

DIRECTOR OF DELEGATED ABORIGINAL AGENCIES CASE PRACTICE AUDIT REPORT

**Vancouver Aboriginal Child & Family Services
Guardianship Child Services & Resources
(IRB, IRC, IRD, IRE, IRG)**

Fieldwork completed November 28-December 2, 2011, January 16-27, & February 20-24, 2012
Audit completed by Quality Assurance Analysts, Aboriginal Programs and Service Support, Ministry of
Children and Family Development

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1. PURPOSE

The purpose of the audit is to improve and support child service, guardianship and family service practice. Through a review of a sample of cases, the audit is expected to provide a baseline measure of the current level of practice, confirm good practice, and identify areas where practice requires strengthening. This is the third audit of guardianship and resources for the agency.

The specific purposes of the audit are:

- to confirm good practice and further the development of practice;
- to assess and evaluate practice in relation to existing legislation and the Aboriginal Operational and Practice Standards and Indicators (AOPSI);
- to determine the current level of practice across a sample of cases;
- to identify barriers to providing an adequate level of service;
- to assist in identifying training needs;
- to provide information for use in updating and/or amending practice standards or policy.

Aboriginal Programs and Service Support (APSS) is conducting the audit using the Aboriginal Case Practice Audit Tool (ACPAT). Audits of delegated agencies providing child protection, guardianship, family services and resources for children in care are conducted according to a three-year cycle.

2. METHODOLOGY

This was a practice audit of the guardianship and resource files and a C6 operational review of the agency. Additionally, there is an agreement that the practice audit of the remaining child protection program areas – family service, child service and intake/investigations-will be completed during the 2012-2013 audit cycle. There were two quality assurance analysts from MCFD Aboriginal Programs and Service Support who conducted the practice audit. The scope of the practice audit of Vancouver Aboriginal Child and Family Services (VACFSS) was three years. The audit of the physical files focused on the time frame of November 2008 to November 2011.

The practice auditors conducted field work from November 28-December 2, 2011, January 16-27 and February 20-24, 2012. ACPAT was used to collect the

data and generate summary compliance reports for each office as well as a compliance report for each file audited. There were a total of 339 open child service (CCO) files and 190 open resource files at the time of the audit. A sample size of 63 child service files and 34 resource files were audited or approximately 20% of the open child service and resource files. These files were randomly selected to ensure that a cross representation of files from each team member was reviewed.

Upon arrival at the agency, the auditors met with the Resource Manager and available staff to review the audit purpose and process. A separate meeting was held with the Chief Executive Officer and other operational managers to review the audit purpose and process and to discuss the plans for the operational review. At the conclusion of the fieldwork, separate exit meetings were held with the Resource Manager, resource team leaders and social workers, the Guardianship Manager and the guardianship team leaders and the Chief Executive Officer to provide some preliminary findings and discuss the next steps in the audit process.

3. AGENCY OVERVIEW

a) Delegation

VACFSS is currently delegated at C6 Child Protection. This level of delegation enables the Agency to provide the following services:

- Child Protection;
- Temporary custody of children;
- Guardianship of children in continuing custody;
- Support services to families;
- Voluntary care agreements;
- Special needs agreements; and
- Establishing Residential Resources.

VACFSS assumed C6 Child Protection delegation in April 2008. The agency has three locations in Vancouver with the intake/child protection and family service teams in one location, the guardianship and residential resources teams in a second location, and the Chief Executive Officer, family preservation team, and additional operational staff located in the head office.

In 2001, a Delegation Enabling Agreement was signed enabling the agency to provide services to the communities of Vancouver and Richmond. In 2007 a Delegation Confirmation Agreement was signed with an expiry date of 2012.

b) Demographics

VACFSS is one of only three agencies in the province that serve an urban population. The agency provides services to the urban Aboriginal population in the City of Vancouver. Services are not provided to those individuals who are served by delegated Aboriginal agencies within the same geographic area.

