

# Director of Services Report to the Quality Committee

## 2023-2024 Year End

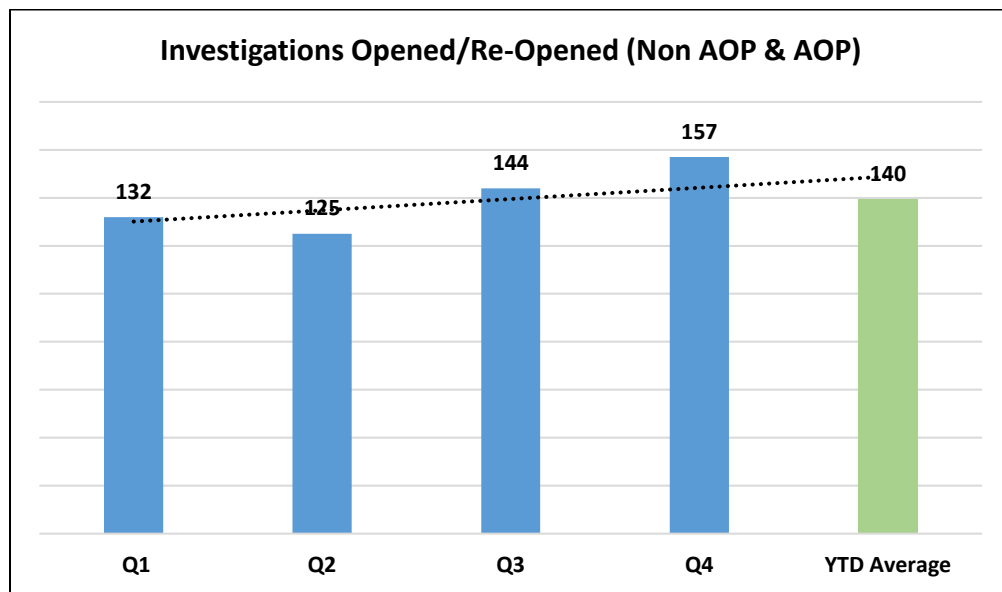
### Service Volumes

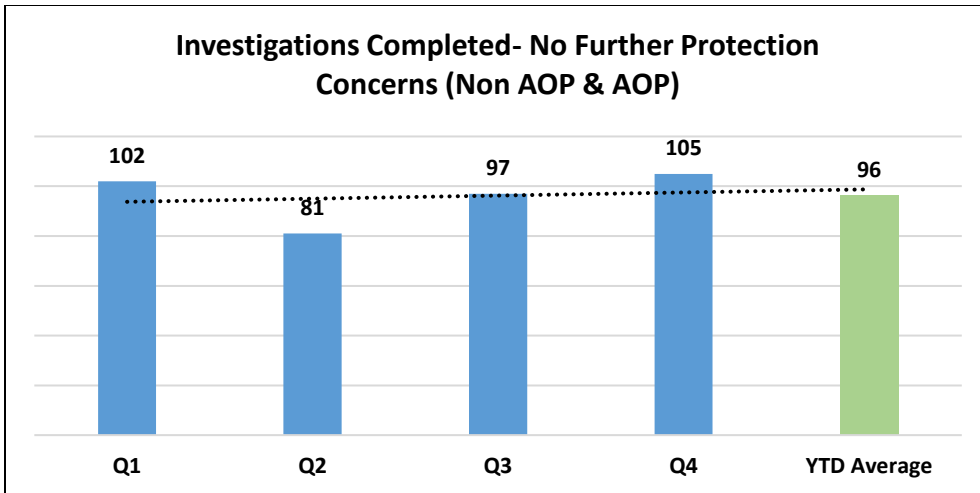
The Ministry has re-established Standards Quality Improvement Plan (SQIP) reporting requirements across the sector. All societies report SQIP data for the months of February and September. A summary of the organization’s February SQIP was provided at the April 2024 board meeting.

This report will provide Q4 and 2023-2024 year-end service data and information, along with five-year trends in key funding categories reported to the Ministry.

