



## **SYNOPSIS OF CASE PRACTICE AUDIT REPORTS COMPLETED BETWEEN JULY 2008 AND MARCH 2009**

### **1. Cranbrook Family Services (AFB) – Interior Region**

- This was an initial audit. It was signed off regionally 2009January.
- Thirty-three Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 96 percent.
  - The FS provincial compliance average is 75 percent.
- Thirteen Child Service files (guardianship) were audited.
  - Overall CS compliance was 92 percent.
  - The CS provincial compliance average is 72 percent.
- Two recommendations were developed and call for:
  - A commendation of staff for excellent work.
  - The team leader to ensure that all Comprehensive Plan of Care reviews have been completed.

### **2. Invermere Family Services (AFD) – Interior Region**

- This was an initial audit. It was signed off regionally 2009January.
- Twenty Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 88 percent.
  - The FS provincial compliance average is 75 percent.
- Four Child Service files (guardianship) were audited.
  - Overall CS compliance was 100 percent.
  - The CS provincial compliance average is 72 percent.
- Three recommendations were developed and call for:
  - The team leader to review the cases flagged for attention to assess whether documentation indicated appropriate action was taken.
  - The team leader to ensure that risk has been assessed and reassessed where appropriate on all open protection FS files.
  - A commendation of staff for excellent work.

### **3. Fernie Community Services (AFK) – Interior Region**

- This was an initial audit. It was signed off regionally 2009January.
- Twenty-six Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 95 percent.
  - The FS provincial compliance average is 75 percent.
- Fourteen Child Service files (guardianship) were audited.
  - Overall CS compliance was 99 percent.
  - The CS provincial compliance average is 72 percent.
- Two recommendations were developed and call for:
  - A commendation of staff for excellent work.
  - A plan to delegate new staff at AFK.



#### **4. Vernon Family Services (DED) – Interior Region**

- This was an initial audit. Signed off regionally 2009February.
- Twenty-four Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 89 percent.
  - The FS provincial compliance is 75 percent.
- Fifteen Child Service files (guardianship) were audited.
  - Overall CS compliance was 80 percent.
  - The CS provincial compliance average is 72 percent.
- Three recommendations were developed and call for:
  - A review of all investigations open beyond 30 days and managerial approval requests to be made as exemptions to the applicable standard for each case.
  - Implementation of a plan to address needed completion of Comprehensive Risk Assessments, Risk Reduction Service Plans and reassessments of risk.
  - A tracking system to ensure CS standards regarding Comprehensive Plans of Care and reviews, Rights of a Child in Care and Maintaining Contact with a Child in Care.

#### **5. Revelstoke Integrated Services (DEF) – Interior Region**

- This was an initial audit. Signed off regionally 2009February.
- Nineteen Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 83 percent.
  - The FS provincial compliance average is 75 percent.
- Eleven Child Service files (guardianship) were audited.
  - Overall CS compliance was 89 percent.
  - The CS provincial compliance average is 72 percent.
- Three recommendations were developed and call for:
- An enhanced tracking system to document reviews of open intakes to increase timely completion of investigations.
- Tracking sheet to enhance compliance to standards regarding risk assessments and risk reduction service plans.
- Tracking sheet to review and document completion of Comprehensive Plans of Care and care plan reviews.

#### **6. Golden Community Services (DEQ) – Interior Region**

- This was an initial audit. It was signed off regionally 2009January.
- Fifteen Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 82 percent.
  - The FS provincial compliance average is 75 percent.
- Eleven Child Service files (guardianship) were audited.
  - Overall CS compliance was 60 percent.
  - The CS provincial compliance average is 72 percent.
- Four recommendations were developed and call for:
  - A strategy to delegating the newly-hired workers at DEQ
  - A review of the tracking system for FS and CS files.



- An example of culturally-sensitive Comprehensive Plan of Care document to be provided to the team with orientation in its use.
- All children in care at DEQ to be seen alone and apart from caregivers and have their Section 70 rights reviewed.

#### **7. Vernon Intake and Assessment (DHB) – Interior Region**

- This was an initial audit. The report was completed in 2008.
- Twenty-eight Family Service files (assessments and investigations) were audited.
  - Overall compliance was 84 percent.
  - The FS provincial compliance average is 75 percent.
- No Child Service files (guardianship) were audited as the team does provide ongoing guardianship services; only five CS files were open at the time of the audit
- Five recommendations were developed and call for:
  - Review of the step-wise interview and exploration of the possibility of audio equipment to assist in recording interviews.
  - Review of criteria for completion of investigations in a timely manner and manager support to complete of all overdue investigations.
  - Investigating workers to review and document review of electronic history and physical file history and to document this review.
  - Review with the screening worker the requirement to enquire about the Aboriginal or Metis status of the child and/or family at the time of receiving a report.
  - Team leader review of the file which was identified for follow up and ensure that if required, a response has taken place.

