



## Ministry of Children and Family Development



## Child and Family Support, Assessment, Planning and Practice (CAPP) Initial Implementation Plan



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## PURPOSE

The purpose of this document is to establish the plan for initial implementation of Child and Family Support, Assessment, Planning and Practice (CAPP) at five sites located throughout the province. This plan includes information pertaining to orientation, training, site support, and evaluation for the sites. A process evaluation of this initial implementation will be conducted and inform the expanded rollout of CAPP at a future date.

## INTRODUCTION

An improved approach to practice is a top ministry priority, as reflected in the ministry's action plan, *Strong, Safe and Supported – A Commitment to BC's Children and Youth*. The ministry is introducing CAPP as a key part of Practice Change. CAPP includes a new comprehensive, strengths-based, developmental approach to assessment, planning and practice.

### *VISION*

BC children and youth are strong, safe and supported to reach their full potential.

## PRACTICE PRINCIPLES

We will apply the following practice principles to all of our work with children, youth, families and communities:

- All aspects of practice seek to identify and build on the individual and collective strengths of children, youth, families and communities.
- The rights of children and youth, as identified in the United Nations Convention on the Rights of the Child and in the United Nations paper on the Rights of Indigenous Children are recognized.
- Children, youth and families will receive services that are holistic and directly address their assessed, individualized needs and will be active participants in design, implementation and review of services.
- All practice for the child or youth is provided within the context of the family and community.
- Practice at all levels of the child and family development service system will be transparent and accountable.

## SCOPE

### *The Five Early Implementation Sites*

The locations of the five early implementation sites are:

- Youth Services, Abbotsford
- Youth Guardianship Team, Vancouver
- South Okanagan, Penticton
- Albert Street, Nanaimo
- Dawson Creek

### *Orientation and Training*

Staff connected to the Initial Implementation Sites will receive orientation commencing in February 2010. Participants will include Practitioners (front-line staff and specific community agency staff), Team Leaders, Community Service Managers, Regional Trainers, Executive Directors of Practice, Regional Executive Directors, and ADMs of Child and Family Development Services.

Orientation will be followed by an initial five days of training on CAPP, which will be provided to a limited number of ministry staff from the five Initial CAPP Implementation Sites, including staff designated as trainers. These trainers will then receive subsequent “train the trainer” training, and will provide the training to the remaining staff at each of the five sites. These trainers will provide the training in teams of two in order to ensure thorough and effective training.

Training on clinical supervision of CAPP will commence after the training on CAPP is completed. Clinical supervision is a fundamental aspect of CAPP and a necessary component of effective practice, ensuring children and families’ basic and universal needs are being met.

For the future expanded rollout of CAPP, the ministry will continue to use the Train the Trainer model. (See Appendix “B” for more detailed information on Orientation and Training.)

Integrated Quality Assurance processes will roll out parallel to the implementation of CAPP, commencing six months after the initial implementation sites have started their work.

### *IMPLEMENTATION DATE*

Initial implementation began in February with orientation and once training is complete, practice change will begin at the sites. The early implementation sites will begin practicing using CAPP in May 2010.

## ***CAPP POPULATION***

The initial implementation of CAPP will begin with children currently in care, plus existing youth agreements, at five sites located throughout the province. The intent is to implement CAPP with all children in care under Continuing Custody Orders at the five sites. The plan is to also include children in care under Temporary Custody Orders (with a specific focus on those who may transition to care under Continuing Custody Orders in the near future), Voluntary Care Agreements, and Special Care Agreements.

## **SUPPORT FOR THE INITIAL IMPLEMENTATION SITES**

The Initial Implementation Sites will be supported throughout implementation by a CAPP Support Team who will provide in depth, comprehensive practice support.

An Implementation Working Group will provide policy, procedural, and human resource support, including being responsible for the development and ongoing support of the templates and formats to be utilized throughout the initial implementation of CAPP.

## **ONGOING PROCESS EVALUATION**

Evaluation of the CAPP Implementation site process will occur to determine if CAPP is operating as needed and expected. An evaluation of this nature is valuable as it affords the opportunity to make any specific changes early on to strengthen the process and avoid or ameliorate challenges later. This 'formative' evaluation is not about whether clients achieved particular outcomes.

### ***Goals of Formative Evaluation of CAPP Implementation***

- Provide rapid feedback on the CAPP process (e.g. training and formats) from the perspective of practitioners
- Document what happened and when, what worked well and any challenges encountered
- Facilitate reflection on and refinement of CAPP content and planning for subsequent and full implementation e.g. integration of services (cohesion and collaboration of providers), training and support and change management
- Assist practitioners to identify ways of strengthening processes to enable consistency, effectiveness and efficiency
- Allow the ministry to demonstrate the efficacy of CAPP and its rigorous implementation process

**APPENDICES:**

- **APPENDIX A** – Initial Implementation Site Profiles
- **APPENDIX B** - Initial Phase Implementation Sites Orientation and Training Plan
- **APPENDIX C** - Action Plan

