

Planning Today for a Better Tomorrow

South Island Contracted Service Delivery Project:

DRAFT Service Delivery Plan

Nov. 16, 2009

Project Leads: Alain Goulet & Alys Pivetta (250) 952-4707

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OVERVIEW OF SOUTH ISLAND CONTRACTED SERVICE DELIVERY PROJECT

We invite you to view additional information and documents regarding the South Island Contracted Service Delivery Project at:

http://www.mcf.gov.bc.ca/regions/vi/service_delivery.htm

Background

In the spring of 2008, the Vancouver Island Region commenced the South Island Contract Service Delivery Project. Between February and November 2008, Phase 1 of the project completed a comprehensive review of all non-residential contracted services in the South Island, across all program or business areas of MCFD; Child & Youth Mental Health (CYMH), Youth Services, Childcare/Supported Childcare (SC), Early Childhood Development (ECD), Child & Family Development Services (CFD), Community Youth Justice (YJ) and Children & Youth with Special Needs (CYSN). This review included a consultation process with Ministry Staff, Service Providers and recipients of service. The findings of the review were captured in a written report that identified 18 recommendations.

Phase 2 of the Project, the development of a Service Delivery Plan, was initiated in the spring of 2009 and has involved community Information Sessions and the development of the accompanying DRAFT Service Delivery plan. Feedback from the community, employees and contractors is welcomed and will be gathered through multiple methods. This DRAFT Plan will be revised and the FINAL Plan aims to be completed and approved by Dec. 31, 2009.

Phase 3 of the Project, implementation of the FINAL Service Delivery Plan by aligning contracts with required services, aims to begin in January 2010 and be completed by September 2010.

Goal

The goal of the South Island Contract Service Delivery Project is to provide an integrated continuum of contracted services for children, youth and families based on the best available evidence for good outcomes and to reflect a balance of prevention and intervention services.

Principles

The project is guided by the following principles:

- Wherever possible, services should be delivered/accessible at a community level.
- Key stakeholders should be involved in service planning.
- Contracting will be done according to government policy.
- Communication of project implementation will be timely and transparent.
- Commitment to culturally appropriate services.
- Sustainability of services.

Givens

The givens associated with the project include:

- Recognize the work completed within Phase 1 of South Island Contracted Service Review (November 2008) and utilize the recommendations to inform planning.
- Budgets and expenditures will be aligned.
- Flexibility within contracts must exist to meet emergent needs.
- Aboriginal disentanglement is an active part of the project.

- Government Procurement legislation, policy and procedures will be adhered to
- The Catalogue of Services and the new 3rd Party Services and Subsidiary Component Agreements will be used to articulate the desired services.
- Existing government commitments will be honoured.
- Critical decision points within the timelines will be adhered to.

Budget

Due to historical reasons, the South Island has over-committed in its contract commitments against its budget. As part of the South Island Contracted Service Delivery Project, contract expenditures will not exceed the funding available. Not including program (staffing) costs or residential costs, the budget for services to children, youth and families is approximately \$20 million. Although the vast majority of this \$20 million is allocated via community contracts, there are budgets administered at the local MCFD offices, to cover a variety of costs such as guardianship costs, family group conferencing, kith and kin agreement, youth agreements etc. To ensure the alignment of budget and expenditure, the FINAL Service Delivery Plan will need to outline service priorities and accompanying funding allocations.

During 2008, the Vancouver Island Region requested the assistance of the Research, Evaluation & Quality Assurance Department at Provincial Office to develop a community based socio-economic (SEM) funding formula. In the fall of 2008, the formula was presented to and adopted by the Vancouver Island Leadership Team as the funding allocation model for the region. Unfortunately, the regional funding formula does not provide any guidance on what the funding allocation should be for Aboriginal services. Therefore upon consideration of a number of factors it was determined that Aboriginal services would initially be allocated 28% of the total South Island budget. It is acknowledged that this allocation will need to be reviewed in light of future planning. The remaining budget will be allocated using the SEM, resulting in 13.83% for the Westshore/Sooke planning area, 46.23% for the Core Victoria planning area and 11.84% for the Saanich Peninsula/Gulf Islands planning area.

The South Island Contracted Service Delivery Project aims to allocate the budget in a manner that strives to meet the needs of children, youth and families across the South Island, as well as ensuring dedicated Aboriginal services streams. Wherever possible, services will be contracted so that they can be delivered and accessible at a community level.

DRAFT SOUTH ISLAND SERVICE DELIVERY PLAN

A key principle that continues to guide this Project is that all stakeholders are encouraged to actively participate in the discussions and decisions. Please consider this DRAFT Service Delivery plan as an invitation to become involved in the development of a sustainable service delivery plan for the future benefit of all vulnerable children, youth and families of the South Island area.

The South Island Community Service Managers (CSMs) are responsible for the delivery of services to children, youth and families across the South Island area. This area extends from the southern Gulf Islands across to the Westshore, including partway up the Malahat, and through to Port Renfrew. Service needs vary across this expanse so the CSMs have created a DRAFT Service Delivery Plan that aims to meet the particular needs within four planning areas; South Island Aboriginal, Westshore/Sooke, Core Victoria, and Saanich Peninsula/Gulf Islands.

How can you provide your feedback regarding the DRAFT Plan?