#### **8. Penticton Community Services (DMH) – Interior Region**

- This was a second audit. This report was signed off regionally November 2008.
- Fifteen Family Service files (assessments and investigations) were audited.
  - Overall FS compliance was 85 percent.
  - The FS provincial compliance average is 75 percent.
- Eight Child Service files (guardianship) were audited.
  - Overall CS compliance was 90 percent.
  - The FS provincial compliance is 72 percent.
- These audit results are an improvement over the initial audit results in 2005 (FS 74% and CS 70%).
- Three recommendations were developed and call for:
  - The team leader to review the list of available interpreters for child protection investigations and for the CSM to canvass the region for additional interpreters and to distribute a list.
  - The team leader to discuss with the agency providing interpreters the needs of workers in understanding culture when conducting investigations; and for the CSM to inquire with the lower mainland regions as to what resources are used in recognizing the importance of culture within investigations.
  - The Intake Investigation Case Management Checklist to be used for all investigations to ensure all steps have been completed.



### **9. Grand Forks Community Services (DMX) – Interior Region**

- This was an initial audit. The report was signed off regionally off 2008July.
- Sixteen Family Service files (investigations/ongoing protective services) were audited. Overall compliance was 86 percent. The provincial FS compliance average is 75 percent.
- Seven Child Service files (guardianship of children in care) were audited. Overall compliance was 89 percent. Provincial CS compliance is 72 percent.
- There were 4 recommendations developed which call for:
  - The team leader to review with the team the criteria for completion of investigations in a timely manner
  - Team review of the requirement to complete a Comprehensive Risk Assessment and Risk Reduction Service Plan when finding a child in need of protection; and that the two files identified as non-compliant in this area will both have these documents completed
  - Team review of the requirement to explain to all children in care their Section 70 Rights, to explain the rights annually and to document these actions on files.
  - Team review of the effectiveness of the Comprehensive Plan of Care document and planning reviews; to adopt a system to increase compliance to the corresponding critical measure and to ensure that all files rated partially compliant have current plans of care.

### **10. Kelowna Aboriginal Services (DWD) – Interior Region**

- **This was a second re-audit.** The report was signed off regionally 2009January.
- The initial audit was completed July2005. A recommendation to re-audit was made and the first re-audit was done in July 2007. A recommendation to re-audit was again made, resulting in this 2008 audit.
- Fourteen Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 77 percent, a 17 percent increase over the 2007 audit; FS compliance at that time was 60 percent.
  - The FS provincial compliance average is 75 percent.
- Twenty-one Child Service files (guardianship) were audited.
  - Overall CS compliance was 87 percent, a 34 percent increase over the 2007 audit; CS compliance at that time was 53 percent.
  - The CS provincial compliance average is 72 percent.
- Six other recommendations arising from the initial audit have been completed, the region reports.
- Updates to the practice discussed within the 2009 report appear within the report text. For example, changes made since the re-audit which have been made include changes to the model for staff supervision and plan of care tracking.



### **11. Kamloops North Intake and Family Services Team (EFB) – Interior Region**

- This was an initial audit. Signed off regionally 2009February.
- Nineteen Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 83 percent.
  - The FS provincial compliance average is 75 percent.
- Eleven Child Service files (guardianship) were audited.
  - Overall CS compliance was 89 percent.
  - The CS provincial compliance average is 72 percent.
- Three recommendations were developed and call for:
  - An enhanced tracking system to document reviews of open intakes to increase timely completion of investigations.
  - Tracking sheet to enhance compliance to standards regarding risk assessments and risk reduction service plans.
  - Tracking sheet to review and document completion of Comprehensive Plans of Care and care plan reviews.

### **12. Port Alberni Team (KFB) – Vancouver Island Region**

- This was an initial audit. The report was signed off regionally 2008November.
- The report highlights the challenges of
  - Providing service within the geographic area which includes Port Alberni and communities in the Tofino/Ucluelet area, some of which are quite isolated. Travel requirements impact the worker's time available to spend with children and families.
  - Staffing challenges including changes in the team leader position.
- Forty-three Family Service files (investigations/ongoing protective services) were audited. Overall FS compliance was 69 percent. The provincial FS compliance average is 75 percent.
- Eight Child Service files (guardianship of children in care) were audited. Overall CS compliance was 51 percent. Provincial CS compliance is 72 percent.