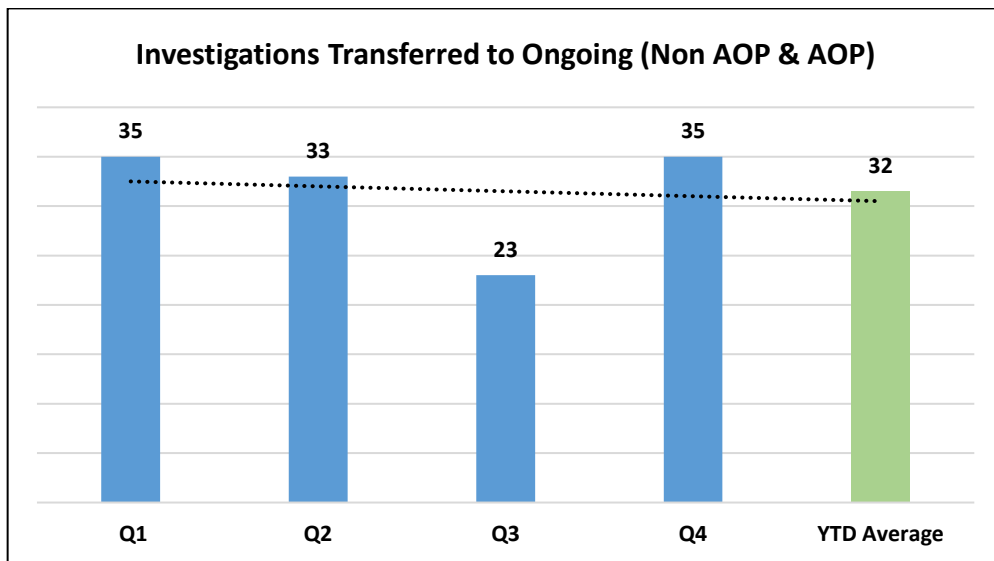
### INTAKE/INVESTIGATIONS

Overall, year to date numbers have increased post-pandemic. Compared to 2021-2022 YTD average of 120, we have seen a 17% increase in investigations opened/reopened.



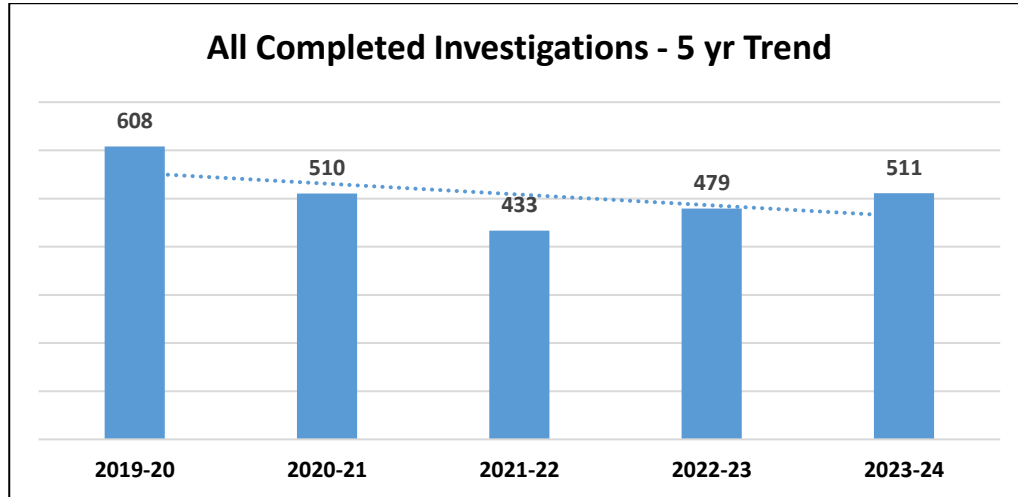


25% of the investigations completed in Q4 were transferred to ongoing services. The average year-end transfer rate was also 25% which is slightly higher than previous years but still manageable.