This DRAFT Service Delivery plan has been prepared by the CSMs with support from their Team Leaders and the Leads for the South Island Contracted Service Delivery Project. As with any other DRAFT document, this DRAFT Service Delivery Plan may contain errors or omissions. We invite you to point these out and we welcome any other thoughts or feedback about the DRAFT Plan. In addition to providing you with e-mail and telephone contact information, the following active survey link will lead you to an online survey where you are invited to share your thoughts regarding the DRAFT Plan:

http://www.surveymonkey.com/s.aspx?sm=YXotxbMTiqqDKv8gCfOylA_3d_3d.

In addition, a number of community sessions have been scheduled to provide an opportunity to discuss the plan face to face. Please see the attached schedule of [Community Feedback Sessions](#).

If you have any questions or comments regarding the South Island Contracted Review and/or the DRAFT Service Delivery Plan please direct them to any of the numbers listed below.

Alain Goulet
Project Lead
Alain.Goulet@gov.bc.ca
(250) 952-4707

Alys Pivetta
Project Lead
Alys.Pivetta@gov.bc.ca
(250) 952-4703

Patti Simmons
Community Services Manager
Westshore/Sooke & Saanich Peninsula/Gulf Islands
(250) 952-4707

Nancy Frederick
Community Services Manager
Core Victoria
(250) 952-6216

Lise Erikson
Community Services Manager
South Island Aboriginal Services
(250) 952-4073

Commonly used definitions

Prevention: Programs and actions which strengthen community, families and children to decrease vulnerability and increase resiliency and promote well-being and healthy development

Early Intervention: Programs and supports provided to prevent further vulnerability, strengthen resilience and support families so children and youth can remain in the home and/or return home safely.

Intervention and support: Services based on assessment of individual need to address challenges stemming from family violence, child abuse, and mental health issues or other issues which impact child/ youth safety and wellbeing.

Community Based Multi-Service Agency: This is a single agency that delivers multiple services within a particular planning area. These services may include in house services as well as outreach services to local children, youth and families.

Lead agency: An agency that is contracted with to be responsible, directly or through sub contracts, for providing agreed upon services. The lead agency is responsible for ensuring the delivery of services and for monitoring their outcomes.

Planning area: For the purposes of the South Island Contracted Review Project, there are four designated planning areas. Three of the planning areas are designated based on geographic points. One planning area covers the entire South Island but divides the service recipients by aboriginal ancestry.

1. Aboriginal planning area: this planning area covers the entire South Island and includes services planning for all aboriginal people within the geographic area. It includes many First Nations, urban aboriginal people and Métis.
2. Westshore/Sooke planning area – this planning area closely follows the Sooke school district boundaries and includes the municipalities of Sooke, Port Renfrew, Metchosin, Highlands, Langford, Colwood and part of View Royal
3. Core Victoria planning area – this planning area loosely follows the Victoria school district boundaries and includes the municipalities of View Royal, Esquimalt, Victoria, Oak Bay, and part of Saanich (North to Royal Oak)
4. Saanich Peninsula/Gulf Islands planning area – this planning area loosely follows the Saanich school district boundaries and includes the municipalities of Saanich (North of Royal Oak), North Saanich, Central Saanich, Sidney and the Southern Gulf Islands

Service Delivery Principles

Although each planning area is unique, the DRAFT South Island Service Delivery Plan has been developed using the following principles of service delivery:

- As much as possible, services are to be delivered locally or be easily accessible to children, youth and families.
- Services are to be provided in a culturally appropriate and relevant manner.
- As required, services are to be provided along a continuum of intensity.
- Services are to be provided in a timely and responsive manner and for a duration that is determined with the child, youth or family.
- Services are to be outcome based.
- Working in collaboration with other non MCFD contracted service providers, services are to be integrated across and within planning areas.
- Services are to be provided in a manner that supports the development of primary helping relationships, thus reducing the number of service providers or discrete services involved with a family.

Budget Information

In its current state, the DRAFT Service Delivery Plan does not include all the financial details for each planning area. Many of the financial details have yet to be determined. It is intended that further clarification of these financial details will emerge as we gain feedback throughout this consultation process. The FINAL Service Delivery Plan will, as much as possible, identify any decisions regarding budget allocation. Further budget planning will continue during the Project's implementation stage.

Although MCFD is ultimately responsible for determining the funding allocations to each service, we invite feedback regarding the principles we might use to allocate funding.

How is the plan presented?

The DRAFT Service Delivery Plan has been developed by grouping services together based on how they are delivered and to whom. The following describes the services and how they are grouped. You can also refer to the [South Island Contracted Service Visual Plan - DRAFT](#).

Sub Regional Services

These services are to be provided for all children, youth and families across the South Island, regardless of their geographic location or aboriginal ancestry.

Services were designated Sub Regional as they serve a targeted population, require technical expertise and given the available funding, it was not advantageous to break the service down to the community level.

Please see attached [Sub Regional Services Plan](#) document for a description of these services.

Sub Regional Aboriginal and Non Aboriginal Services

We have created a dedicated Aboriginal services stream by grouping those services who provide dedicated Aboriginal services to and by Aboriginal people. This aims to ensure that services are provided in a culturally appropriate and relevant manner.

It is acknowledged that upon the development of more dedicated Aboriginal services, Aboriginal people may choose to continue to access Non Aboriginal services, as do Non Aboriginal people continue to access Aboriginal services. The two service streams are not completely distinct as they overlap and planning must be co-ordinated so as to best meet the needs of all people living in the South Island.