In addition to the delegated services, VACFSS provides the following non-delegated programs to urban Aboriginal children and families:

- Family Preservation and Reunification;
- Family Group Decision Making;
- Strengthening Families Program;
- Culturally Relevant Urban Wellness Program and
- Lifelong Connections.

c) Professional Staff Complement

The guardianship and residential resource teams are co-located in one office.

The agency created a Director of Programs position, at the time they began their C6 planning in approximately 2005/2006. There has been a recent change of staff in this position so it is currently being covered on an acting basis while recruitment is underway. The responsibilities of this position include:

- represent the agency in the community;
- provides written program reports to the Board of Directors;
- provide support and guidance to the program managers;
- participate with all of the program managers in bi-weekly cross program meetings and
- supervision of the cultural coordinator and special projects officer.

The A/Director of Programs is currently not a delegated position but the agency is reviewing whether to pursue delegation or not. This position mostly moderates discussions related to complex or conflicted cases and does not make any delegated case decisions. The A/Director will take the issue and guide the process and make the connections between the involved staff.

Guardianship

VACFSS has three guardianship teams. The guardianship program has the following twenty-two full time equivalent positions: one manager, three team leaders, half-time guardianship consultant, one lifelong connections social worker, fourteen and a half guardianship social workers, a supervisor of administrative services (shared with the resources program), and two administrative assistants. VACFSS through efficiencies has temporarily increased staffing capacity by increasing the half time consultant social worker to

full time and one additional full time administrative assistant. The guardianship manager has overall responsibility for the delegated work completed by the three teams, and the three team leaders report to the manager. The office codes of the three teams are IRB, IRC and IRE. Each team consists of a team leader. Two teams have five social workers each and one team has 4.5 Social Workers. . Each team is currently fully staffed, although at times the teams have experienced staff turnover which have left the social workers covering more than one caseload until the position was filled.

At the time of the 2007 practice audit, although team IRE was operational, the office code was not functional on MIS and therefore files assigned to office code IRE had not been electronically transferred. This audit reflects the files and work completed by team IRE.

Residential Resources

VACFSS has three residential resources teams. The resource program has the following twenty-one full time equivalent positions: one manager, two supervisors, thirteen and a half resource social workers, one supervisor of administrative services, two and a half administrative assistants, and one resource accountant. VACFSS through efficiencies has temporarily created a third supervisor to focus on foster parent recruitment and child placement. The resources manager has overall responsibility for the delegated work and contract management. The three team leaders report to the manager. The office codes for the three teams are IRD, IRG, and IRM. Each team has a team leader with one team of five social workers and two teams of four social workers. Two of the teams are responsible for providing the ongoing support to the agency's caregivers. The third team is responsible for recruitment and child placement. This team was formed within the past year with a specific focus on recruiting new caregivers (with an emphasis on the recruitment of Aboriginal foster parents), accepting and processing new applications, completing the home studies and approval, and opening of the new resource homes. The agency had one seconded MCFD social worker on the resources team however this person retired during the time of the audit fieldwork. The residential resources program has experienced significant staffing shortages/turnover at the manager and social worker levels over the past few years however they have recently been able to fully staff all teams. The permanent Resources Manager has been in place for over a year now which has provided a great deal of stability to the overall program. The administrative team includes the shared supervisor of administrative services and team assistants for each team.

All of the delegated staff at the agency have the required post secondary education. As well, all of the delegated staff have completed the Aboriginal Social Work Delegation Training, with the exception of the MCFD social worker. Of those delegated staff with conduct, and/or supervision of guardianship files at the time of the audit, eighteen have C4 delegation, and one has C6 delegation. Of

those delegated staff with conduct, and/or supervision of resource files at the time of the audit, two have C1 delegation, ten have C3 delegation, 2 have C4 delegation and two have C6 delegation. The MCFD social worker's delegation is provided through the region. Additionally, the Chief Executive Officer has C1 delegation.

d) Supervision and Consultation

Guardianship

The staff interviewed on the three teams indicated that opportunities for supervision and consultation are always available, whether it is in the office, by email or by phone. All three team leaders have an open door policy and recognize the strengths and skills of the social workers on their teams who are managing very complex and challenging cases. In recognizing the individual strengths and skills, the staff reported they feel very supported by their team leaders in the work they are doing. The three teams meet on a monthly basis and this meeting provides opportunities for larger organizational discussions, guest speakers, and general program updates. Cases are not discussed at this larger meeting.