#### **Practice Strengths**

- FS measures achieving very high results (90-100%)
  - When a Child is at Immediate Risk of Harm 100%
  - Determining a Time Frame to Begin an Investigation
  - Supervisory Approval 100%
- CS measures achieving very high compliance were:
  - Planning for a Child Leaving Care 100%
- There was one recommendation developed which calls for:
  - New systems developed to track investigative steps completed; risk assessment and risk reduction service plan completion; comprehensive plans of care and reviews; and supervisory approval of plans for children in care.



### **13. Courtenay Guardianship Team (KKC) – Vancouver Island Region**

- This was an initial audit signed regionally July 2008.
- Sixteen Child Service files (guardianship of children in care) were audited. Overall compliance was 68 percent. Provincial CS compliance is 72 percent.
- No Family Service files were open or closed to KKC.
- There was one recommendation developed. The recommendation calls for:  
The team leader and team to discuss each individual audit report to
  - identify practice strengths and how to build on these strengths;
  - to develop strategies to ensure clear documentation with regard to CPOC completion and reviews; and,
  - to ensure documentation of children in care having been informed of their rights.

### **14. Campbell River Permanency Planning (KLC) – Vancouver Island Region**

- This was an initial audit. The audit was signed-off regionally 2008November.
- A total of two Family Service files (intake, investigation and ongoing family service) were open to KLC and two FS files were audited. Overall FS compliance was 53 percent. Provincial FS compliance is 75 percent.
- Eleven Child Service files (guardianship of children in care) were audited. Overall CS compliance was 70 percent. Provincial CS compliance is 72 percent.
- There were three recommendations developed which call for:
  - The implementation of a tracking system to monitor the completion of plans of care.
  - Comprehensive plans of care to be completed on each CS file by January 31, 2009.
  - Cultural plans to be completed on Aboriginal CS files by April 31, 2009.

### **15. Westshore Child Protection Team (KND) – Vancouver Island Region**

- This was an initial audit. It was signed off regionally 2008March.
- The report cites staffing shortages in both protection workers and administrative staff and high caseloads.
- Sixty-one Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 68 percent.
  - The FS provincial compliance average is 75 percent.
  - No Child Service files (guardianship) were open to KND.
- Six of thirteen FS measures achieved high (70-89% to very high (90-100%) results:
  - When a Child is at Immediate Risk
  - Determining the Time Frame to Begin an investigation
  - Obtaining Supervisory Approval
  - Assessing a Child Protection Report and Determining the Most Appropriate Response



- One recommendation was developed and calls for:
  - In conducting investigations, KND will complete all investigative steps by using an investigation recording format and a resampling of intakes will then be done to measure increases in compliance.

#### **16. Victoria Aboriginal Child Protection Team (KPH) – Vancouver Island Region**

- This was an initial audit. The report was signed off regionally in 2008.
- The report cites the following factors affecting service:
  - Providing services within established protocols with Aboriginal agencies can involve considerable time.
  - Challenges in providing service as many of the team's service recipients are from other parts of BC, Canada and the United States.
  - Foster homes are limited making placements challenging.
  - Workload issues are noted to result in intake workers carrying files for extended periods of time.
  - Staffing challenges over the past year.
- Fifty-one Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 59 percent.
  - The FS provincial compliance average is 75 percent.
- Twenty Child Service files (guardianship) were audited.
  - Overall CS compliance was 53 percent.
  - The CS provincial compliance average is 72 percent.
- FS measures achieving very high results (90-100%)
  - When a Child is at Immediate Risk of Harm 100%
  - Assessing a Child Protection Report and Appropriate Response
  - Determining a Time Frame to Begin an Investigation
  - Supervisory Approval
- CS measures achieving very high results (90-100%)
  - Assuming Responsibility for a Child in Care
  - Ensuring a Child's Safety While in Care
  - Meeting a Child's Need for Stability
  - The auditor notes that child in care files contained noticeable numbers of 'life record' documents describing children's developmental levels, growth and needs; immunization records; and child and family photographs.
  - Gains in collaborative relationships between KPH and Aboriginal communities are reported. Involving communities including extended families with respect for the people and protocols have been key actions toward these improved relationships, the auditor reports.