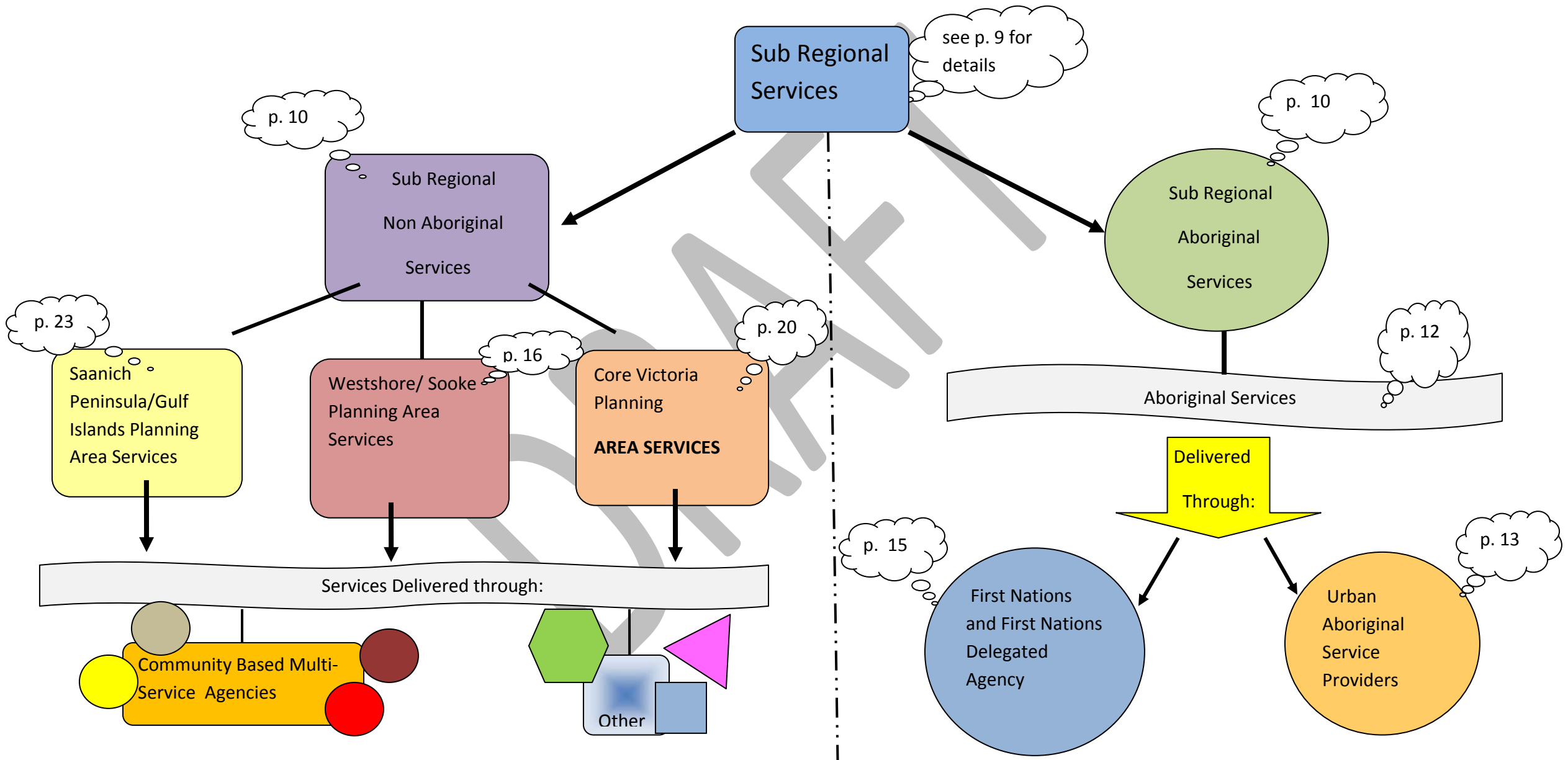
Please see the attached [Sub Regional Aboriginal/Non Aboriginal Services Plan](#) document for a description of these services.

Planning Area Services

Because the primary principle for service delivery is that 'services are to be delivered locally or easily accessible to children, youth and families', this group of services delineates those services that are best delivered within each planning area. Within this group of service, there are two sub groups; services that are recommended to be delivered through a community based multiservice agency and services that could be delivered independently or by a lead agency.

Please see the attached [Aboriginal Service Plan](#), [Westshore/Sooke Service Plan](#), [Core Victoria Service Plan](#) and [Saanich Peninsula & Gulf Islands Service Plan](#) for a detailed description of the services.

