

CASE PRACTICE RE-AUDIT REPORT

Mackenzie Child and Family Services (QGJ)

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

North Region

Director of Child Welfare

Field Work Completed: January 15, 2007 – January 19, 2007  
Report Completed: February 2007

**CASE PRACTICE RE-AUDIT REPORT  
Mackenzie Child and Family Services (QGJ)**

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## **SECTION I: INTRODUCTION**

### **PURPOSE**

In March of 2006, a regular scheduled audit was completed of the Mackenzie Child and Family Service Team. As a result of the findings, a recommendation was developed requesting that the Deputy Director re-audit a sample of open Child Service files by January 2007 to ensure staff are completing and documenting Comprehensive Plans of Care for children in care. In January of 2007 the regional auditor completed the re-audit of the Mackenzie Child and Family Service Team.

Entry and exit meetings with staff were conducted at the request of the team leader as there had been changes in staffing since the time of the initial March 2006 audit. At the completion of the re-audit, the auditor provided social work staff with an outline of practice strengths and areas of guardianship practice requiring further development. The team leader and the community services manager were provided with a copy of the individual case rating sheets. The community services manager met with the team leader at a later date to review the individual case rating sheets and the findings of the re-audit.

### **AUDIT SAMPLE**

The re-audit of the Mackenzie Child and Family Service Team (QGJ) included a minimum of 20-25% of open Child Service cases.

Caseload Management Reports were printed from the MCFD computer system prior to the commencement of the re-audit and used to arrive at a sample number. The Case Management Report recorded 22 open Child Services cases. Six open Child Service cases were audited representing 28% of 22 open Child Service cases. The Child Service cases represent a stratified sample.

### **RESULTS: CHILDREN-IN-CARE SERVICES**

The re-audit examined 6 open child service files.

The work being completed through children-in-care services are complex and challenging.

The majority of Child service files contained comprehensive plans of care with clearly identified goals, objectives, and time frames

Comparing the results of the audit completed in March 2006 to the re-audit in January 2007, it is clear that this team has shown some improvement in the management of ongoing Child Service files.

The areas of guardianship practice which showed improvement in the re-audit were identified as: *Preserving the identity of an Aboriginal child in care, Assuming responsibility for a child in care, Ensuring a child's safety while in care, Maintaining personal contact with a child in care, Meeting a child's need for stability and continuity of lifelong relationships, Assessments and planning for a child in care, Notification of fatalities and critical injuries, Planning for a child leaving care.*

The areas of guardianship practice which showed low compliance in the re-audit were identified as: *Ensuring the rights of a child in care, Involving a child and considering the child's view in case planning and decision making, When a child is missing or has run away, Supervisory approval.*

Compliance Ratings Per Measure For Open Child Service Cases:

## **1. Preserving the Identity of an Aboriginal Child in Care**

In this critical measure the auditor looked for documentation that reflected whether a child in care was Aboriginal. In the case of an Aboriginal child, the documentation identifies the Band and/or Community, the child's status and membership number, or application for status, indication that the social worker understands the child's history and current circumstances. The auditor also looked for a cultural plan within the file that reflected the social worker's efforts in promoting the child's Aboriginal heritage.

- Compliance was met in 6 of 6 cases for 100% compliance.
- Initial 2006 audit results per critical measure: full compliance (50%), partial compliance (33%), non compliance (17%)

## **2. Assuming Responsibility for a Child in Care**

The auditor looked for confirmation of the child's legal status such as court orders, agreements and an assessment of the child's history and current circumstances.

- Compliance was met in 6 of 6 cases for 100% compliance.
- Initial 2006 audit results per critical measure: full compliance (100%)

### **3. Ensuring a Child's Safety While in Care**

Where a child has been brought into care, the auditor looked for documentation to indicate that the child has been placed in a living arrangement that meets his or her needs, or for a child/youth refusing placement that reasonable efforts were made to ensure a placement. File information also indicates that there is an adequate plan in place to address a child's safety needs. The auditor looked for documentation to ensure the physical safety and emotional well-being of a child or youth in care.

- Compliance was met in 6 of 6 cases for 100% compliance.
- Initial 2006 audit results per critical measure: full compliance (100%)

### **4. Ensuring the Rights of a Child in Care**

The auditor viewed the documentation to ensure that the social worker has informed the child of the Rights of Children in Care, and that any reports that a child's rights may have been violated, have been addressed. The auditor looked for documentation that when a child or youth comes into care, they are informed of these rights and are assisted in the understanding of these rights, according to the child's or youth's developmental abilities. Furthermore, the review of these rights with the child or youth occurs on a regular basis.

- Compliance was met in 1 of 6 cases for 17% compliance. Non compliance was found in 5 cases (83%) where there was no documentation which supported that rights were reviewed with the child/youth or significant caregiver on a regular basis.
- Initial 2006 audit results per critical measure: full compliance (67%), non compliance (33%)

### **5. Involving a Child and Considering the Child's Views in Case Planning and Decision Making**

In planning and making decisions for a child, the auditor looked for documentation that supported that the child and other significant individuals to the child were involved as fully as possible in the case planning process and that any possible barriers to involvement were identified and addressed.

