During the time period covered by this provincial audit summary, the Ministry was responding to the need to change child welfare practice to ensure more children could remain safely within their families and communities rather than be taken into government care. A service transformation plan for child and family services was developed to change the way actual services are delivered for individuals and their families to achieve the most positive outcomes for vulnerable children, their families and their communities.

The audit results highlighted areas for improvement, including concluding child protection investigations in a timely manner and notifications of fatalities and critical injuries.

#### **Concluding Child Protection Investigations in a Timely Manner**

A major focus of the Ministry is to protect children and youth from abuse, neglect and harm. The purpose of a child protection investigation is to determine, in a timely manner, whether there are reasonable grounds to believe that a child needs protection. The information gathered informs decisions about what further actions are needed to ensure the child's ongoing safety and well-being, including possible court actions. The investigation is concluded when sufficient information is gathered and documented to make a plan to keep the child safe.

The relevant audit measures assess compliance with the procedural requirement to document and conclude an investigation within 30 calendar days. The results should not be interpreted to conclude that a child was left at risk because the procedural requirements were not met in some cases.

#### **Notification of Fatalities and Critical Injuries**

The relevant measures address whether or not the required reportable circumstance report was completed. They rely on a small sample that is not representative. The Ministry is aware of all fatalities of children in care and

children who had received services in the previous 12 months. In addition to receiving reportable circumstance reports from the regions, the provincial office receives and checks reports on child deaths from the Coroner and reviews the monthly child death listing reports from Vital Statistics.

All audit measures that received non-compliance ratings were immediately brought to the attention of Team Leaders who ensured that outstanding work was completed.

**Total # of Cases Audited: 447**

	CRITICAL MEASURES	C		PC		NC		NA
		#	%	#	%	#	%	#
1	Screening and Best Approach to Service Delivery <i>CFS Service Standards #1 and #12</i>	363	81.4%			83	18.6%	
2	When a Child is at Immediate Risk of Harm <i>CFS Service Standard #11</i>	73	76.8%			22	23.2%	351
3	Assessing a Child Protection Report and Determining the most Appropriate Response <i>CFS Service Standard #12</i>	260	69.0%			117	31.0%	68
4	Family Development Response <i>CFS Service Standard #14</i>	6	100.0%			0	0.0%	440
5	Determining the Time Frame to Begin an Investigation <i>CFS Service Standard #16</i>	149	77.6%			43	22.4%	254
6	Conducting a Child Protection Investigation <i>CFS Service Standard #16</i>	101	55.2%			82	44.8%	263
7	Seeing and Interviewing the Child and Family <i>CFS Service Standard #16</i>	114	62.6%			68	37.4%	264
8	Concluding a Child Protection Investigation <i>CFS Service Standard #16</i>	104	58.1%			75	41.9%	267
9	Concluding a Child Protection Investigation in a Timely Manner <i>CFS Service Standard #16</i>	85	46.2%			99	53.8%	262
10	Developing and Implementing a Plan to Keep a Child Safe <i>CFS Standard #17</i>	63	58.3%			45	41.7%	338
11	Reassessing a Plan to Keep a Child Safe and Ending a Family Service Response <i>CFS Service Standards #17 and #20</i>	48	54.5%			40	45.5%	358
12	Notification of Facilities and Critical Injuries (Reportable Circumstances) <i>CFS Service Standard #24</i>	6	46.2%	0	0.0%	7	53.8%	433
13	Supervisory Approval	369	83.1%			75	16.9%	
	<b>Total Applicable Indicators: 2,497</b> <b>NA Ratings Not Included in Count</b>	<b>1,741</b>	<b>69.7%</b>	<b>0</b>	<b>0.0%</b>	<b>756</b>	<b>30.3%</b>	<b>3,298</b>

# = Number of applicable cases

% = Percent of total

Rating Definitions:

C Full Compliance to the standard

PC Partial Compliance: The intent of the standard is met but significant practice issues have not been addressed

NC Non-Compliance to the standard's criteria requirements

NA Not applicable to the standard being measured