SOUTH ISLAND CONTRACTED SERVICES VISUAL PLAN - DRAFT



SUB REGIONAL SERVICES PLAN

Program Area	Service Description	Recommendation
Community Youth Justice	Intensive Support & Supervision Program (ISSP), day programming, residential program for adjudicated youth, youth support workers, substance abuse management	<ul style="list-style-type: none"> • Community Youth Justice programs for adjudicated youth to be delivered by a Lead Agency with attention to community based service delivery and cultural relevance. • The Lead Agency remain the Boys & Girls Club. • A formal mechanism be put in place to ensure culturally sensitive and relevant service to Aboriginal youth receiving services. • As much as possible, services to be delivered locally and accessible across entire South Island.
Child & Family Development Youth Services	Residential Programs for sexually exploited youth and substance misusing youth	<ul style="list-style-type: none"> • These services be provided by one service provider. • The service provider remain the Boys & Girls Club. • There be a focus on recruiting homes for aboriginal youth. • The Aboriginal community be engaged in long term planning to develop dedicated Aboriginal services.
Children & Youth with Special Needs (CYSN)	School age therapy	<ul style="list-style-type: none"> • No intention to change current service provider (VIHA). • Rewrite contract.
Children & Youth with Special Needs (CYSN)	Early intervention therapy, Occupational Therapy and Physiotherapy (not SLP)	<ul style="list-style-type: none"> • No intention to change current service provider (VIHA). • Rewrite contract.
Child & Youth Mental Health (CYMH)	High risk and emergency mental health services	<ul style="list-style-type: none"> • No intention to change current service providers (Phoenix Human Services & shared funding with VIHA). • Assess the need-for cultural training.
All program areas	Database/reference library to distribute/access information regarding available services	<ul style="list-style-type: none"> • Develop service with emphasis on maintaining information up to date and ensuring accessibility.
Early Childhood Development	Linking early childhood practitioners and advocates to increase community capacity	<ul style="list-style-type: none"> • Maintain current funding level and service provider (CAFCA)

SUB REGIONAL ABORIGINAL/SUB REGIONAL NON ABORIGINAL SERVICES PLAN

Program Area	Service Description	Recommendation
Supported Child Development	Support to children who require support in child care settings	<ul style="list-style-type: none"> • To continue to be delivered through two streams, aboriginal and non aboriginal. Each of these streams will provide service across the South Island. • No intention to change current service providers (VIHA & Victoria Native Friendship Centre) • Rewrite contracts
Children & Youth with Special Needs	Infant Development Program	<ul style="list-style-type: none"> • To continue to be delivered through two streams, aboriginal and non aboriginal. Each of these streams will provide service across the South Island. • No intention to change current service providers (VIHA & Victoria Native Friendship Centre) • Rewrite contract
Child & Family Development Youth Services	Residential programs for young parents	<ul style="list-style-type: none"> • Develop a dedicated Aboriginal service.
Children & Youth with Special Needs	Early Intervention therapy – Speech, Language Pathology (SLP)	<ul style="list-style-type: none"> • SLP to be delivered through two streams, Aboriginal and non Aboriginal. Each of these streams will provide service across the South Island. • Develop a dedicated Aboriginal service as part of the Victoria Native Friendship Centre’s CYSN services.
Permanency Planning	Services to recruit and support Foster Parents & Out of Care placements, (assessment, parenting support, workshops, education and orientation)	<ul style="list-style-type: none"> • To be delivered through two streams, Aboriginal and non Aboriginal. Each of these streams will provide service across the South Island. • The Aboriginal services will include: <ul style="list-style-type: none"> • Provide funding to SCCFS to provide caregiver recruitment and support services. • SCCFS will hold contract but will develop service in partnership with MCFD and Nil/tuo CFS • Recruitment of Aboriginal respite beds and out-of-care options to be included.
Permanency Planning	Services to support Adoptive families, (assessment, parenting support/counselling, workshops, education)	<ul style="list-style-type: none"> • To be delivered through two streams, Aboriginal and non Aboriginal. Each of these streams will provide service across the South Island. • Develop a dedicated Aboriginal service.

	and orientation)	
Child & Youth Mental Health	Psycho-educational services for eating disorders	<ul style="list-style-type: none"> • Remain at current funding level. • No Aboriginal funding to be provided to this service.
Child & Youth Mental Health	Parent support and networking for parents of children with MH issues	<ul style="list-style-type: none"> • Increase the funding to the FORCE Society by \$2000 to improve access for families in Westshore and Sooke. • Increase the funding to the FORCE Society by \$2000 to improve access for families in Saanich Peninsula & Gulf Islands. • No Aboriginal funding to be provided to this service.
Program Area	Service Description	Recommendation
Child & Youth Mental Health	Intensive one on one outreach and home based support for parents and children with severe behavioural or emotional challenges	<ul style="list-style-type: none"> • A lead agency to provide this service to South Island Non Aboriginal children and families. • No intention to change current service provider (Phoenix Human Services) or funding level. • An Aboriginal lead agency will develop and deliver this service for Aboriginal children and families.

ABORIGINAL SERVICES PLANNING AREA

Service Delivery Key Concepts

- A community advisory approach to the planning and development of community-based services is a critical component of service delivery for the various Aboriginal communities of the South Island.
- Recognition of the importance of prevention services and MCFD participation with communities in actions that support and strengthen communities and families.
- All services delivered by both Aboriginal and non-Aboriginal service providers will be required to provide culturally appropriate services

Service Delivery Structure

- Services will be grouped and delivered by First Nations, delegated agencies, Aboriginal societies or a combination of these.
- A service delivery model including outreach services, particularly with youth, will be incorporated.
- Intervention and support services will include an enhancement of the Family Development Worker model to include one-on-one work with children, youth or families or facilitate group work.