Two teams have weekly team meetings and one team does not meet on a regular basis. Throughout the month, there are regular case tracking/supervisory meetings between the individual social workers and their team leaders. The latter attend ICM meetings along with their social workers and stay fully informed about the services provided for children with complex needs. The guardianship consultant is also available to support social workers, particularly with regard to planning for services for children with developmental disabilities.

The guardianship manager provides supervision and consultation for the team leaders through an open door policy and monthly supervision time. In addition, the manager and team leaders meet weekly as a management team to address systems and practice issues in a planned and proactive way.

In terms of the transfer and assignment of child in care files from the child protection teams at the agency (when the continuing custody order has been granted), one guardianship team leader has been designated to receive all of the referrals/file transfers. The team leader schedules the transfer meeting, the cases are discussed between the team leaders and a consensus is reached in terms of the team and social worker the file will be transferred to. It was reported that this process is working well and there is no delay in the transfer of files from child protection to guardianship.

Resources

The staff interviewed on the three teams indicated that opportunities for supervision and consultation are always available whether it is in the office, by email or by phone. The team leaders maintain an open door policy and staff reported that this works very well for them.

Two of the teams have regular bi-weekly team meetings. The recruitment and intake team meets monthly as well there are individual social worker and team leader meetings every three weeks. All three teams meet together on a weekly basis with the focus of the meeting being placement and if needed, specific resource issues or concerns.

The permanent Resources Manager began in 2010 and has maintained an open door policy for the team leaders and social workers. At times the demands on the manager's time can impact the availability in the office so availability is also by phone or email. The team leaders meet with the manager on a weekly basis and the staff reported that there has been a great improvement in meeting their supervision needs by the current manager.

4. STRENGTHS OF THE AGENCY

Many of the children in care of the agency are not from the local area and efforts are made by staff to ensure that children receive culturally appropriate information regarding their specific Aboriginal heritage from their band/nation. Efforts have been made to have the children visit their home communities whenever possible and arrangements have also been made for relatives to be brought for visits with the child in care where they are residing in the Vancouver area. Further to this, the agency has a focus on "inclusive foster care" whereby the guardianship and resource social workers support the caregiver to include the child's biological family as much as possible in the care and life of the child.

The leadership at Vancouver Aboriginal Child and Family Services is seen as being very approachable, from the Chief Executive Officer to the program Managers. Staff reported that they have no hesitation in contacting the Chief Executive Officer if needed and that the managers are very involved and available to them. This leadership style promotes an environment of respect and trust, which is an accomplishment for such a large agency.

The agency has partnered with the Federation of Aboriginal Foster parents to deliver a number of services to the agency caregivers. These services fall into the following categories: Caregiver Education and Training, Caregiver Self Help and Caregiver In Home Supports. The Federation provides the first service and subcontracts the last two to Hollyburn Family Services. It was evident in the

resource and child service files that these services are accessed on a regular basis and provide a necessary and essential level of support for the caregivers.

The guardianship program began a project in 2011 in order to document significant factors affecting the wellbeing of youth and exit outcomes for youth who leave the agency's care. An initial report was completed in February 2012 and was provided to the auditors. The intention of this work is to create a five year database which will be invaluable to understanding the significance and complexity of the work of the guardianship program.