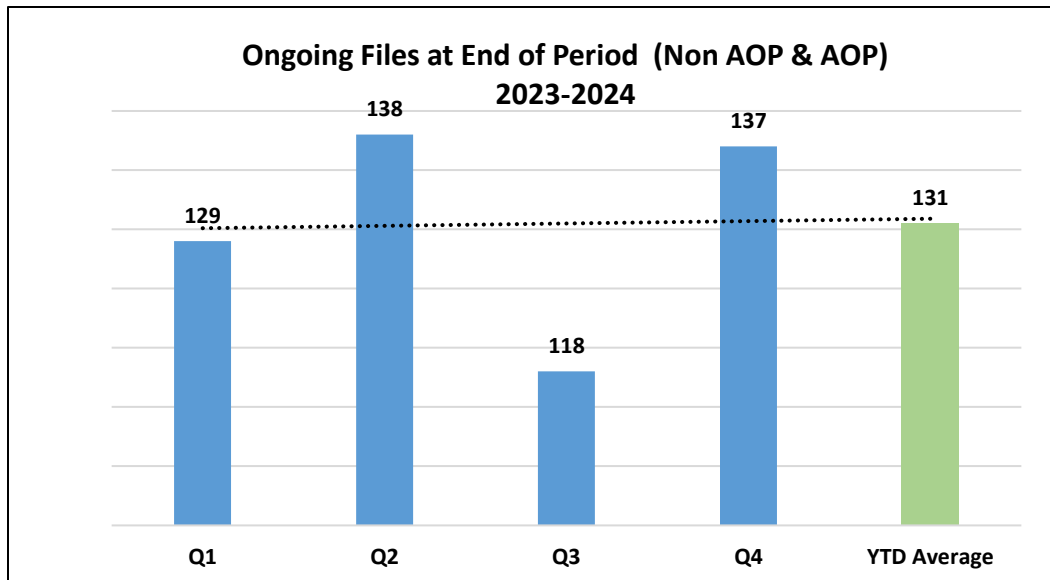


The total number of protection investigations completed (511) is the combined sum of the two graphs above. Compared to 2021-2022 (433) there was a 18% increase in the total number of investigations completed over the two year period.

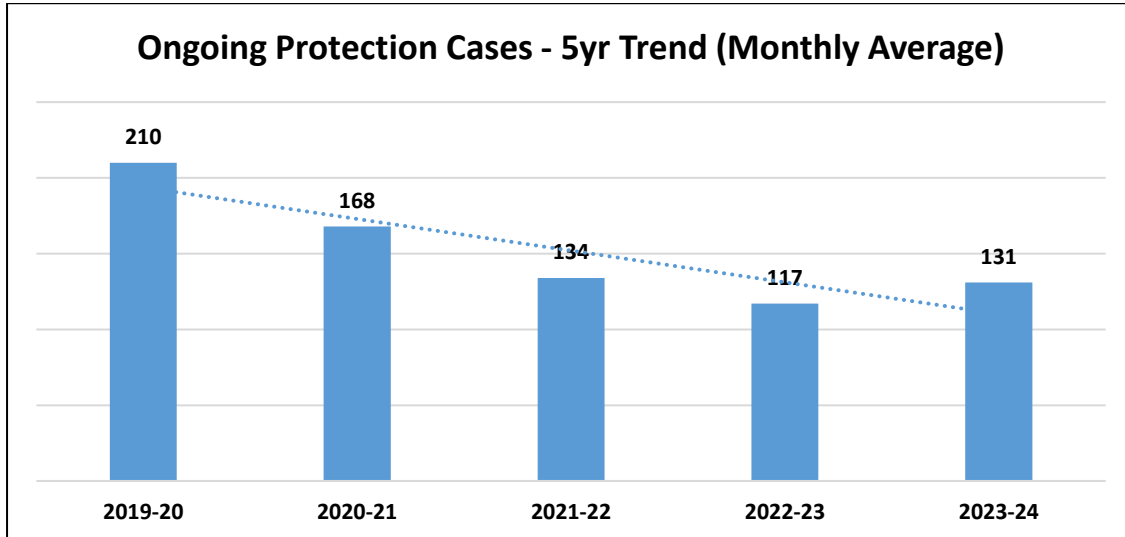
Overall, YTD numbers for completed investigations are still lower than “non-covid years.”