Services to be Delivered by Urban Aboriginal Service Providers

Program Area	Service Description	Recommendation
Early Childhood Development	Drop-in parent education, support, and play-based learning. Evidence based parent education Information and referrals	<ul style="list-style-type: none"> • Increase funding for Journeys of the Heart delivered by Hulitan to expand program. • Continue funding for VNFC.
Child & Youth Mental Health	Sexual Abuse Intervention and Prevention	<ul style="list-style-type: none"> • Provide funding (approx \$175,000) to Hulitan to deliver SAIP program in compliance with provincial standards. • Provide funding to VNFC to develop prevention program for youth in conjunction with other youth services.
Children & Youth with Special Needs	Key worker services for families with children with FASD, individual outreach and group based parent support	<ul style="list-style-type: none"> • Funding to continue to Metis CFS to provide service in accordance with provincial standards. • Increase funding to Victoria Native Friendship Centre (approx \$80,000) to expand service to urban and on-reserve families of children with FASD. • Contracts to be rewritten and requirement for collaborative service delivery, a common intake process and coverage.
Child & Family Development	Family support, mentoring, counselling, assessments, information and referrals for families with children at risk. One to one service in family home and group activities where appropriate. Participation in collaborative practice committee and ICMs.	<ul style="list-style-type: none"> • Increase funding (approx \$175,000) for expanded services at Hulitan. • Maintain funding for Metis CFS • Maintain funding for Victoria Native Friendship Centre
Child & Family Development	Intensive parenting program with education, observation and reporting requirements for MCFD referred parents. Include transportation for children as required.	<ul style="list-style-type: none"> • Increase funding to Hulitan (approx \$200,000) to add components to existing parent program. • CONSIDERED MOST URGENT PRIORITY.
Child & Family Development	General parenting education and support.	<ul style="list-style-type: none"> • Maintain funding to VNFC and Metis CFS
Child & Family	Supportive / Supervised visits with parents and others.	<ul style="list-style-type: none"> • Provide funding for supportive visit programs at Metis CFS and VNFC.

Program Area	Service Description	Recommendation
Development	A range of levels of supervision depending on the safety requirements as directed by guardianship worker. Intent is to provide an atmosphere that nurtures and, where necessary, provides guidance for safe interactions between parent and child.	<ul style="list-style-type: none"> • Provide funding for supervised visit programs at SCCFS and Hulitan. • Visits may occur in community settings that are most convenient for parents and children. • Visits should not occur in Ministry offices. • Reports must be provided for supervised visits which are by MCFD referral.
Child & Family Development	Family violence interventions. Group and individual counselling for adults and children witnessing family violence.	<ul style="list-style-type: none"> • Develop Aboriginal program that addresses historical context, trauma and healing.
Child & Family Development	Collaborative decision making processes including FGC, CPDM and traditional methods of resolving conflict and developing collaborative plans.	<ul style="list-style-type: none"> • Rewrite contract with Metis CFS to reflect range of options. Redirect some funding to family support services. • Provide funding to SCCFS to provide service to non-Metis families.
Youth Services Child & Family Development	Mentoring programs for youth; cultural programs; youth outreach; support to Independent Living; support to young parents; life skills; housing assistance; information and referrals	<ul style="list-style-type: none"> • Formal linkage to non-Aboriginal youth services needed. • Maintain funding for a cultural worker at Surrounded by Cedar CFS • Provide funding to Metis CFS for a youth worker. • Increase funding for youth services at VNFC to expand services.
Child & Youth Mental Health	Individual, group and outreach service, counselling for grief and loss issues. Consultation for caregivers.	<ul style="list-style-type: none"> • Provide funding to SCCFS to provide services.

Services to be Delivered by First Nations and First Nations Delegated Agency

Program Area	Service Description	Recommendation
Early Childhood Development	Drop-in parent education, support, and play-based learning. Evidence based parent education Information and referrals Group activities	<ul style="list-style-type: none"> • Increase funding to First Nations and Nil/tuo CFS by approx \$5,000 each to enhance current programming.
Child & Youth Mental Health	Child and youth activities designed to reduce risk of self-harm, development of leadership skills, improved social skills, pride in identity and community.	<ul style="list-style-type: none"> • Continue funding to Pacheedaht First Nation • Peninsula First Nations have similar programming delivered by Saanich Native Support Service funded by Youth Justice.
Youth Services Child & Family Development	Mentoring programs for youth; cultural programs; youth outreach; support to Independent Living; support to young parents; life skills; housing assistance; information and referrals	<ul style="list-style-type: none"> • Maintain funding level for Nil/tuo CFS for current youth services.
Youth Justice	Justice worker and programming to reduce the number and frequency of youth becoming involved in the criminal justice system	<ul style="list-style-type: none"> • Maintain current funding level for Saanich Native Support serving four First Nations.

WESTSHORE/SOOKE PLANNING AREA

Key Service Delivery Concepts

- Communication and collaborative practice at all levels needs to continue to build and improve within Ministry and contractors and between the ministries and authorities who have obligations and play key roles in contributing to health developmental outcomes.
- Recognition of the importance of prevention services and MCFD participation with community partners in actions that support and strengthen communities and families.

Service Delivery Structure

- With the exception of some specialized services within the CYMH, YJ and CYSN program areas, services will be grouped and delivered through multi-service family serving agencies and neighbourhood houses within the geographic communities of Westshore and Sooke. (See chart below for specific services)
- A service delivery model including outreach services, particularly with youth, will be incorporated.
- Intervention and support services will include an enhancement of the Family Development Worker model to include one-on-one work with children, youth or families or facilitate group work.