#### **17. Victoria/Esquimalt/Saanich Intake and Family Services Team #2 (KPF)- Vancouver Island Region**

- This was an initial audit.
- Factors affecting service were cited as:
  - Residential resources have become fewer over the past year.
  - Paperwork to complete Kith and Kin agreements and caregiver training and support is time-consuming, reducing time available to attend to children's needs.

- Frequent staff changes over the last year: the team has been understaffed by at least one worker at all times over the past 16 months (various reasons including leave, retirement and promotion).
- Staff are called upon to share a variety of skills or attend community meetings which impacts timely work completion.
- Seventy-one Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 68 percent.
  - The FS provincial compliance average is 75 percent.
- Nine Child Service files (guardianship) were audited.
  - Overall CS compliance was 67 percent.
  - The CS provincial compliance average is 72 percent.
- FS measures achieving high to very high results (70-100%)
  - When a Child is at Immediate Risk of Harm 100%
  - Determining a Time Frame to Begin an Investigation
  - Supervisory Approval
  - Screening and Best Approach to Service Delivery
  - Assessing a Child Protection Report and Appropriate Response
- CS measures achieving high to very high results (70-100%)
  - Preserving the Identity of an Aboriginal Child in Care 100%
  - Planning for a Child Leaving Care 100%
  - Ensuring a Child's Safety While in Care
  - Meeting a Child's Need for Stability
  - Assuming Responsibility for a Child in Care
  - Ensuring the Rights of a Child in Care
  - Meeting a Child's Need for Continuity and Stability

#### **18. Burns Lake Child and Family Services (QCB) – North Region**

- This was a second audit. This report was signed off regionally 2009March.
- Factors affecting service were cited in the report as:
  - No group home for youth in the QCB area.
  - Within the last two years a number of staff changes have impacted the office (due to relocations, reassignments and leaves). Four of five workers are relatively new to child welfare work. Two of five are not fully-delegated.
  - QCB serves six First Nations communities. Three of these are accessed only by ferry (a 25-minute ride) followed by a drive taking up to one hour on paved and dirt/gravel roads.
  - Families served by QCB are noted to be “highly mobile” requiring close working partnerships within the community in child welfare service delivery.
  - A need for additional practice support in the following areas was identified by staff:
    - An Aboriginal Roots worker to assist with cultural planning for Aboriginal children in care
    - Coaching and mentoring opportunities for newly-delegated workers.

- Sixteen Family Service files (investigations/ongoing protective services) were audited.
  - Overall FS compliance was 61 percent.
  - The provincial FS compliance average is 75 percent.
- Six Child Services files were audited.
  - Overall CS compliance was 57 percent.
  - Provincial CS compliance is 72 percent.
- The initial audit was conducted in 2005.
- FS measures achieving high to very high results (70-100%)
  - When a Child is at Immediate Risk of Harm
  - Screening and Best Approach to Service Delivery
  - Assessing a Child Protection Report and Appropriate Response
  - Determining a Time Frame to Begin an Investigation
- CS measures achieving very high results (90-100%)
  - Assuming responsibility for a Child in Care 100%
  - Ensuring a Child's Safety While in Care 100%
  - Meeting a Child's Needs for Continuity and Stability 100%
- There were four recommendations developed which call for:
  - The audit results to be shared with the team, with themes identified (incomplete investigations, assessments and planning) as the focus. Staff are to contribute to discussion on how to improve this practice.
  - The Director of Integrated Practice to confirm that the staff have attended investigative interviewing training.
  - The regional practice consultants to provide training on the fundamentals of the BC Rick Assessment Model.
  - The CSM to identify the barriers that currently exist to shift the culture from crisis based planning to intentional planning.

#### **19. MacKenzie Child and Family Services (QGJ) – North Region**

- This was a re-audit completed in April 2008.
- The initial audit of March 2006 resulted in 59 percent overall CS compliance and a recommendation to re-audit a sample of open Child Service files to ensure completion of Comprehensive Plans of Care. The re-audit was signed regionally April 2008.
- Six Child Service files (guardianship) were audited in the 2008 re-audit.
  - Overall CS compliance was 57 percent.
  - The CS provincial compliance average is 72 percent.
- Four of twelve CS measures achieved high (70-89%) to very high (90-100%) compliance.
- Four recommendations were developed and call for:
  - The Director of Operations to complete a written plan outlining how the region will support the team leader in increasing compliance to standards for children in care.
  - The Director of Integrated Practice to monitor the plan, and review and report on the plan's effectiveness 8 months following implementation.
  - Introduction of a child centered tracking system.
  - Timelines for completion (last date January 31, 2009).