**ONGOING FAMILY SERVICES**

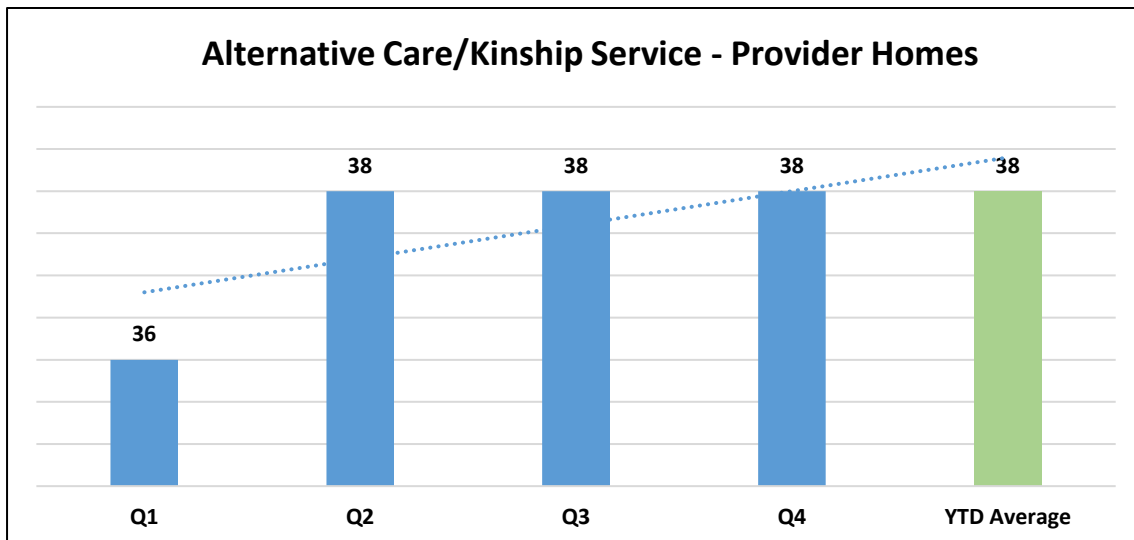


Following a steady decline in previous years, the average number of ongoing cases, has increased by 12% since last year. Similar to completed investigations, ongoing service files continue to remain lower than “non-covid years.”

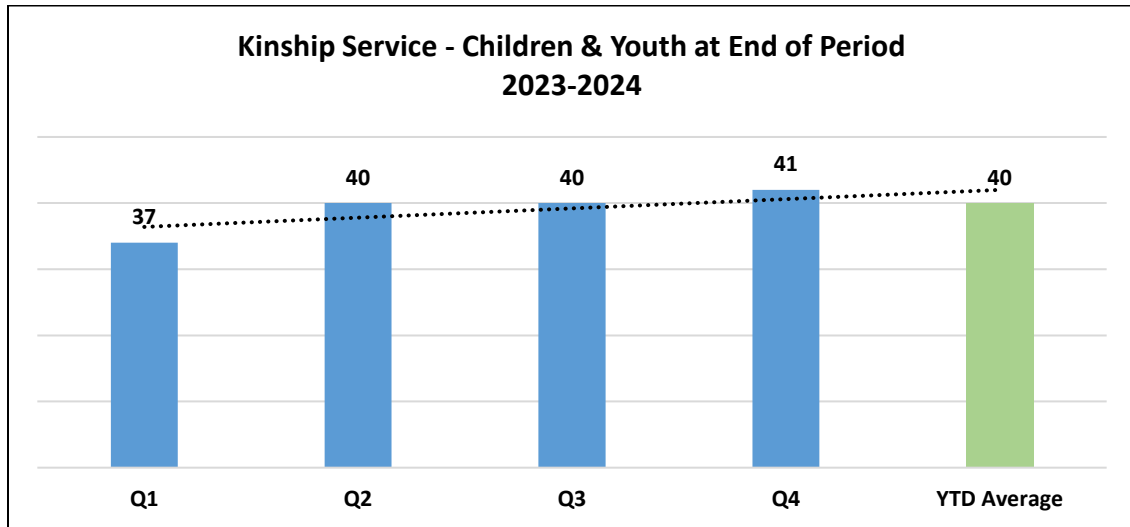


### ALTERNATIVE CARE

Kinship Service is fluid with homes often opening and closing in relatively short time frames as children return to their primary caregiver(s) and/or find permanency with their kinship family.