Services to be Delivered through a Community Based Multi-Service Agency

Program Area	Service Description	Recommendation
Early Childhood Development Child & Family Development	Drop-in parent education and support , Universal access for parents and young children in community hub locations Evidence based parent education	<ul style="list-style-type: none"> • Program funding enhancement up to \$5k to support delivery of the 5 core areas of service within Family resource programs of parent education and peer support, play based learning, literacy, information and referral . • Support to Triple P program delivery. • Transportation and child-minding fund provided where required.
Children & Youth with Special Needs Child & Family Development	Intervention and support, key worker model with individual outreach and group based parent support regarding FASD	<ul style="list-style-type: none"> • Dedicated Key Worker to provide service to Westshore and Sooke.
Youth Services Child & Family Development Permanency Planning	Intervention and support to youth and families; provide a CASY program for youth; short term respite and parent teen mediation, peer support and mentoring ; group support to Independent Living ; individual and group outreach, work experience, addiction services	<ul style="list-style-type: none"> • Develop a lead agency to deliver the range of youth services, with the exception of Youth Justice services, in the Westshore and Sooke. • Explore future planning with other partners to explore emergency youth housing.
Child & Family Development	Parent education, peer support and mentoring Group program delivery for parents with school aged and teen children	<ul style="list-style-type: none"> • Enhance current services to include Triple P programs at levels 3, 4 and 5
Child & Family Development Child & Youth	Intervention services for families who are experiencing a family breakdown	<ul style="list-style-type: none"> • To be delivered locally.

Program Area	Service Description	Recommendation
Mental Health		
Child & Family development Child & Youth Mental Health Youth Services	Counselling and direct intervention with individuals and via group sessions	<ul style="list-style-type: none"> • A lead agency with local service in Westshore and Sooke to deliver a range of interventions, individual and group, related to anger management, domestic violence and counselling for children who witness family violence.
Child & Family Development	<p>Family support, mentoring, information and referral, counselling and parent education supportive family visits, in situations where children are determined to be at risk and service intent is to reduce risks.</p> <p>One to one with families in their own home as primary service location.</p> <p>Transportation component within program to support parents to connect with community programs and services.</p>	<ul style="list-style-type: none"> • Maintain current funding level and service provider in Sooke service area. • Rewrite existing contract to reflect range of services. • Determine Westshore lead agency to deliver Family Development Workers
Child & Family Development	Intensive parent education	<ul style="list-style-type: none"> • Maintain local delivery with review of current intensive parenting program (Project Parent) to improve access.
Child & Family Development	Intervention for children and youth who may have been sexually abused Intervention for sexually intrusive children or youth	<ul style="list-style-type: none"> • No intention to change current service delivery (Pacific Centre) or budget. • Explore capacity for Pacific Centre to expand service to include service to youth 12 & over not eligible for Forensic services

Services NOT to be Delivered through a Community Based Multi-Service Agency

Program/Business Area	Service Description	Recommendation
Youth Services Child & Family Development	Supporting young parents, individual and group education and support; outreach, Child minding and transportation	<ul style="list-style-type: none"> • Rewrite current contract for services to young parents to reflect services.
Child & Family Development Permanency Planning Youth Services	Assessments; alcohol & drug testing, parental capacity, psychological/specialized	<ul style="list-style-type: none"> • Funding to be held with the CSM responsible and used on an as needed basis. • Budget for alcohol & drug testing approx. \$20k, parental capacity approx. \$30k and psychological/specialized approx. \$13k.
Child & Family development Child & Youth Mental Health Youth Services	Counselling and direct intervention with individuals and via group sessions	<ul style="list-style-type: none"> • Specialized funding for exceptional cases be kept with the CSM responsible and used as needed. • Budget approx. \$25k.
Child & Family Development	Timely access for Assessment and treatment for children in cases where serious physical, sexual abuse or neglect have been suspected	<ul style="list-style-type: none"> • Develop new HARC model?

CORE VICTORIA PLANNING AREA

GOAL

The overall goal of the project is to provide an integrated continuum of contracted services for children, youth and families based on the best available evidence for good outcomes and to reflect a balance of prevention and intervention services.

PRINCIPLES FOR CONTRACT REVIEW AND SERVICE DELIVERY CHANGE (2009)

1. Services should be delivered/accessible at a community level whenever possible
2. Key Stakeholders should be involved in service planning
3. Contracting will be done according to government policy
4. Communication will be timely and transparent
5. Commitment to culturally appropriate services
6. Data will be pursued whenever possible

DESCRIPTION OF DIAGRAM

The services and programs within in the circle are proposed to be offered within multi-service community based agencies. The services and programs outside of the circle are proposed to be located in agencies where specific or specialized service delivery may be required.

HOW WE WANT TO DELIVER SERVICES IN CORE VICTORIA

- Community based, holistic services and programs that are easily accessible and time limited in response
- Shift to multi-service agencies
- Acknowledge that some agencies have knowledge and expertise with respect to child, youth, parent and family issues and/or needs
- Children, youth, parents and family needs must be kept paramount during this contract service delivery redesign process
- Work with child, youth and family community agencies to ensure integration and collaboration between agencies and with MCFD, ensuring services and programs are based on child, youth, parents, and family needs
- Services and programs need to provide a continuum of service intensity that builds on service recipients' existing knowledge and skills while at the same time strengthen families and communities