- Compliance was met in 2 of 6 cases for 33% compliance. Partial compliance was found in 1 case (17%) where the plan of care was missing but case notes indicated youth participation in case planning. Non compliance was found in 3 cases (50%) where documentation supporting the involvement of the child and/or significant individuals in case planning was not fully or clearly documented.
- Initial 2006 audit results per critical measure: full compliance (17%), partial compliance (83%)

## **6. Maintaining Personal Contact with a Child in Care**

The auditor looked for documentation that the social worker has had private in-person contact with the child at least every 90 days, and whenever there has been a change in placement, social worker, or other significant circumstances.

- Compliance was met in 5 of 6 cases for 83% compliance. Non compliance was found in 1 case (17%) where there was no documentation supporting the ongoing personal contact with a child in care.
- Initial 2006 audit results per critical measure: full compliance (33%), non compliance (67%)

## **7. Meeting a Child's Need for Stability and Continuity of Lifelong Relationships**

The auditor looked for documentation to demonstrate that efforts had been made to promote continuity for the child by supporting contact with significant people in the child's life and maintaining connections to the child's cultural heritage and identity.

- Compliance was met in 4 of 6 cases for 67% full compliance. Partial compliance was found in 2 cases (33%) where efforts or strategies to promote stability and/or continuity of significant relationships were not fully or clearly documented.
- Initial 2006 audit results per critical measure: full compliance (67%), non compliance (33%)

## **8. Assessments and Planning for a Child in Care**

The auditor looked for documentation that an initial plan of care was prepared within the first 30 days of a child entering care, a more comprehensive plan of care was developed for a child in care within six months and that the care plan contained the information outlined in CIC Service Standard #11. As well the auditor looked for information that indicated the plan was reviewed when appropriate.

- Partial compliance was found in 5 cases (83%) where documentation indicated that a review of the comprehensive plan of care was due and the plan need to be updated. Non-compliance was found in 1 case (17%) where a plan of care was absent.
- Initial 2006 audit results per critical measure: full compliance (0%), partial compliance (67%), non compliance (33%)

## **9. When a Child is Missing or Has Run Away**

In circumstances where a child or youth is missing or has run away, the auditor looked for documentation that appropriate individuals had been notified, a plan to locate the child or youth was developed and implemented, and strategies have been developed to address habitual running away behaviour.

- Compliance was found in 0 of 2 cases for 100% non-compliance.
- Initial 2006 audit results per critical measure: not applicable

## **10. Notification of Fatalities, Critical Injuries and Serious Incidents**

In circumstances where there is a death or critical injury or there is a serious incident that may affect the immediate safety or health of a child in care, appropriate members of the child's family, the designated director, community service providers and delegated Aboriginal agencies are all informed of the incident.

- Compliance was met in 1 of 2 cases for 50% compliance. Partial compliance was found in 1 case (50%) where some, but not all, reportable circumstances as required under CFS Service Standard #25 were documented.
- Initial 2006 audit results per critical measure: non compliance (100%) found in 1 of 1 case.

## **11. Planning for a Child Leaving Care**

The auditor looked for documentation that appropriate preparation occurred when a child leaves care and that significant persons were involved in planning for the transition. In a case involving a youth leaving care, that the youth is supported in developing self-care and independence skills for successful living in the community.

- Compliance was met in 2 of 3 cases for 67% compliance. Non compliance was found in 1 case (33%) where documentation in planning toward independence for a youth was absent.
- Initial 2006 audit results per critical measure: not applicable

## **12. Supervisory Approval**

The auditor looked within the Child Service file for documentation of supervisory approval when a child was placed, when reuniting a child with his or her family, when transferring responsibility for or ending services and when a child's plan of care is developed. The Child and Family Development standard on Supervisory Consultation and Approval ensures that supervisory consultation is obtained in all significant circumstances and at all decision points relating to service delivery.

- Compliance was met in 2 of 6 cases for 33% compliance. Non-compliance was found in 4 cases (67%) where documentation of supervisory consultation or approval was absent.
- Initial 2006 audit results per critical measure: full compliance (83%), non compliance (17%)

## RECOMMENDATIONS BROUGHT FORWARD BY THE DIRECTOR OF INTEGRATED PRACTICE

1. The recent stability in leadership in this office allows for some longer term planning. The Director of Operations is to complete a written plan outlining how the region will support the team leader in increasing compliance to standards for children and youth in the care of the Director in this office. In completing his plan, the Director of Operations is aware that support exists within the Director of Integrated Practice's staff to assist in focused training and mentoring opportunities for staff. The written plan should be produced for the Regional Executive Director and copied to the Director of Integrated Practice.
2. The Director of Integrated Practice will monitor the plan and review the plan's effectiveness 8 months following the plan's implementation and produce a report.
3. The Community Service Manager is to introduce a child centered tracking system to the team leader and a written example of the tracking system is to be provided to the Director of Integrated Practice.
4. Recommendation #1 and #3 to be completed by May 31, 2008 and Recommendation #2 to be completed by January 31, 2009.