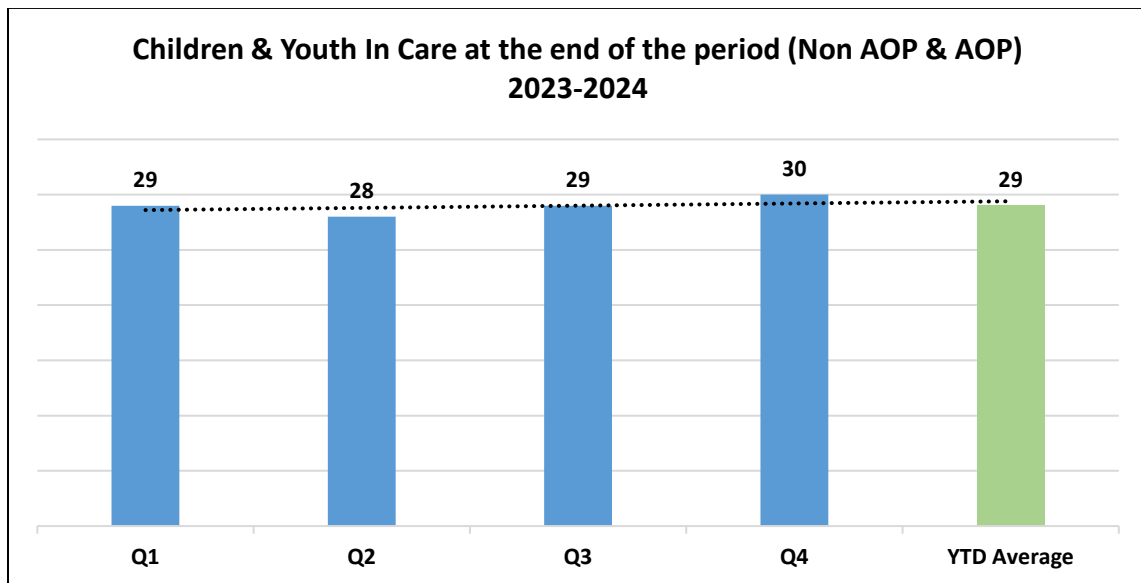


Keeping children out of care and residing with people they know rather than strangers when they are not able to remain in the family home, is the desired outcome and we continue to achieve this. Short-term kinship placements or permanency with kin is the preferred option when considering alternative care and is considerably higher than the number of children in care as noted above with 30 children in care at Q4 compared to 41 in kinship service.