## APPENDIX A: INITIAL IMPLEMENTATION SITE PROFILES

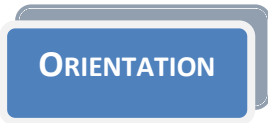
The following table lists the location of the five Initial Implementation Sites and the number and types of staff and children in care and on Youth Agreements associated with each Site:

<b>Initial Implementation Site Profiles - as of January 25, 2010</b>								
<b>Locations</b>	<b>RESP Code(s)</b>	<b>Continuing Custody Orders</b>	<b>Temporary Custody Orders</b>	<b>Voluntary Custody Orders</b>	<b>Special Needs Agreements</b>	<b>Youth Agreements</b>	<b># of Staff</b>	<b>Designation of Staff</b>
<b>Abbotsford Youth Services</b> - 2828 Cruickshank Street, Abbotsford	FDG	58	6	14	2	38	5	Social Workers [SW]
							1	SW Practicum Student
							4	Probation Officers
							1	Team Leader
							3	Admin Staff
<b>14 Staff Total</b>								
<b>Nanaimo Albert Street</b> - Suite 202 - 488 Albert Street, Nanaimo	KCR/KCM	70	31	0	0	0	10	Social Workers
							2	SW Practicum Students
							2	Team Leaders
							2	Team Assistants
<b>16 Staff Total</b>								
<b>Vancouver Youth Guardianship Team</b> - Suite 105-5550 Fraser Street, Vancouver	RGA	26	6	14	3	31	6	Social Workers
							1	AYA * Worker (Assistant to Young Adults)
							1	Team Leader
<b>8 Staff Total</b>								

**Initial Implementation Site Profiles - as of January 25, 2010**

Locations	RESP Code(s)	Continuing Custody Orders	Temporary Custody Orders	Voluntary Custody Orders	Special Needs Agreements	Youth Agreements	# of Staff	Designation of Staff
<b>South Okanagan -</b> 1274 Main Street, Penticton	DMH, DMP, DWG, DKG, DMK	32	17	4	1	17	2	Community Team Leaders
							4	Family Services Guardianship Workers
							1	Team Leader
							1	Youth Social Worker
							1	Youth Probation Officer
							1	Child Youth Mental Health (CYMH) Team Leader
							2	CYMH Clinicians
							1	Resource Team Leader
							1	Resource Social Worker
							1	Community Service Manager
							1	Regional CYMH Consultant
							1	Executive Dir. of Practice
							3	Community Agency Staff
<b>20 Staff Total</b>								
<b>Dawson Creek -</b> Suite 205 - 1508 102nd Avenue	QJA, QJB, QJF, QJG, QYA	24	7	2	2	0	5	Child Protection SW's
							2	Team Leaders
							2	Guardianship Workers
							2	Resource Social Workers
							3	Family Service Social Workers
							1	Out of Care Social Worker
							2	Youth Justice Workers
							1	CYMH
							3.5	CYMH Clinicians
							1	CYSN Staff
							1	Community Service Manager
<b>23.5 Staff Total</b>								

## APPENDIX B - INITIAL PHASE IMPLEMENTATION SITES ORIENTATION AND TRAINING PLAN



The Orientation and Training for the implementation sites will commence with Orientation on Practice Change. This Orientation will explain the reasons for the introduction of CAPP and will provide an understanding of the shift in practice to an integrated, strengths-based, developmental approach. Both the Orientation and Training will be ongoing until completed by all staff.

- Presenter:**
- Lesley du Toit, Deputy Minister
- Audience:**
- Initial Phase Implementation Site staff
  - Specific community agency staff
  - Community Service Managers
  - Executive Directors of Practice
  - Regional Executive Directors
  - Regional Trainers
  - ADMs of Child and Family Development.
- Length:**
- One day
- Dates and Locations:**
- Abbotsford - February 1, 2010
  - Vancouver - February 2, 2010
  - Penticton - February 10, 2010
  - Nanaimo - February 12, 2010
  - Dawson Creek - February 26, 2010

## INITIAL CAPP TRAINING

- Presenter:**                   ▪ Lesley du Toit
- Audience:**                 ▪ Executive Directors of Practice, Assistant Deputy Ministers, Ministry Trainers, and three Ministry site staff comprised of one assessment leader and two practitioners from different professions
- Length:**                     ▪ Five Days
- Dates and Locations:**    ▪ Week of April 19, 2010, Victoria, BC

## TRAINING FOR TRAINERS

- Presenter:**                   ▪ Lesley du Toit
- Audience:**                 ▪ Ministry Trainers (one from each site)
- Length:**                     ▪ Two days
- Dates and Locations:**    ▪ Week of April 26, 2010, Victoria, BC

## CAPP TRAINING

- Presenter:**                   ▪ Two Ministry Trainers for each site
- Audience:**                 ▪ Ministry staff and contracted sector staff from each site (up to 20 per site)
- Length:**                     ▪ Five Days per site
- Dates and Locations:**    ▪ Abbotsford, Vancouver, Penticton, Nanaimo, Dawson Creek (dates to be determined)

## APPENDIX C - ACTION PLAN

