



BACKGROUNDER: Quality Improvement Plan

Change in status of Action Items that were delayed

These actions were delayed due to the COVID-19 situation, where the immediate attention for staff was to adjust the delivery of child and family services to be in compliance with the public health orders, and to maximize resources to provide increased contact support to children, youth, and families. With the addition of new positions, Child and Family Services was able to refocus on advancing these action items.

- 4.1 Conduct quality reviews to monitor compliance on key foster care requirements (On Track).
- 7.1 Conduct quality reviews on children and youth who are in the Director's temporary and permanent care (On Track).
- 7.2 Conduct quality reviews on Plan of Care Agreements (On Track).
- 7.7 Update documentation standards to reflect Matrix NT and leading practices (Completed).

Continued implementation of following initiatives due to COVID-19

Child and Family Services is monitoring the effectiveness of these initiatives, and how they might be incorporated into service delivery as part of its commitment towards continual quality improvement.

- Strengthening partnerships with key stakeholders providing increased contact with children, youth and families; and supporting foster caregivers. For example, in partnership with the Foster Family Coalition of the NWT, a respite program was implemented to support foster caregivers during the pandemic.
- Expanding support services for families to provide them with short-term financial support to purchase necessities such as diapers, food, and fuel to meet their basic needs when other programs did not provide adequate assistance,
- Extending support services for youth in care and young adults who are aging out of the Child and Family Services system.