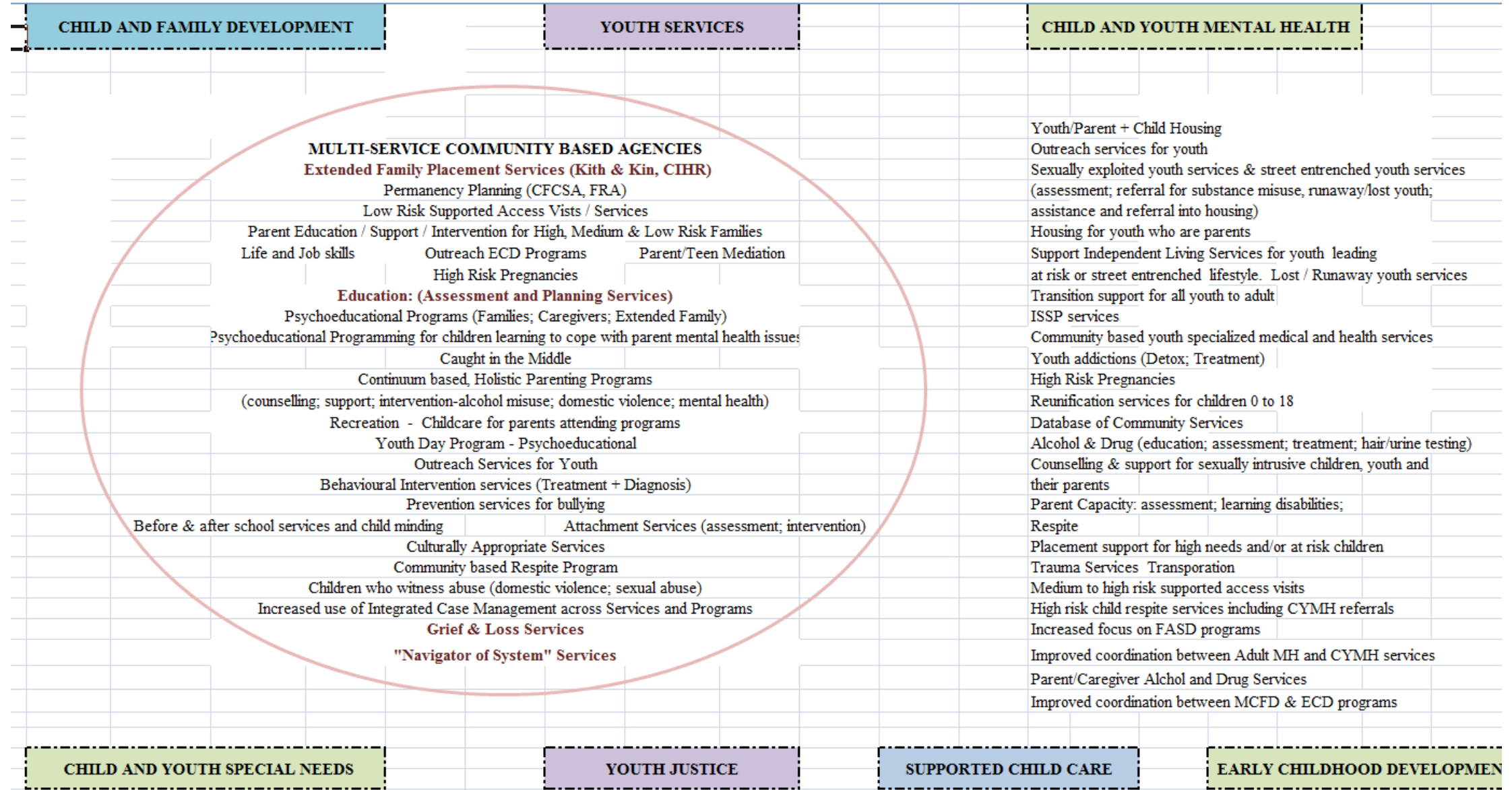
- Services and programs offer a balance of early intervention, prevention and intervention programs where quality service is assured
- Committed to culturally appropriate services
- Expenditures to match financial allocations
- Suggestions were made for the development of new services within Core Victoria such as, and not limited to: a supervised and supported access program; child attachment assessment and planning; grief and loss services; extended family and kinship support; sexually intrusive counselling services for children, youth and families; education assessments and planning; residential placement support for children experiencing high and complex needs.

REFERENCE MATERIALS

The following reference materials have guided the development of this report:

- South Island Contracted Service Delivery Project Report
- Various legislations that govern MCFD practice, policies and standards
- Strong, Safe and Supported
- Meeting Notes from Core Victoria TL and Staff Meetings
- Children and Youth with Special Needs: A Framework for Action: Making It Work!
- Vancouver Island Strategic Plan
- South Island Contracted Service Review

Core Victoria DRAFT Plan Diagram



SAANICH PENINSULA/GULF ISLANDS PLANNING AREA

Service Delivery Key Concepts

- Communication and collaborative practice at all levels needs to continue to build and improve within Ministry and contractors and between the ministries and authorities who have obligations and play key roles in contributing to health developmental outcomes.
- Recognition of the importance of prevention services and MCFD participation with community partners in actions that support and strengthen communities and families.

Service Delivery Structure

- With the exception of some specialized services within the CYMH, YJ and CYSN program areas, services will be grouped and delivered through multi-service family serving agencies and neighbourhood houses within the geographic communities of the Saanich Peninsula and southern Gulf Islands.
- A service delivery model including outreach services, particularly with youth, will be incorporated.
- Intervention and support services will include an enhancement of the Family Development Worker model to include one-on-one work with children, youth or families or facilitate group work.

