

Ministry of Children and Family Development

Background to Provincial Audit Summary Rating Sheet For Child and Family Service Case Practice Audits Completed Between January 1, 2005 – December 31, 2005

Between January 1 and December 31, 2005, 1,054 individual family service files in various offices across the province were audited to the Child and Family Service Standards. These audits were conducted by regional auditors in accordance with standardized methodologies, procedures and tools.

Recommendations were developed to address any practice issues identified in the audits. Recommendations are tracked and monitored for implementation by the Regional and Provincial Directors of Child Welfare.

Significant developments in the Ministry during this time period included continuing progress towards transitioning to new governance models with provincial and regional authorities to deliver more integrated, community-driven services and the formal transfer of the responsibility for the provision of community living services from the Ministry of Children and Family Development to Community Living British Columbia (CLBC), a provincial Crown agency dedicated to improving the lives of children and adults with developmental disabilities.

The audit results in 2005 highlighted areas for improvement, including the new Family Development Response, concluding child protection investigations in a timely manner and notifications of fatalities and critical injuries.

Family Development Response (FDR)

Despite the fact that the Ministry's new FDR was not fully implemented in the province, the relevant measures were included in audits completed in 2005. However, these measures relied on a small sample that was not large enough to be representative.

Concluding Child Protection Investigations in a Timely Manner

A major focus of the Ministry is to protect children and youth from abuse, neglect and harm. The purpose of a child protection investigation is to determine, in a timely manner, whether there are reasonable grounds to believe that a child needs protection. The information gathered informs decisions about what further actions are needed to ensure the child's ongoing safety and well-being, including possible court actions. The investigation is concluded when sufficient information is gathered and documented to make a plan to keep the child safe.

The relevant audit measures assess compliance with the procedural requirement to document and conclude an investigation within 30 calendar days. The results

should not be interpreted to conclude that a child was left at risk because the procedural requirements were not met in some cases.

Notification of Fatalities and Critical Injuries

The relevant measures address whether or not the required reportable circumstance report was completed. They rely on a small sample that is not representative. The Ministry is aware of all fatalities of children in care and children who had received services in the previous 12 months. In addition to receiving reportable circumstance reports from the regions, the provincial office receives and checks reports on child deaths from the Coroner and reviews the monthly child death listing reports from Vital Statistics.

All audit measures that received non-compliance ratings were immediately brought to the attention of Team Leaders who ensured that outstanding work was completed.

Total # of Cases Audited: 1,054

	CRITICAL MEASURES	C		PC		NC		NA
		#	%	#	%	#	%	#
1	Screening and Best Approach to Service Delivery <i>CFS Service Standards #1 and #12</i>	905	85.9%			149	14.1%	
2	When a Child is at Immediate Risk of Harm <i>CFS Service Standard #11</i>	258	84.0%			49	16.0%	746
3	Assessing a Child Protection Report and Determining the most Appropriate Response <i>CFS Service Standard #12</i>	815	85.3%			141	14.7%	97
4	Family Development Response <i>CFS Service Standard #14</i>	3	15.0%			17	85.0%	1,032
5	Determining the Time Frame to Begin an Investigation <i>CFS Service Standard #16</i>	543	83.3%			109	16.7%	400
6	Conducting a Child Protection Investigation <i>CFS Service Standard #16</i>	434	68.0%			204	32.0%	413
7	Seeing and Interviewing the Child and Family <i>CFS Service Standard #16</i>	439	68.0%			207	32.0%	406
8	Concluding a Child Protection Investigation <i>CFS Service Standard #16</i>	493	78.8%			133	21.2%	426
9	Concluding a Child Protection Investigation in a Timely Manner <i>CFS Service Standard #16</i>	343	54.4%			288	45.6%	421
10	Developing and Implementing a Plan to Keep a Child Safe <i>CFS Standard #17</i>	323	71.5%			129	28.5%	600
11	Reassessing a Plan to Keep a Child Safe and Ending a Family Service Response <i>CFS Service Standards #17 and #20</i>	202	52.7%			181	47.3%	669
12	Notification of Facilities and Critical Injuries (Reportable Circumstances) <i>CFS Service Standard #24</i>	12	27.3%	1	2.3%	31	70.5%	1,008
13	Supervisory Approval	905	85.9%			148	14.1%	
	Total Applicable Indicators: 7,462 NA Ratings Not Included in Count	5,675	76.1%	1	0.0%	1,786	23.9%	6,218

= Number of applicable cases

% = Percent of total

Rating Definitions:

C Full Compliance to the standard

PC Partial Compliance: The intent of the standard is met but significant practice issues have not been addressed

NC Non-Compliance to the standard's criteria requirements

NA Not applicable to the standard being measured