



## DOCUMENT D'INFORMATION : MESURES RELATIVES AUX SERVICES À L'ENFANCE ET À LA FAMILLE

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### **Building Stronger Families – Actions Taken Since 2014**

- In 2016 we amended our Child and Family Services (CFS) legislation to enable our system to provide protection services to youth aged 16 – 19; and to provide extended support services to youth in permanent care, enabling them to continue to receive support services until the age of 23.
- We are delivering enhanced core-training for Child Protection Workers (CPW) to provide a thorough training and evaluation process for CPWs before an appointment.
- We have also provided training for supervisors and are using feedback to build a clinical supervisor training program for the future.
- In 2015-16 we undertook a workload assessment review in partnership with the Child Welfare League of Canada. Building from that initial assessment, we undertook a caseload analysis to identify human resource requirements.
- We improved the accountability framework – Health and Social Services Authority leaders were trained and appointed as Assistant Directors of CFS in order to ensure proper leadership to the system.
- We launched a new electronic CFS information system in 2017 (Matrix NT) to improve the quality of our information system.
- We implemented the Structured Decision Making Model in 2015, and supported the training of our staff to assess safety and risk so we could better meet our standards and legislative requirements. Four out of six of the tools have been implemented across the NWT. Structured Decision Making is well recognized as a best practice, providing decision making tools that are being used in many jurisdictions to ensure a more effective, consistent approach to child protection investigations and case management.
- We developed internal auditing tools to monitor the work being done across the CFS system and to make sure we maintain important relationships with children, families, and foster families. As well, the Northwest Territories Health and Social Services Authority is providing monthly quality reviews to help provide real time feedback to regions and staff to support our system quality improvement efforts.
- We have increased maintenance rates to foster parents, improved our auditing processes, and continue to partner with the Foster Family Coalition to help us deliver training across our territory.
- We've issued annual reports from the Director of Child and Family Services to provide information on trends and to ensure transparency and accountability to NWT residents on how the Child and Family Services system is working.
- We have fully revised the Child and Family Services Standards and Procedures Manual, to bring it up to date with legislative changes and best practices.



## **Next Steps – Our Plan**

1. **Continuing to build a culture of quality** – embedding quality practice into our culture
  - a. Launching a System Quality Steering Committee to build a stronger quality improvement culture across the system
  - b. Implementing a CFS Coordinating Team to collectively plan and address findings from audits as one system
  - c. Implement quality assurance processes developed by the Northwest Territories Health and Social Services Authority (NTHSSA) across the system to enhance key indicator monitoring and reporting, provide real time feedback to regions, and support quality improvement planning
  - d. Upgrading standards in areas where there are still gaps in quality such as permanency planning, foster care and investigations
  - e. Finalize the implementation of tools to support staff decision making and improve services to children and their families
  
2. **Human Resource Planning** – making sure we have the right people in the right places so we can continue to improve services for children and families for the future
  - a. Stepping up recruitment, development and retention of staff
  - b. Continuing to assess caseloads, workload and workflow to make sure we have the staff we need in the right locations and in the right roles to meet demand now and in the future
  - c. Examining whether we should include new roles, such as family support workers, to improve prevention services and early intervention
  - d. Finalizing roles and responsibilities work with the NTHSSA
  
3. **Building Staff Capacity** – investing in our staff to improve outcomes
  - a. Core training has been provided to staff which incorporates lessons learned from the internal audits, including enhanced training on Structured Decision Making tools and creating an internal training team
  - b. New enhanced training program for Assistant Directors will be fully implemented this year
  
4. **Engagement** – improving outcomes by drawing on the knowledge and experience of partners
  - a. Work with Indigenous communities and leaders to continue to develop more culturally responsive approaches
  - b. For the past several months, there have been regular, full system meetings and engagements with staff to discuss quality issues and to gather areas where action is required to improve staff compliance
  - c. Continue to involve CFS staff in working to address quality issues raised through audits and other issues identified by staff