



Family & Children's Services
of ST. THOMAS and ELGIN
 Incorporated as The Children's Aid Society of the City of St. Thomas and the County of Elgin
Derrick Drouillard, Executive Director

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Auditor General's Report, Quality Improvement Plan 2017-18

STANDARD	Q1	Q4
Response Time – 12 hours	100%	100%
Response Time – 48 hours	100%	100%
Response Time – 7 days	86%	100%
Safety Assessment	93.9%	86%
Timely Completion of Investigation – 45 days / 60 days	76.5%	100%
Complete First Month Service Plan	78.6%	94.4%
Complete 6 Month Service Plan	80%	92%
30-day Home Visits – Protection	82.9%	76.8%
File Supervision Every 6 Weeks	91%	90.2%
CIC – 30-day POC at Placement or Replacement	100%	100%
7 Day Visit – Kinship Service	N/A	100%
30 Day Visit – Kinship Service	100%	100%
3 Month Visits – Kinship Service	92%	100%
7 Day Visit – CIC placement	100%	100%
30 Day Visit – CIC	100%	100%
3 Month Visits – CIC	93.5%	86.7%
Average compliance rate	91.6%	95.3%