## **20. Prince George Adolescent Services (QGM) –Permanency Planning Prince George Children Services (QGV) – Permanency Planning**

- This is one audit completed on two teams in the same geographic area providing permanency planning services to children under 12 years of age (QGV) and from 12-19 years of age (QGM). These two teams were created in April 2008 from one team.
- This was an initial audit for QGV and a second audit for QGM (initial report done in 2005).
- This report was signed off regionally 2009March.
- QGV sample: Ten Child Service files (guardianship) were audited.
  - Overall QGV CS compliance was 78 percent.
  - The provincial CS compliance average is 72 percent.
- QGM sample: Nineteen Child Services files were audited.
  - Overall CS compliance was 79 percent
  - Provincial CS compliance is 72 percent.

## **21. Dawson Creek Child and Family Services (QJB) – North Region**

- This was an initial audit. It was signed off regionally April 2008.
- Thirty Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 75 percent.
  - The FS provincial compliance average is 75 percent.
- Nine Child Service files (guardianship) were audited.
  - Overall CS compliance was 77 percent.
  - The CS provincial compliance average is 72 percent.
- Six recommendations were developed and call for:
  - The Community Service Manager to meet with all staff to lead a discussion on the results of the audit and the practice themes identified.
  - Discussion on the critical importance of seeing and interviewing all children and parents as part of the investigation process.
  - Staff training on interviewing children and developing plans to address identified risks in families.
  - A plan that will outline how this office can become more effective in planning for children in care.
  - Semi-annual reports to outline the progress the region, and this office in particular, is making on planning for children in care.
  - Timelines for completion, the latest being October 2008.

## **22. Quesnel Child and Family Services (QGP) – North Region**

- This was an initial audit. It was signed off regionally April 2008.
- The report cites staffing challenges. The office was operating with two vacancies at the time of the audit.
- Forty-one Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 70 percent.
  - The FS provincial compliance average is 75 percent.



- Eleven Child Service files (guardianship) were audited.
  - Overall CS compliance was 64 percent.
- The CS provincial compliance average is 72 percent.
- Six recommendations were developed and call for:
  - CSM to review themes identified in the audit with the team and TL and including the importance of interviewing children, conducting investigations and planning for CICs;
  - CSM to update the Director of Operations on the current staffing situation and to provide a written plan to the Regional Executive Director to address the community's staffing challenges;
  - DD to arrange for staff mentoring/training in the areas identified in the first bullet and in reportable circumstance reporting;
  - CSM to develop a plan to address the timeliness to complete investigations; and
  - Timelines for recommendation completion.

### **23. Vancouver North Family Services Team (RFJ) – Vancouver Coastal Region**

- This was a second audit. This report was signed off regionally 2008 November.
- Twenty-eight Family Service files (investigations/ongoing protective services) were audited.
  - Overall compliance was 92 percent.
  - The FS provincial compliance average is 75 percent.
- Eleven Child Service files (guardianship) were audited.
  - Overall CS compliance was 92 percent.
  - The CS provincial compliance average is 72 percent.
- The initial audit was conducted in 2005. The results at that time were: FS 93 percent compliant; CS 97 percent compliant.
- Two recommendations were developed and call for:
  - The CSM and Regional Manager of Service Quality to meet with RFJ to discuss audit results.
  - The CSM and team leader to review the case rating sheets to insure that any cases receiving non-compliance ratings will be addressed and that case management meets current practice standards.

### **24. Vancouver Permanency Planning and Adoptions Team (RFL) - Vancouver Coastal Region**

- This was an initial audit. The report was regionally signed off in September 2008.
- Twenty-seven Child Service files (guardianship of children in care) were audited.
  - Overall compliance was 75 percent.
  - Provincial compliance is 72 percent.
- There were three recommendations developed which call for:
  - The CSM and regional manager of service quality meet with the team regarding the results of the audit.
  - The team leader and CSM to review the case rating sheets to ensure that any cases that received non-compliance ratings be reviewed with the individual



workers and that each non-compliance rating be addressed to ensure that case management meets the CIC standards.

- The CSM and team leader to review with the team adequate documentation of the following: regular discussions about the rights of children in care; private contact with children in care; and quarterly review of written plans of care.