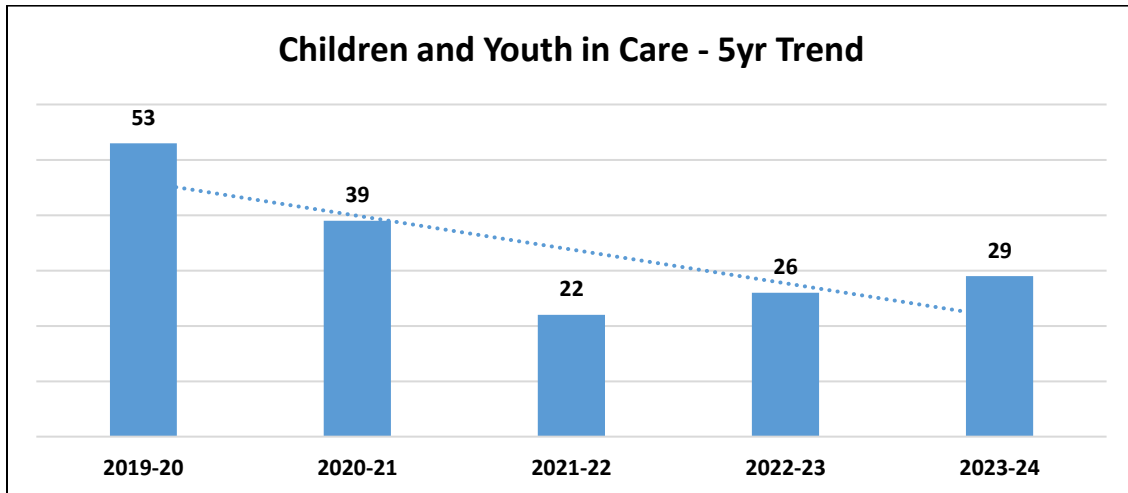


**CHILDREN’S SERVICES**

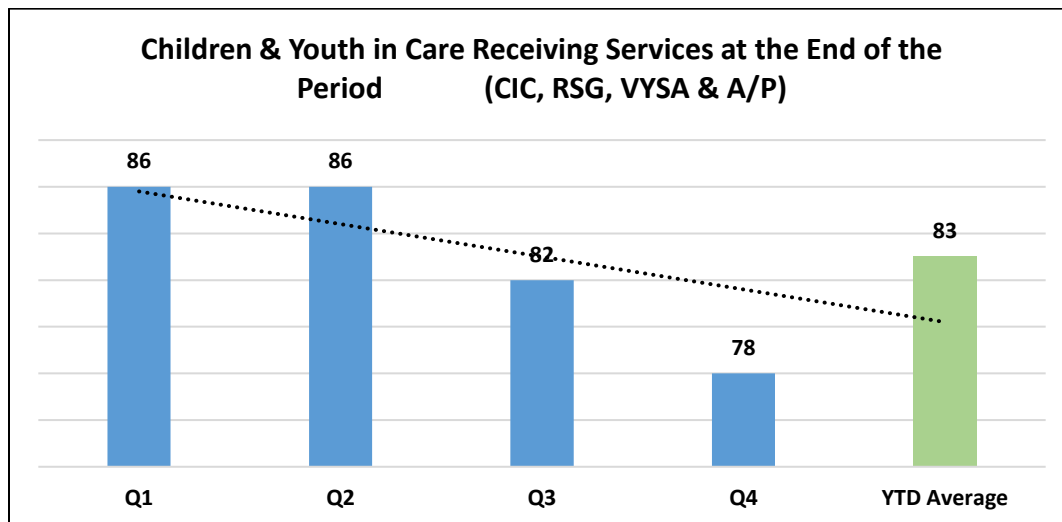
This chart illustrates children in care only – that is children and youth who came into care prior to their 16<sup>th</sup> birthday and who have not yet turned 18. This number has remained relatively consistent since year-end 2022-2023.



Five years ago, at the end of Q4, we had 53 children in care. We have reduced the number of children in care since that time by 45%.



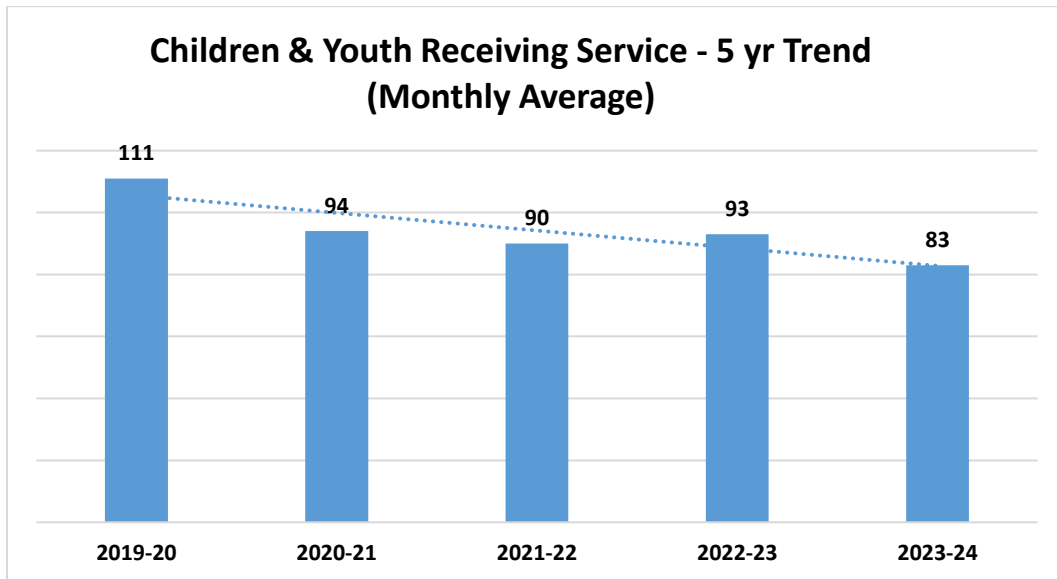
Total Children and Youth in Care is the sum of Children in Care noted below (0-18 years), Ready, Set Go (18+), Voluntary Youth Services (16-17 under Voluntary Service), and Adoption Probation. While the RSG, VYSA and A/P children and youth are not “officially” in care of the Society, they are receiving services and are reported to the Ministry as Children in Care.



## Breakdown of Children & Youth Receiving Service by Type

The number of children and youth receiving service is impacted by adoptions being finalized, youth transitioning out of care at 18 and exiting service at 23.