The auditors identified several strengths of the agency and of the agency's practice over the course of the audit:

- Staff Commitment – most of the staff have been at the agency for a number of years and they are extremely committed to the children and families they are working with. This was evident when speaking to them as well from the documentation of involvement on the files. Many of the staff are willing to help in areas that are outside of the audited practice standards and many have accompanied the child or youth in care in returning to their home communities.
- Referrals for service – the auditors found that the agency social workers were determined to find the appropriate services for the children, youth and caregivers they serve. The social workers effectively utilize the services provided by the agency as well as outside sources to refer their caregivers and children/youth in care to.
- Staff wellness – the agency has made a strong commitment to staff self care through the provision of on site yoga classes and massage therapy, access to an elder and cultural involvement. Staff interviewed reported that this focus on self care assists them greatly in the challenging work they do.
- Professional development – the agency provides many opportunities, both internally and externally, for professional development. The agency regularly brings in guest speakers as well as supports post secondary education courses. The agency has provided leadership training to senior agency social workers in anticipation of moving into supervisory positions, through a contract with an external leadership and organizational effectiveness firm.
- Youth Advisory Committee – the agency formed a Youth Advisory Committee in 2010 comprised of eleven youth in care from diverse backgrounds and perspectives. One of the team leaders acts as a “guider” with the committee.
- Organization of physical files – the physical files were in good order with the documents being grouped into sections, in chronological order. As well, filing was up to date.

5. CHALLENGES FACING THE AGENCY

One of the most significant challenges identified by staff at the agency is caseload size and complexity of the cases on the guardianship teams. Most of the guardianship social workers manage a caseload of between 20-25 children/youth in care files. Many of the staff reported that they have many high risk youth on their caseloads which can take priority over some of the lesser active, albeit important, cases. The social workers often find themselves in crisis response with the youth and identified that smaller caseloads may assist them in approaching the issues and planning differently with the youth.

The agency is aware that many of the caseloads exceed the AOPSI caseload guidelines standard however their current funding is for 25 cases per FTE. It was reported that the agency is reviewing the distribution of cases and overall caseload composition in order to try to address this concern. Staff reported that they do feel heard by management regarding this issue.

Over the past couple of years, both of the guardianship and residential resources programs have experienced staff turnover and temporary vacancies created by retirement, staff leaving the agency, vacation, illness, and delegation training. It was reported that this has impacted the overall work in both programs due to staff having to cover additional caseloads for an extended period of time resulting in an emergency only approach to issues and planning on these additional cases. It was evident on some of the guardianship and resource files that there are gaps in information and planning when it appears or was noted that the cases were not being managed by the regular social worker. In the residential resources program, the manager's position was covered by the Director of Programs and a part-time Manager for approximately two years. While the manager's position was covered, staff reported that during this time they really had to check in with each other on the overall management and direction of their work. As mentioned previously the Resource Manager post was filled in December, 2010. Furthermore, resource social worker staffing strength levels have increased to 100% during this reporting period. The scheduling of delegation training from the time a social worker is hired can also affect the ability of the agency to assign caseloads.

The auditors identified some other challenges to the agency and of the agency's practice over the course of the audit:

- Recruitment of Aboriginal Caregivers – Like other Aboriginal agencies and MCFD, the ongoing recruitment and retention of Aboriginal foster homes is an area of focus for this agency. It was reported that this is particularly challenging given the economic challenges for some potential applicants and the high cost of living in the Vancouver area. VACFSS has developed a specialized team to focus on the recruitment of foster parents and especially Aboriginal Foster Parents.

- Recruitment and planning – Staff reported that the recruitment team needs to be more involved with the guardianship and child protection teams to ensure they are recruiting and planning to meet the needs of the children and youth in these programs. The resource program has now assigned resource social workers to each VACFSS child protection team as liaisons. At these monthly meetings, discussions focus on information sharing, child placement, and policies/procedures.
- Completion of initial reportable circumstances – there were a number of guardianship files where it was identified that initial reportable circumstance reports had not been completed for protocol investigations, serious injury to a child/youth in care, child/youth in care subject of criminal involvement/charges. The Auditor provided this information to the guardianship manager.
- Resource over capacity – there were a number of resources where it was identified that there was an over capacity in the number of children in the home as per the standard and level of the home. In some of these cases an exception to policy had not been completed and a plan to address the placement needs of the additional children was not noted on the resource file. Contextual factors provided to the auditors are that the agency inherited some of the over capacity homes from MCFD when they were transferred to the agency and that many of the sibling groups are large and in their effort to keep the children together, over capacity has resulted. The Auditor provided this information to the resources manager.