#### **1. Campbell River Child Protection (KLE) – Vancouver Island Region**

- This was an initial audit. The report was signed off regionally 2008 August.

##### **Factors Affecting Service**

- The report cites a lack of group homes in Campbell River.

##### **Results**

- Forty-four Family Service files (investigations/ongoing protective services) were audited. Overall compliance was 64 percent. The provincial FS compliance average is 75 percent.\*
- Twelve Child Service files (guardianship of children in care) were audited. Overall compliance was 43 percent. Provincial compliance is 72 percent.\*

##### **Practice Strengths**

- FS measures achieving high to very high results were:
  - When a Child is at Immediate Risk of Harm 100%
  - Screening and Best Approach to Service Delivery
  - Assessing a Child Protection Report and Appropriate Response
  - Determining a Time Frame to Begin an Investigation
  - Supervisory Approval
- CS measures achieving very high compliance was:
  - Assuming Responsibility for a Child in Care 92%
- Family Development Response practice has been under implementation for three years and all KLE staff have been FDR trained.
- Strength in meeting a child's needs for stability and continuity of relationships: timely support is provided to children in care to maintain positive relationships with parents and siblings.
- Alternative dispute resolution methods such as mediation and family group conferencing are used.
- Staff working toward collaborative working relationships with the local Aboriginal band.
- There were two recommendations developed which call for:
  - Development and use of checklists to track intakes and investigations; comprehensive risk assessments; risk reduction service plans; and risk reduction service plan reviews; notification to child in care about their rights; social worker's private, in-person contact with a child in care; and completion of comprehensive plans of care and reviews of plans of care.
    - UPDATE: The teams are now using checklists.

- Training on completion of comprehensive plans of care
    - A strategy to facilitate electronic access to and the use of the comprehensive risk assessments; risk reduction service plans; and comprehensive plans of care and reviews of plans of care.
      - ◆ UPDATE: Implementation of improvements in the use of these tools is in progress and work is ongoing with the team.
- \* For the period July 1, 2008 to December 31, 2008.
- A review a sample of KLE files for compliance on concerning critical measures by February 1, 2009 and an increase in compliance scores to a minimum of 70% for the concerning Critical Measures by January 1, 2009.
    - UPDATE: The file review was completed. The first draft of the report is also completed.

## 2. Fort St. James Child and Family Services (QCD) – North Region

- This was a re-audit. The report was signed off regionally 2008December.

### Factors Affecting Service:

- QCD has “struggled with staff transitions and overcoming a backlog of staffing/workload issues.” Some of this backlog, identified in the initial audit, was managed with a worker from a float team over a 3-month-period. However two experienced workers then left the team, once again impacting the team’s ability to manage workload effectively. At the time of the audit the team continued to work on rebuilding its staffing compliment.
- QCD serves six First Nations communities. Drive times to these communities are no less than 30 minutes; two are 1.5 hours’ drive; and one community is three hours’ drive from the office. Access and travel to most of these First Nations communities are frequently affected by adverse weather conditions during the winter and spring months.
- Families served by QCD are noted to be “highly mobile” requiring close working partnerships within the community in child welfare service delivery.
- A lack of group homes in Fort St. James is reported.

### Results

- Ten open Family Service files (investigations/ongoing protective services) were audited. Overall compliance was 57 percent, an 18% decrease from the initial 2007 audit; FS compliance at that time was 75%.
- The provincial FS compliance average is 75 percent.
- The re-audit was completed in response to a recommendation arising from the initial QCD audit of 2007, calling for a re-audit of “ongoing family service” cases only.

### Practice Strengths

- FS measures achieving high to very high results (70-100%)
  - Screening and Best Approach to Service Delivery
  - When a Child is at Immediate Risk of Harm 100%
  - Assessing a Child Protection Report and Appropriate Response
  - Determining a Time Frame to Begin an Investigation
- Care plans are developed collaboratively with the child’s family and involved community professionals.



- If a child is Aboriginal, efforts are made to involve the Band and delegated agency in developing a permanent plan according to the child's cultural and identity needs.
- There were three recommendations developed which call for:
  - The region to develop an immediate short-term response to the identified practice concerns. A management plan was created to provide intensive support to the office. This plan was communicated to the team, and community services manager.
  - A longer term plan to include staff re-training.
  - The Director of Integrated Practice to complete a re-audit by June 30, 2009.
    - UPDATE: The re-audit of the re-audit is scheduled to take place from June 15 - 22, 2009.