Type	Q1	Q2	Q3	Q4	YTD Average
CIC	29	28	29	30	29
RSG	49	50	47	41	47
A/P	4	5	4	4	4
VYSA	4	3	2	3	3
<b>Total</b>	<b>86</b>	<b>86</b>	<b>82</b>	<b>78</b>	<b>83</b>



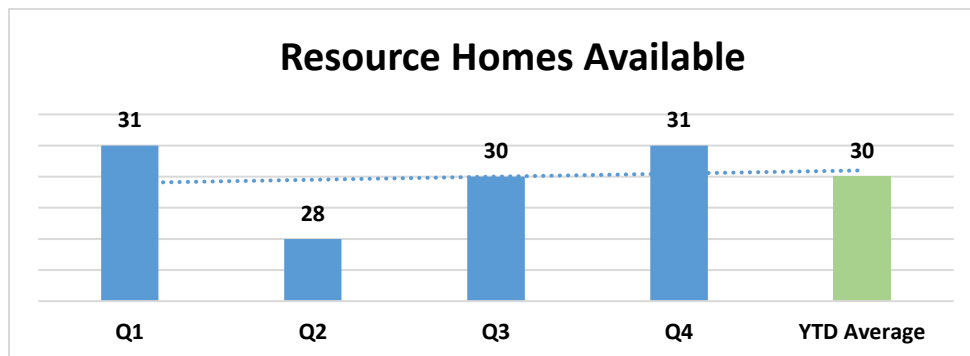
The chart below illustrates the five-year volume trend for youth receiving services through Ready, Set, Go (RSG). 40 youth are anticipated to exit service by 2028-2029.

RSG 21 + for 2024-2029					
Brought over 20 RSG 21+ as of April 1 2024	2024-25	2025-26	2026-27	2027-28	2028-29
21+	10	4	6	2	
22+	11	10	4	6	
23+ (To be closed)	9	11	10	4	6
<b>Total</b>	<b>30</b>	<b>25</b>	<b>20</b>	<b>12</b>	<b>6</b>

CCSY(RSG) 21 + Receiving Service	
2020-2021	12
2021-2022	13
2022-2023	10
2023-2024	10

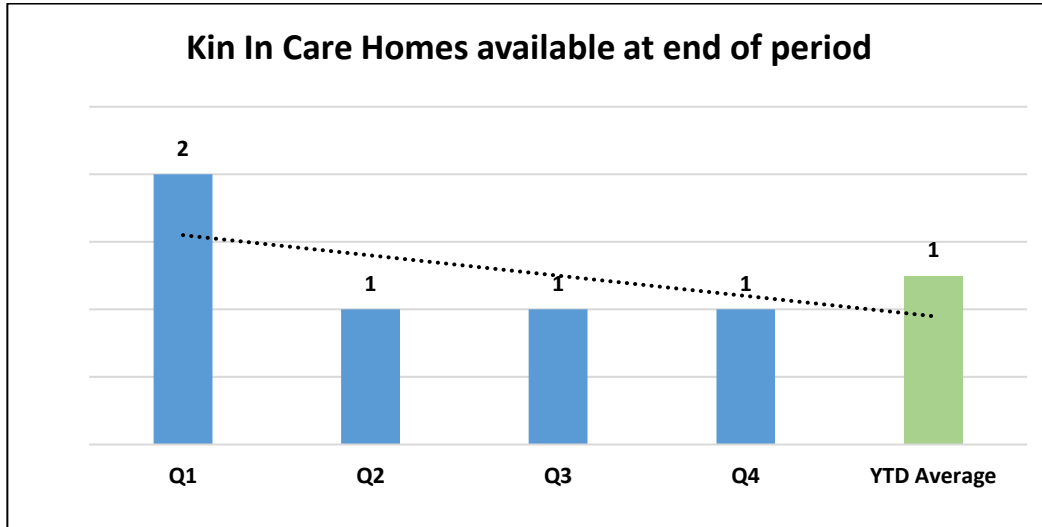
**ALTERNATIVE CARE**

The number of available Alternative Permanency Homes decreased minimally this year, representing a normal fluctuation and consistent with our intentional use of Kinship Service arrangements. We continue to recruit fostering permanency homes, with a focus on recruiting homes that are able to meet complex, acute emotional and developmental needs of the youth in care, as well as provide cultural and racial matches and supports.





Whereas Kinship Service (out of care) is the preferred and least intrusive option, Kinship Care is available for some children/youth depending on needs – typically for clinical reasons where the family/child requires a greater level of support than that available through Kin Service. Kin in Care homes have remained relatively stable over the current fiscal year. The one open home, which services two children placed on Adoption Probation, will in all probability be finalized in this fiscal year.