6. DISCUSSION OF THE TWO PROGRAMS AUDITED

The audit reflects the work done by the delegated staff of the agency over the past three years.

a) Child Service files

As stated earlier, 63 out of 339 open guardianship child service files were audited. The audit revealed good compliance to many of the guardianship standards. The compliance within this program area showed an improvement from the 2007 findings for teams IRB and IRC. Files for team IRE were rated for the first time in this audit. A number of positive aspects found included: documented efforts to preserve the Aboriginal identity and providing culturally appropriate services, documenting supervisory approval for guardianship services, involving family and community when deciding where to place a child, meeting the child's needs for stability by ensuring there is continuity in their relationships, planning a move for a child in care, interviewing the child about their care experience, preparation for independence and documentation of the social worker's knowledge of the existing interagency protocols in the communities. The file documentation for 2011 contained up-to-date CPOCs for all audited files.

In some of the files, documentation missing from the files, notably from 2009 and 2010, included: the social worker's relationship and contact with the child, monitoring and reviewing the child's comprehensive plan of care, discussing the rights of children in care with the child and caregiver, reportable circumstances and providing the caregiver with information on the child and reviewing appropriate discipline standards.

b) Resource files

As previously stated, 34 of 190 open resource files were audited. The compliance within this program area showed a decrease from overall compliance rate of 81% (2007) to 74% (2011). Many positive aspects were found in the resource files including: documenting supervisory approval, completing application and orientation, home studies, training offered to and taken by caregivers and signed agreements with caregivers.

In some of the files, missing documentation included: monitoring and reviewing of the family care homes and quality of care reviews.

7. COMPLIANCE TO PROGRAMS AUDITED

Two quality assurance analysts audited the guardianship child service and resource files at VACFSS. The 'not applicable' scores were not included in the total.

b) Compliance to Child Service Practice

The files were audited for compliance to the Aboriginal Operational and Practice Standards and Indicators, C6 child service including:

- The quality and adequacy of the plan of care;
- The frequency and adequacy of the care plan review;
- The level of contact with the child;
- Placement stability and deciding when and where to move a child;
- The degree of stability and continuity provided to the child while in care;
- Informing the child and caregiver of the rights of children in care;
- Informing the child and caregiver of appropriate discipline policy; and,
- The level of file documentation.

Twenty one (21) open child service files were audited for team **IRB**. The overall compliance was **62%**.

Nineteen (19) open child service files were audited for team **IRC**. The overall compliance was **66%**.

Twenty three (23) open child service files were audited for team **IRE**. The overall compliance was **60%**.

The following provides a breakdown of the compliance ratings:

AOPSI – Standard Guardianship and Voluntary Services (VS)	IRB	IRC	IRE
Standard 1 Preserving the Identity of the Child in Care and Providing Culturally Appropriate Services (VS 11)	17 files compliant 2 files non compliant with factors 2 files non compliant	19 files 100% compliant	18 files compliant 1 file non compliant with factors 4 files non compliant
Standard 2 Development of a Comprehensive Plan of Care (VS 12)	5 files compliant 1 file non compliant 15 files not applicable	3 files compliant 1 file non compliant 15 files not applicable	No files applicable
Standard 3 Monitoring and Reviewing the Child’s Comprehensive Plan of Care (VS 13)	4 files compliant 15 files non compliant 2 files not applicable	6 files compliant 13 files non compliant	5 files compliant 18 files non compliant
Standard 4 Supervisory Approval Required for Guardianship Services (Guardianship 4)	21 files 100% compliant	19 files 100% compliant	22 files compliant 1 file non compliant
Standard 5 Rights of Children in Care (VS 14)	7 files compliant 14 files non compliant	2 files compliant 1 file non compliant with factors 16 files non compliant	2 files compliant 21 files non compliant