Services to be Delivered through a Community Based Multi-Service Agency

Program Area	Service Description	Recommendation
Early Childhood Development	Drop-in parent education and support Universal access for parents and young children in community hub locations, evidence based parent education	<ul style="list-style-type: none"> • Program funding enhancement up to \$5k to support the delivery of the 5 core areas of service within Family resource programs of parent education and peer support, play based learning, literacy, information and referral. • Support to Triple P program delivery. • Transportation and child-minding fund provided where required.
Children & Youth with Special Needs	Key worker services for families with children with FASD, individual outreach and group based parent support	<ul style="list-style-type: none"> • Dedicated Key Worker to provide service to Saanich Peninsula and Gulf Islands .
Children & Family Development	Salt Spring Island - Service navigator, information and referral, assessment and goal planning , crisis intervention	<ul style="list-style-type: none"> • Maintain current service and funding level (Salt Spring island Community Services). • Rewrite contract to reflect services
Child & Family Development	Pender Island - Information and referral , short term counselling and crisis intervention	<ul style="list-style-type: none"> • Maintain service with current contractor and funding level (Pender Island). • Re-write contract to reflect services and service linkage to MCFD.
Child & Family Development	Outer Islands - Information and referral, short term counselling and support, outreach	<ul style="list-style-type: none"> • Maintain current service with review to determine linkage with Pender Island service and how service effectiveness may be improved.
Youth Services Child & Family Development	CASY program for youth ; short term respite and parent teen mediation , Peer support and mentoring ; group support to Independent Living ; individual and group , Outreach; individual, Support for young parents, Individual and group ; outreach, child minding and	<ul style="list-style-type: none"> • A lead agency to deliver youth services, with the exception of Youth Justice services, locally in Sidney and Peninsula • Maintain funding for Salt Spring Island youth outreach worker, rewrite contract to reflect services. • Address need for service to address youth at risk of sexual exploitation on SSI through current sub-regional contractor.

Program Area	Service Description	Recommendation
	transportation	
Early Childhood Development Child & Family Development	Parent education, peer support and mentoring Group program delivery for parents with school aged and teen children	<ul style="list-style-type: none"> Enhance current services to include Triple P programs at levels 3, 4 and 5
Child & Family Development	Counselling Support to children who are experiencing family breakdown	<ul style="list-style-type: none"> Develop local service delivery
Child & Family Development	Individual and group sessions for interventions related to anger mgt, domestic violence, counselling for children who witness family violence.	<ul style="list-style-type: none"> A lead agency to deliver locally a range of interventions individual, and group services related to anger management, domestic violence and counselling for children who witness family violence in Salt Spring and Sidney.
Child & Family Development	<p>Family support, mentoring, information and referral , counselling and parent education supportive family visits, in situations where children are determined to be at risk and service intent is to reduce risks . May include supportive parent visits with children, one to one with families in their own home as primary service location.</p> <p>Transportation component within program to support parents to connect with community programs and services.</p>	<ul style="list-style-type: none"> Maintain current funding level to SSI with current contractor (Salt Spring island Community Services) Outer Island worker provided through Salt Spring should be reviewed to ensure connection of the 2 services with consideration to providing one service to the outer islands. Rewrite current contract. A lead agency to develop Family Development Worker model to be provided within the Peninsula community and provide the range of services.

Program Area	Service Description	Recommendation
Child & Family Development	Intensive parent education	<ul style="list-style-type: none"> • In Sidney, develop a local delivery of an intensive parenting program.
Child & Youth Mental Health	Individual, group and outreach assessment, counselling and treatment	<ul style="list-style-type: none"> • Maintain current funding level with current contractor (Salt Spring island Community Services). • Re-write contract to reflect services provided.

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Services NOT to be Delivered through a Community Based Multi-Service Agency

Program Area	Service Description	Recommendation
Child & Family Development	Ministry approved respite homes	<ul style="list-style-type: none"> • 2 respite homes need to be recruited on the Gulf islands. Funding (\$9k) to be held with the CSM responsible and used on an as needed basis. • Future planning would be to explore the development of a community based respite program for families which would not be based on a 24 hr model.
Child & Family Development Permanency Planning Youth Services	Assessments; alcohol & drug testing, parental capacity, psychological/specialized	<ul style="list-style-type: none"> • Funding to be held with the CSM responsible and used on an as needed basis. • Budget for alcohol & drug testing approx. \$20k, parental capacity approx. \$30k and psychological/specialized approx. \$13k.
Child & Family development Child & Youth Mental Health Youth Services	Counselling and direct intervention with individuals and via group sessions	<ul style="list-style-type: none"> • Specialized funding for exceptional cases be kept with the CSM responsible and used as needed. • Budget approx. \$25k.
Child & Youth Mental Health	Individual and group support for victims and perpetrators of sexual abuse	<ul style="list-style-type: none"> • Maintain current service provider with service to Saanich Peninsula & Gulf Islands

COMMUNITY FEEDBACK SESSIONS

Core Victoria Planning Area

- Nov. 19, 2009 – 1pm – 4pm at #140 4460 Chatterton Way
- Nov. 24, 2009 – 1pm – 4pm at #140 4460 Chatterton Way

Saanich, Peninsula & Gulf Islands Planning Area

- Dec. 1, 2009 – 9am - 12pm at Sidney Library

Westshore/Sooke Planning Area

- Nov. 30, 2009 – 9am – 12pm at Lower Club House, Juan de Fuca Recreation Centre (lower level behind Bear Mountain arena)

South Island Aboriginal Services Planning Area

- Separate service delivery planning meetings will be arranged with Aboriginal service providers and First Nations. These dates have yet to be determined and a follow up invitation to Aboriginal service providers and First Nations will be delivered separately.
- If you have any questions about the Aboriginal services meetings, then please contact Lise Erikson at (250) 952-4073.

Please RSVP your attendance to [Alys Pivetta](#) at (250) 952-4703.