**Legal**

Breakdown of Legal Cases 2022-2023	
<b>Q1</b>	
2022 April	40
2022 May	37
2022 June	37
<b>Q2</b>	
2022 July	36
2022 August	37
2022 September	36
<b>Q3</b>	
2022 October	36
2022 November	33
2022 December	33
<b>Q4</b>	
2023 January	31
2023 February	29
2023 March	36

Breakdown of Legal Cases 2023-2024	
<b>Q1</b>	
2023 April	36
2023 May	39
2023 June	37
<b>Q2</b>	
2023 July	38
2023 August	39
2023 September	42
<b>Q3</b>	
2023 October	42
2023 November	44
2023 December	48
<b>Q4</b>	
2024 January	52
2024 February	49
2024 March	47

**Alternative Dispute Resolution (ADR LINK)**

ADR link connects families involved in child protection matters with Children’s Aid Societies to Alternative Dispute Resolution practitioners in the South Region of Ontario. There are now five methods of Alternative Dispute Resolution available through ADR-link:

1. Child protection mediation;
2. Original Dispute Resolution/Indigenous Approaches;
3. Family Group Conferencing;
4. the 4<sup>th</sup> Option/Other; and
5. Youth Led Transition Planning

While the first 4 options involve a decision making process for resolving disputes between a Children’s Aid Society and family or child who is or may be in need of protection the 5<sup>th</sup> option, Youth Led Transition Planning, is geared to creating a plan and lifelong connections for “Ready Set Go” youth. This fairly new initiative also involves a referral to the office of the Ontario Children’s Lawyer. The best hope for this program is that the youth will have independent representation as they progress towards adult life.

The 4<sup>th</sup> option is a unique method of ADR to be utilized in circumstances where one of the other prescribed methods is not available or where another method is deemed more suitable. There are specific criteria for 4<sup>th</sup> option or “other” referrals.

	Apr 1, 2020 – Mar 31, 2021	Apr 1, 2021 – Mar 31, 2022	Apr.1, 2022- Mar 31, 2023	Apr. 1, 2023- Mar.31, 2024
Child Protection Mediation (CPM)	31	23	24	15
Family Group Decision (FGC)	8	7	8	3
Original Dispute Resolution (FNIM)	2	3	4	6
4 <sup>th</sup> Option/Other Referrals	1	2	1	1
Youth Led Transition Planning				2
<b>TOTAL</b>	42	35	37	27

**Formal Service Complaints January 1, 2023 to December 31, 2023**

All children’s aid societies are responsible to address complaints relating to a service sought or received by the society in accordance with the Child, Youth and Family Services Act (2017). Information regarding the complaint review procedure is made available to the public and any person upon request.

Complainants have the option to pursue complaint resolution through an internal informal or formal process. Formal processes include the Child and Family Services Review Board, the Internal Complaint Review Panel and the Human Rights Tribunal.

The **Child and Family Services Review Board** is an oversight body with the authority to assess the appropriateness of Society decisions, within specified areas and can overrule such decisions through a

hearing process. While the hearing do not occur in a court, similar legal procedures occur. The decisions of the child and family services review board are consider binding.

The **Internal Complaint Review Panel** consists of a small number of people who have not been directly involved in a case or situation who are convened locally to hear a complaint and work towards resolution/restoration. Panel members are chosen by the Executive Director from FACS staff, and must include one member of the senior management team and one person not employed by FACS, often a Board member.

The **Human Rights Tribunal of Ontario** resolves claims of discrimination and harassment brought under the human rights code.

**Ontario Ombudsman’s Office:** The Ombudsman resolves and investigates complaints about any matter concerning children and youth receiving services from Ontario children's aid societies, foster homes, group homes, secure treatment facilities and youth justice facilities.

**Formal Service Complaints Jan 1, 2023-Dec 31, 2023**

<b>Formal Process</b>	<b>Number</b>	<b>Status</b>
Human Rights Tribunal	1	outstanding
Child and Family Services Review Board (CFSRB)	2	Both dismissed
Internal Complaint Review Panel Request	1	Resolved prior to panel meeting

**Next Report:**

- Q1/Q2 Service Data
- Extended Society Care and Foster Care Licensing Reviews
- Signs of Safety Practice Intensives
- September SQIP (Standards Quality Improvement Plan)