Standard 6 Deciding Where to Place the Child (VS 15)	20 files 100% compliant 1 file not applicable	19 files 100% compliant	21 files compliant 1 file non compliant 1 file not applicable
Standard 7 Meeting the Child's Need for Stability and continuity of Relationships (VS 16)	20 files compliant 1 file non compliant	19 files 100% compliant	21 files compliant 2 files non compliant
Standard 8 Social Worker's Relationship & contact with a Child in Care (VS 17)	2 files compliant 19 files non compliant	2 files compliant 2 files non compliant with factors 15 files non compliant	3 files compliant 20 files non compliant
Standard 9 Providing the Caregiver with Information and Reviewing Appropriate Discipline Standards (VS 18)	1 file compliant 19 files non compliant 1 file not applicable	15 files 100% non compliant 4 files not applicable	23 files 100% non compliant
Standard 10 Providing Initial and ongoing Medical and Dental Care for a Child in Care (VS 19)	19 files compliant 1 file non compliant with factors 1 file non compliant	19 files 100% compliant	22 files compliant 1 file non compliant
Standard 11 Planning a Move for a Child in Care (VS 20)	9 files compliant 1 file non compliant with factors 1 file non compliant 10 files not applicable	10 files 100% compliant 9 files not applicable	8 files compliant 2 files non compliant 13 files not applicable
Standard 12 Reportable Circumstances (VS 21)	1 file compliant 2 files non compliant 18 files not applicable	6 files 100% non compliant 13 files not applicable	4 files compliant 10 files non compliant 9 files not applicable

Standard 13 When a Child or Youth is Missing, Lost or Runaway (VS 22)	1 file 100% compliant 20 files not applicable	2 files 100% compliant 17 files not applicable	2 files 100% compliant 21 files not applicable
Standard 14 Case Documentation (Guardianship 14)	5 files compliant 16 files non compliant	8 files compliant 11 files non compliant	5 files compliant 18 files non compliant
Standard 15 Transferring Continuing Care Files (Guardianship 14)	4 files compliant 4 file non compliant 13 files not applicable	8 files compliant 2 files non compliant 9 files not applicable	6 files compliant 3 files non compliant 14 files not applicable
Standard 16 Closing Continuing Care Files (Guardianship 16)	1 file 100% non compliant 20 files not applicable	1 file 100% compliant 18 files not applicable	1 file 100% compliant 22 files not applicable
Standard 17 Rescinding a Continuing Care Order and Returning the Child to the Family Home	No files applicable	No files applicable	No files applicable
Standard 19 Interviewing the Child about the Care Experience (Guardianship 19)	4 files compliant 1 file non compliant 16 files not applicable	3 files compliant 2 files non compliant 14 files not applicable	5 files compliant 2 files non compliant 16 files not applicable
Standard 20 Preparation for Independence (Guardianship 20)	4 files compliant 1 file non compliant with factors 1 file non compliant 15 files not applicable	3 files compliant 1 file non compliant with factors 15 files not applicable	4 files 100% compliant 19 files not applicable
Standard 21 Responsibilities of the Public Guardian and Trustee (Guardianship 21)	8 files compliant 2 files non compliant 11 files not applicable	10 files compliant 2 files non compliant 7 files not applicable	4 files compliant 2 files non compliant 17 files not applicable

Standard 22 Investigation of Alleged Abuse or Neglect in a Foster Care Home	2 files compliant 1 file non compliant 18 files not applicable	1 file compliant 2 files non compliant 16 files not applicable	9 files compliant 1 file non compliant 13 files not applicable
Standard 23 Quality of Care Review	1 file 100% compliant 1 file non compliant 19 files not applicable	1 file 100% non compliant 18 files not applicable	1 file compliant 1 file non compliant 21 files not applicable
Standard 24 Guardianship Agency Protocols (Guardianship 24)	21 files 100% compliant	19 files 100% compliant	23 files 100% compliant

c) Compliance to Resource File Practice

The files were audited for compliance to the Aboriginal Operational and Practice Standards and Indicators, C6 resources including:

- Application and orientation of caregiver;
- Home study of caregiver;
- Training of caregiver;
- Signed Agreements with caregiver;
- Providing caregiver with written information regarding child; and,
- Monitoring and reviewing homes.