Denise Low Regional Auditor/Analyst	Robert Watts Director of Child Welfare
Date:	Date:

**RECOMMENDATIONS BROUGHT FORWARD BY THE REGIONAL EXECUTIVE  
DIRECTOR, NORTH REGION**

1.)

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Peter Cunningham  
Regional Executive Director

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Date

## APPENDIX 1: Initial Audit March 2006

### CHILDREN IN CARE CASES

	CRITICAL MEASURES	C	PC	NC	NA
<b>1</b>	Preserving the Identity of an Aboriginal Child in Care <b>CIC Service Standards #1 and #19</b>	50%	33%	17%	
	Number of cases rated: 6 of 6	3	2	1	
<b>2</b>	Assuming Responsibility for a Child in Care <b>CIC Service Standard #4</b>	100%			
	Number of cases rated: 6 of 6	6			
<b>3</b>	Ensuring a Child's Safety While in Care <b>CIC Service Standard #5</b>	100%			
	Number of cases rated: 6 of 6	6			
<b>4</b>	Ensuring the Rights of a Child in Care <b>CIC Service Standard #6</b>	67%		33%	
	Number of cases rated: 6 of 6	4		2	
<b>5</b>	Involving a Child and Considering the Child's Views in Case Planning and Decision Making <b>CIC Service Standard #8</b>	17%	83%		
	Number of cases rated: 6 of 6	1	5		
<b>6</b>	Maintaining Personal Contact with a Child in Care <b>CIC Service Standard #9</b>	33%		67%	
	Number of cases rated: 6 of 6	2		3	
<b>7</b>	Meeting a Child's Need for Stability and Continuity of Lifelong Relationships <b>CIC Service Standard #10</b>	66%		34%	
	Number of cases rated: 6 of 6	4		2	
<b>8</b>	Assessments and Planning for a Child in Care <b>CIC Service Standard #11</b>	0%	67%	33%	
	Number of cases rated: 6 of 6	0	4	2	
<b>9</b>	When a Child is Missing or has Run <b>CIC Service Standard #14</b>				
	Number of cases rated: 1 of 1				1
<b>10</b>	Notification of Fatalities, Critical injuries and Serious Incidents <b>C&amp;FS Standard #24</b>			100%	
	Number of cases rated: 1 of 1				1
<b>11</b>	Planning for a Child Leaving Care <b>CIC Service Standards #15 and #16</b>				
	Number of cases rated: 0 of 6				6
<b>12</b>	Supervisory Approval <b>C&amp;FD Standard on Supervisory Approval</b>	83%		17%	
	Number of cases rated: 6 of 6	5		1	

## APPENDIX 2: Re-audit January 2007

### CHILDREN IN CARE CASES

	CRITICAL MEASURES	C	PC	NC	NA
<b>1</b>	Preserving the Identity of an Aboriginal Child in Care <b>CIC Service Standards #1 and #19</b>	100%			
	Number of cases rated: 6 of 6	6			
<b>2</b>	Assuming Responsibility for a Child in Care <b>CIC Service Standard #4</b>	100%			
	Number of cases rated: 6 of 6	6			
<b>3</b>	Ensuring a Child's Safety While in Care <b>CIC Service Standard #5</b>	100%			
	Number of cases rated: 6 of 6	6			
<b>4</b>	Ensuring the Rights of a Child in Care <b>CIC Service Standard #6</b>	17%		83%	
	Number of cases rated: 6 of 6	1		5	
<b>5</b>	Involving a Child and Considering the Child's Views in Case Planning and Decision Making <b>CIC Service Standard #8</b>	33%	17%	50%	
	Number of cases rated: 6 of 6	2	1	3	
<b>6</b>	Maintaining Personal Contact with a Child in Care <b>CIC Service Standard #9</b>	83%		17%	
	Number of cases rated: 6 of 6	5		1	
<b>7</b>	Meeting a Child's Need for Stability and Continuity of Lifelong Relationships <b>CIC Service Standard #10</b>	67%	33%		
	Number of cases rated: 6 of 6	4	2		
<b>8</b>	Assessments and Planning for a Child in Care <b>CIC Service Standard #11</b>		83%	17%	
	Number of cases rated: 6 of 6		5	1	
<b>9</b>	When a Child is Missing or has Run <b>CIC Service Standard #14</b>	0%		100%	
	Number of cases rated: 2 of 2			2	4
<b>10</b>	Notification of Fatalities, Critical injuries and Serious Incidents <b>C&amp;FS Standard #24</b>	50%	50%		
	Number of cases rated: 2 of 2	1	1		4
<b>11</b>	Planning for a Child Leaving Care <b>CIC Service Standards #15 and #16</b>	67%		33%	
	Number of cases rated: 3 of 3	2		1	3
<b>12</b>	Supervisory Approval <b>C&amp;FD Standard on Supervisory Approval</b>	33%		67%	
	Number of cases rated: 6 of 6	2		4	