

Family & Children's Service of St. Thomas and Elgin

Board of Directors Dashboard

2022-23

Engage with community partners on behalf of children, youth, families and the community—report on joint activities designed to better services in Elgin County.



Enhance outcomes for children, youth and families through adherence to child protection standards and meeting ministry compliance requirements.



Families are informed about and have access to ADR and other family-based services.



Prioritize anti-oppressive practice and provide Equity, Diversity and Inclusion training and awareness.



Reduce the number of FNIM children and youth receiving in-care services



Maintain and support an internal FNIM committee that meets at least six times a year.



Seek feedback from service users and integrate feedback into services that effect children, youth and families.



Children and youth have access to education and the support/resources necessary to achieve positive outcomes.



Legend



Exceeding Expectations



Within Expectations



Not Meeting Expectations



N/A

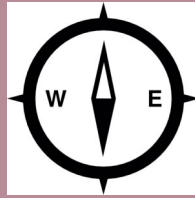
Family & Children's Service of St. Thomas and Elgin Board of Directors Dashboard 2022-23

Elgin staff remained active on all key community partner tables and steering committees. Our Community Engagement Advocate chaired several key community tables and sits on most including CAN, food and housing security, and human trafficking. We continued to update protocols as needed and to ensure we have all necessary protocols or MOU's in place and current.

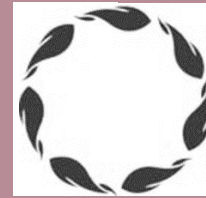
Ministry Standards and compliance requirements were met at a high level in 2022. Our SQIP compliance was 99.6%, by far the highest in the region. Annual audits were excellent and the QIP's were completed and submitted within timeframes.

All families are informed and encouraged to engage in ADR prior to any court proceedings, including ODR (Original Dispute Resolution) - ADR is also offered to families involved in custody / access files and we have recently added youth-lead ADR for the RSG program. Despite being the smallest agency, Elgin continues to be one of the most active users of ADR in the SW region.

100 % of staff have completed the three day EDI training; most have received SOGIE training and /or other OACAS or community EDI training. Staff were given ongoing opportunities for Truth and Reconciliation and EDI training; the Board received SOGIE training at the fall retreat and have an education at Board meetings that typically involves EDI or anti-oppressive practice.



Lead the Way



Journey Together



At the end of 2021 we had seven FNIM children and youth receiving in-care services; at the end of 2022 we had five; at March 31, 2023 there was one youth who identifies as FNIM (Metis and Asian) receiving in-care services. We reduced the number of FNIM children in-care by 80% in 2022.

The agency FNIM committee met regularly and provided ongoing training, information, consultation and support to staff. The committee facilitated education and engagement activities for National Indigenous Peoples Day, Orange Shirt Day, Red Dress Day and National Day for Truth and Reconciliation, amongst others.



Review of service user post cards was done by the Q.A. department and brought forward as a part of the quality improvement process. We implemented electronic feedback opportunities for service users as part of the SOS Meaningful Measures program that is built into our service and continuous improvement model.



We increased the number of Education Liaisons to 9 in 2022 to ensure every child/youth has options to find the best fit. Our extensive use of Joint Protocol for Student Achievement (JPSA) facilitated collaboration between FACS and the school boards to help students benefit from the learning opportunities and supports available in school and achieve academic success.



Legend

Exceeding Expectations	Within Expectations
Not Meeting Expectations	N/A



Walk Along Side



Do the Right Thing