Fifteen (15) open resource files were audited for team **IRD**. Overall compliance to the resource standards was **74%**.

Nineteen (19) open resource files were audited for team **IRG**. Overall compliance to the resource standards was **75%**.

The following provides a breakdown of the compliance ratings:

AOPSI – Voluntary Services Standards	IRD	IRG
Standard 28 Supervisory Approval Required for Family Care Home Services	15 files (100%) compliant	9 files (100%) compliant

Standard 29 Family Care Homes – Application and Orientation	6 files compliant 4 files non compliant 5 files not applicable	10 files compliant 5 files non compliant 4 files not applicable
Standard 30 Home Study	7 files compliant 3 files non compliant 5 files not applicable	10 files compliant 5 files non compliant 4 files not applicable
Standard 31 Training of Caregivers	13 files compliant 2 files non compliant	15 files compliant 3 files non compliant 1 file not applicable
Standard 32 Signed Agreement with Caregivers	15 files (100%) compliant	19 files (100%) compliant
Standard 33 Monitoring and Reviewing the Family Care Home	3 files compliant 11 files non compliant 1 file not applicable	5 files compliant 10 files non compliant 4 files not applicable
Standard 34 Investigation of Alleged Abuse or Neglect in a Family Care Home	No files applicable	2 files compliant 1 file non compliant 16 files not applicable
Standard 35 Quality of Care Review	3 files compliant 1 file non compliant 11 files not applicable	1 file compliant 1 file non compliant with factors 3 files non compliant 14 files not applicable
Standard 36 Closure of the Family Care Home	No files applicable	No files applicable

8. RECOMMENDATIONS:

On September 11, 2012, a teleconference was held jointly with Vancouver Aboriginal Child and Family Services (VACFSS) and MCFD Aboriginal Programs

and Service Support for the purpose of discussing the outcome of the Practice Audit.

During the teleconference, the following agency responses were discussed. The agency is in agreement with the findings and continues the work on the following responses:

The agency has focused on improving overall accountability in all program areas from the management to the front line staff.

Child Service - Guardianship:

1. VACFSS has developed and implemented a new Comprehensive Plan of Care (CPOC) that includes input of information related to many of the key guardianship standards that were identified as needing improvement, all of the necessary domains of a CPOC as well as components of the Circle of Courage resilience model.

Residential Resources:

1. Over capacity in resources: The agency has conducted a review of the current resources that are over capacity and has developed a system for documenting the reasons for over capacity, implementing an assessment of the resource and mitigating risks to ensure all of the information is reviewed before making the decision to have the child remain in the home or for the child to be moved from the home. Further to this, the agency will be reviewing the historical over capacity homes and applying the same process to those resources.

2. Annual reviews: The agency has implemented a tracking system that includes an annual review of the resource, an annual recording, environmental/safety check of the home, status of any protocol investigations/quality of care reviews and any follow up on recommendations from previous protocol investigations/quality of care reviews. The tracking system will be monitored by the social worker and the supervisor.

3. Quality of Care reviews: When the agency receives a concern regarding a resource, a consultation occurs with the Child Protection manager, the Guardianship manager, the Residential Resources manager to determine whether the concern warrants a formal protocol investigation or quality of care review response. This process has been reviewed verbally and in writing in 2011 and 2012 with the resource teams to ensure that this formal process is what determines what kind of response is appropriate to the concern identified.